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[Ticket: # 796891 - internet domestic terrorist attack disruption every Sunday streaming service for over a year](#)

**Date:** 2/7/2016 4:22:19 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Epproach@support.net

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## **Description**

I have been experiencing internet domestic terrorist attack disruption every Sunday streaming service for over a year now which is a violation of my constitutional rights... I have documented proof of my complaint... I need for you to investigate...

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[Ticket: # 797020 - partially dropped internet connection??](#)

**Date:** 2/7/2016 9:31:50 PM

**City/State/Zip:** Memphis, Tennessee 38105

**Company Complaining About:** Virgin Mobile

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## **Description**

While playing poker at NLOP.com, which has games that you can win cash for free, it occasionally boots you off from being able to raise or call until you time out of the hand, but the chat stays active?? it has cost me multiple times this week and i am sure there is something wrong there. I have won a few times in the past so I know they pay out sometimes, but i believe they think they can get away with cheating people by occasionally giving them something.

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**Ticket: # 797670 - Internet Fraud****Date:** 2/8/2016 1:08:13 PM**City/State/Zip:** Davison, Michigan 48423**Company Complaining About:** Pc Tech Support, Irvine Ca 888-308-3363  
Customercare@pctechsupport.co

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**Description**

While on the Internet, a screen came on warning me that me computer had been infected with virus, etc. and insisted that I call their phone number. I have antimalware software, so I left the internet and ran that program.

The program found no infections. I then went back on the internet and the same window appeared and blocked all and any further searches on the web. I then call the number (PC Tech Support, Irvine, CA 888-308-3363) When they answered the phone I asked if they were the Microsoft Support Services that I had and a man by the name of Ankur said yes. He supposedly analyzed my computer and told me that it would cost \$399.00 or \$299.00 to fix my computer. When I told him I could not afford such fees, he said he could give me a deal for \$199.00. I again raised the issue of Microsoft Support and he said their was no proof of that service. I then agreed to the \$199.00 and he proceeded to work on the problem with the technical man named Paul. After 7 hours with them I had to leave. He agreed to call me back at 10:00 pm. After waiting for a call, I call them and was put on hold for 30 minutes. Their services left my computer worthless and I was unable to shut it down. I then call Microsoft services and they are currently working to fix my computer. My complaint is that this company got into my computer and took control and then proceeded to fail to correct any problems they made. They falsely represented their company and wanted huge fees to correct the problems they created. On Saturday, I called the company and talked to the supervisor in the billing department, Shashank, ( case number RF58984 ) who told me that I would have a refund credited to my charge card. To my surprise, yesterday, I received a call from their billing department saying I still owed \$211.99 ( fees plus tax). When I raised issue and claimed that their no record of anyone giving me a refund. When I thought their services were fraud, he changed his mind and said I would receive a credit to my charge card. I believe this company is hacking into the computers of people using the internet, freezing any access to the internet, and then charging great sums of money for fake services. This is fraud to consumers using the internet.

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**Ticket: # 797701 - Internet & Phone**

**Date:** 2/8/2016 1:19:28 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

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**Description**

To Whom This May Concern,

This is my second formal complaint against COMCAST. Last week, I was contacted by a Comcast Executive with regards to my original complaint filed with the FCC. Following our telephone conversation, two Comcast Technicians were dispatched to my office and they began working on the problem. When the Technicians left, the system was working. Unfortunately, the men had to return minutes later because the phone system failed again.

On Friday, the internet & phone system ran well given the fact we were only using 2 out of our 15 computers. Today, Monday February 8, 2016 we started seeing our morning patients and the system went down and the phone lines dropped. We are now back to paper again! As you can imagine, I am beyond upset! This issue needs to be resolved IMMEDIATELY and I will be demanding a refund/credit to my Comcast Business Account for the recurring inconvenience.

Furthermore, I would like the FCC to be aware that this is not an isolated incident. This issue has been affecting multiple businesses within the same office building and extending to adjacent office buildings located on or near 92AVE SW 72STREET. Below, with their verbal consent, I have included the information of two additional businesses that have been affected by the constant disruptions in communication services.

- 1) Florida Autism Treatment Center - Krystine Cardenas
- 2) First Choice Neurology - Dr. Eduardo Ibarra

Thank you in advance for your immediate attention to this matter. If you need to speak to me directly, I may be reached at (b) (6).

Sincerely,

(b) (6)

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**Ticket: # 797884 - Internet and Cable Disconnection for no reason**

**Date:** 2/8/2016 2:09:12 PM

**City/State/Zip:** Lauderdale Lakes, Florida 33313

**Company Complaining About:** Comcast

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## **Description**

On February 6, 2016 Comcast sent a technician to fix an interruption for my neighbor. In order for the technician to fix the neighbor's issue they just disconnected mine and connected his. I called comcast around 12pm that day to have someone come to connect my service. I spoke to a supervisor who said someone will come, when 4pm came I called back spoke with another supervisor who placed me on hold for an hour and never came back. I hanged up and called again that spoke with another supervisor who would not give me his employee number and instead of helping me he went online to search my name so he could find out my occupation and education level. He spoke down to me and made fun of me and every time I hang up the phone he would call back and don't answer. I then called the billing department because I just had it and was going to cancel my service. The representative told me that the only time they have available for someone to come is the next day between 5-7 and I should be happy someone is coming out on Superbowl Sunday. She offered me free Cinemax for 3 months. I accepted and the only reason I did is because I needed to have internet for work and I needed some time to shop around. They never followed up on the Cinemax offer. Because of comcast I lost 2 days of work because I work from home. I also had to cancel a Superbowl party for which I have been planning for a month. I definitely thought I would have gotten help since I have been a customer since 2004.

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[Ticket: # 798570 - Comcast data usage plan](#)

**Date:** 2/8/2016 5:17:32 PM

**City/State/Zip:** Duluth, Georgia 30097

**Company Complaining About:** Comcast

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## **Description**

Comcast data usage plan creates limits to my usage that I did not explicitly agree to. If the FCC allows Comcast to proceed then the FCC should consider ending the monopoly Comcast enjoys in many of their service areas and open up their network to other providers in the same fashion as was instituted in the voice network. In addition, if Comcast can limit my usage they should be forced to eliminate all non-content in my usage (adds etc).

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**Ticket: # 799067 - Someone is emailing me using my name**

**Date:** 2/8/2016 8:20:48 PM

**City/State/Zip:** Orlando, Florida 32819

**Company Complaining About:** Bright House

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## **Description**

I received an email from someone using my name from this email address:

(b) (6)

I have an injunction for protection of stalking against (b) (6). This was granted on January 11th 2016. I am a realtor and I have also reported phone calls that are callers saying I called them and hung up. My provider Verizon have verified that I did not make these calls. The calls began on January 21st and this email came today.

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[Ticket: # 799432 - miserliness interference](#)

**Date:** 2/9/2016 2:32:49 AM

**City/State/Zip:** Santa Clara, California 95051

**Company Complaining About:** Comcast

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### **Description**

my neighbor has a very large antenna on his roof that is causing a massive amount of wireless interference in my house

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**Ticket: # 799302 - Unacceptable (and probably illegal) connection to my house.**

**Date:** 2/8/2016 11:16:34 PM

**City/State/Zip:** Wylie, Texas 75098

**Company Complaining About:** Time Warner

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## **Description**

I have been having all sorts of problems with my internet. Time warner cable. Its been out numerous times and bad signal. It was out again and it takes up to 7 days for them to fix it. Completely frustrated, I went out to the box where Its connected and found the following. 2 wires, twisted together, the ground hand tied exposed. This is after 3 calls where they said there was nothing wrong. As an engineer, this is unacceptable, not to mention illegal. I demand time warner be held accountable and to correct the problem immidately.

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**Ticket: # 799335 - stalking by proxy**

**Date:** 2/8/2016 11:49:38 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** N/a

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## **Description**

I have been abused by a woman using the internet and virtual space to stalk and abuse me. she has also stolen several programs that will do new incredible things. Such as opening a tunnel from one spacial circumference to another. very much like a worm hole in space. she has been using this program to desecrate people with real feces of human, dog, and cat. She is told these are bio hazardous materials but she refuses to stop. this program is not intended for this type of use, it is intended as a medical program. one that will remove samples from the living body without puncturing the skin or causing any wounds at all. this program can also be trained to remove specific cells from the body without harm. With a simple resonance all aberated cells can be removed from the entire body. she has used it to place these cells within the body of humans and animals. she is cruel beyond belief and these people and animals have suffered. She also hacks and has hacked every computer or cell phone Ive had for the past 10 years. she has stalked me since Illinois where she lived in the same neighborhood as we. she didnt ever approach while i was there but she came over one time to talk to my mother who had to put her out of the house within 5 min of her walking in. she has been caught using subliminal technologies in the past and did time in prison. under the name of (b) [REDACTED]. she stole over 11,000 in cash from my home before she had me (f) illegally evicted. i have an actual video of her stealing from me. it was captured by a friend in my home. She had come in by the window, lay across my bed, pulled out a box and was going through it. she stole at that time one envelope of \$1,000, she had stolen 11 of them as well as the cash she stole from the drawer. she ran off my customres from a thriving massage business and had me evicted with she could come up with. but the owner of the building knows her and has had her as his "house cleaner" for years. as well they have been doing this to his tenants for over 35 years and don not seem to want to stop. She has even been given a terrasoll warning which is from the medical community. this tells her to leave me alone, because if she continues, i get my hands on her, then its her own fault. and she deserves to be dead, which is what she will be if and when i get my hands on her.

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**Ticket: # 799345 - Won't stop**

**Date:** 2/9/2016 12:00:25 AM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** All Of The Above

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## **Description**

Receiving unsolicited emails. Requested stop continues

(b) (6), chat with hot girls instantly for FREE!

Local girls ready to hookup in your city

Our members are looking for discreet sex hookups.

[http://Aliana.ez2meetdating.date/\\_zuv9O2XZ3Y2\\_upqYWNraWU5MjEwNEB5YWhvby5jb238c2V4](http://Aliana.ez2meetdating.date/_zuv9O2XZ3Y2_upqYWNraWU5MjEwNEB5YWhvby5jb238c2V4)

To Stop getting our newsletters click at the link:

<http://Aliana.ez2meetdating.date/Y3TXkAwL--qqZnZqYWNraWU5MjEwNEB5YWhvby5jb20>

Click this link, and stop getting emails from us

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**Ticket: # 799661 - Re: [FCC Complaints] Re: Internet Connection**

**Date:** 2/9/2016 10:21:18 AM

**City/State/Zip:** Gaithersburg, Maryland 20878

**Company Complaining About:** Comcast

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## Description

This is a follow-up to your previous request #738817 "Internet Connection"

This ticket (#738817) has been updated.

| Good Morning ,

The company responded and the complaint is closed. There is no investigation or anything I sent matters to FCC? This how it works! So after I spent thousands of dollars to have cable and after I sent all the CC: several documents to FCC now it's closed. So capitalism matters when it comes to consumers vs. the vulnerable and disabled Americans?

The company responds with one letter to FCC and not to the customer who is having these problems. While I sent several documents as proof and it's closed. I just find some questionable conspiracy going on in this scenario! |

Sincerely,

(b) (6)

| |

|

| | (b) (6) |

|

| |

"Our deepest fear is not that we are inadequate". "Our deepest fear is that we are powerful beyond imagination." "It is our light more than our darkness which scares us." "We ask ourselves-who are we to be brilliant, beautiful, talented, and fabulous". "But honestly, who are you to not be so?"

W.E.B. Dubois

On Tuesday, February 9, 2016 3:42 AM, FCC <consumercomplaints@fcc.gov> wrote:

```
#yiv1596182851 table td {border-collapse:collapse;}#yiv1596182851 body
.yiv1596182851filtered99999 .yiv1596182851directional_text_wrapper {direction:rtl;unicode-
bidi:embed;}
```

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**Ticket: # 799799 - Comcast illegally shaping traffic**

**Date:** 2/9/2016 11:31:33 AM

**City/State/Zip:** Redwood Shores, California 94065

**Company Complaining About:** Comcast

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## **Description**

Summary:

I believe that Comcast illegally shaped video traffic during the second half of the NFL SuperBowl 50 broadcast.

Hardware/Application details

Internet via Comcast Business Class internet only account.

I was using a Roku 3 and CBS Sports application to view the event.

Details

The first half of the broadcast appeared to be shown in 1080p.

Straight after the half-time show the bit rate was dropped so it looked like NTSC standard def.

The last quarter had a small improvement but wasn't up to 720p.

Action taken:

Calling Comcast resulted in the customer service representative saying they were not doing anything at Comcast. However I don't believe the person talking had visibility or the ability to answer the question.

Reasoning:

CBS has no reason to change the bit rate and not many people seem to have been affected.

The bit rate change wasn't confined to my Roku device. See

for an Xbox user <https://twitter.com/ErrorJustin/status/696489732038008832>.

Running a check using "www.speedtest.net" says I had 54Mb but I was using less than 2Mb download (using the statistics in my Asus router). So my bandwidth had capacity.

Since the issue was cross-device but limited I suspect that the issue is confined to Comcast customers. Talking to people at work several other people had the same issues BUT not if they had a cable subscription for TV content.

I don't expect a reply but this to be used as a piece of evidence in larger investigations.

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[Ticket: # 799888 - google search spoofing/interference](#)

**Date:** 2/9/2016 11:59:35 AM

**City/State/Zip:** Solon, Ohio 44139

**Company Complaining About:** AT&T

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## **Description**

I have been hacked persistently in too many ways to detail here now, but today, while looking for contact info for ATT Digital Life executives in order to escalate a complaint re interference with our security system (again suspected hacking..) many problems with googling ATT executives' contact info, from disablement of my mouse, to false data like the attached. I hope the Annual Report I finally pulled up was not a fake also. Please let me know if it is correct or not.. (3d attachment with executives' names).

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**Ticket: # 800354 - Email was hacked via a scam; computer was compromised**

**Date:** 2/9/2016 2:22:22 PM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** Comcast

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## **Description**

My husband was the victim of a scam. A person claiming to be tech support for a third party vendor of Microsoft got him to provide info to them to return money that they said was overpaid to him for a computer program he purchased. They had him go to Walmart and send a two moneygrams and they had his bank debit card no. and could not get enough money from his checking account so the overdraft was taken from our savings account, \$5,000. We are both senior citizens and this was our life savings. I should also mention that my husband called Comcast as we have a modem with them and they gave him 3rd party vendor in India's phone no. to call. This company does not identify themselves when calling. We found out they are Intelliatas from the email they gave us to send moneygram receipts. They also took control of his lap top computer and locked it. We had a computer specialist unlock it and strip it down to its original format when it was purchased. Yahoo will not allow him to close the email account and there are no phone nos. to reach them. No help from them. I have filed complaints with several government agencies as well. Please help us. You cannot send an email to the above account because we cannot sign in.

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**Ticket: # 800389 - internet-telephone strangeness**

**Date:** 2/9/2016 2:30:59 PM

**City/State/Zip:** Solon, Ohio 44139

**Company Complaining About:** AT&T

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## **Description**

This goes back to last August. Sorry for late filing, but I have been besieged with hacking/intrusions that have been ruinous on many levels, without assistance in handling them (see attached letter, 2nd police cyberpro hired privately took \$5K, had lower level "asst" Tyrone run Avast, not actual forensics, basically stole my money, why is this happening?). This incident Canadian cousin does IT security for oil compny, called me, remotely accessed ATT Uverse modem, showed me how to access logs, etc, we talked maybe 1 hour. He called me, his landline # showed on my landline caller ID. Yet "last call log" on ATT modem showed OUTGOING call to Verizon customer service number for 2.5 hours. Strange. Told cousin. He later asked me to check IP Chicken while on ATT modem. Results were not what we expected. Please see attachment. I am also attaching a recent letter from an IT professional, Keith Hagans, who has been attempting to help me with the hacking since I began to notice it nearly 2 years ago. There's so much more than what his letter discusses. I have not been able to get police or FBI help. Cyber pros seem to get subverted. Someone with a lot of money and power and inside connections at communications company (haven't even begun detailing Time-Warner and Verizon issues...) must be involved. Mr. Hagans details one aspect of my medical record issues at a local hospital, which the hospital has yet to address adequately.

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**Ticket: # 800584 - Spam - Repeated Emails**

**Date:** 2/9/2016 3:35:12 PM

**City/State/Zip:** La Mirada, California 90638

**Company Complaining About:** AT&T

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### **Description**

I have been receiving unwanted and unsolicited emails from this company despite my numerous requests to remove me from their email list. I have gone on their "manage my account" multiple times with no resolve. Plus I never signed up to this company to begin with. Thank you for your help.

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**Ticket: # 800557 - Hacker, Internet harrassment**

**Date:** 2/9/2016 3:23:08 PM

**City/State/Zip:** Phoenix, Arizona 85053

**Company Complaining About:** Cox

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## **Description**

I had a series of jobs that though it would be cute to tamper with my computer. I have reset my computer 20 times. I had a new hard drive installed and re-installed the operating system twice. I think they have either opened port 80 and backdoor my laptop. They have full remote access. I think they may have set me up as a work computer on their network. They may have a seperate vpn or domain they are using to set group policy and control my entire dvice. I have spent thousands of dollars. Trying to keep the hackers out of my laptop, but they won't stop. My phone has been hacked into as well, they are answering my outbound calls, pretending to be microsoft, and taking control of my device remotely and changing the settings. My email has been compromised. I think they even went on the federal student loan website, and changed my portion of responsibility for this school year in real time. They have gotten my credit card number when I had to take an online class for a speeding ticket. They have access to all of my passwords, and they have taken over my internet provider cox. They will not stop. I have made police reports,FBI complaints and still they won't stop. They have set something up so they can purchase apps from the microsoft store, and stream games and music from my device to their x-box, or to their television. I am tired of this. I feel helpless, as no computer repair store can fix it. Please research this and put a stop to it. They have full control of the wireless and Ethernet connections. I use my computer for college. They change my word documents, and formatting. They hi-jack my wifi, at school, and won't allow me to connect to the internet. They also force me to loose my internet connection when I try to make a complaint such as this. They have also hacked into my microsoft account (b) (6), they are using this account to sign into my device, and stream music, and games from the microsoft store, without my permission. I have put a lock on my laptop to keep them out but the damage is done. I will file an Attorney General Complaint locally against cox next. They want to charge me to investigate.

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**Ticket: # 800669 - Internet hacking and harrassment****Date:** 2/9/2016 3:58:20 PM**City/State/Zip:** Phoenix, Arizona 85053**Company Complaining About:** Cox

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**Description**

Some hacker has full control of my laptop. They have configured it for remote access. I don't know if they physically got ahold of my device and changed the settings. They have my phone hacked so when I thought I was calling microsoft I was calling them. They accessed my computer without my permission and changed the settings. They are illegally streaming music, videos, and games to an x-box, or remote television. When I try to do my homework in word, they have an addin that allows them to control my formatting, and they ruin my document. I think they have all of my passwords, they even went on the federal student loan website, as I was filling out my loan documents, and changed my student responsibility. I got a speeding ticket, and when I paid on line for the online class, they got my drivers licesnse and my credit card information. They have hacked into my emails safety email 3@gmail.com and (b) (6), they are intercepting my emails, and routing them to their i-phone. They got all of my pertinent information from job applications I filled out and were sent back to my email. They have also opened a port on my device that allows them backdoor access. I think they set up a VPN, or domain, that allows them remote group policy remote access. They are changing the certificates, and force me to loose internet connectivity when I try to make these complaints. I have spent thousands of dollars trying to get them off of my device. No computer repair shop can help. I have reset the device. I have changed the passwords to everything. I have reset 20 times. I have re-installed the operating system twice. I have installed a new hard drive. They still won't quit. I think they have gotten my passwords, to my ssid, and internet and they are hacked into my cox internet provider network. They are streaming games, and media, and videos, from my device to an x-box or television remotely. Please make this stop. I have been dealing with this for 3 years since I started school and got my laptop. I have filed Phoenix Az, FBI, Police, and AG complaints, and they still won't stop. I believe a few companies I have worked for in the past are responsible. They have the technology to do this, and they had access to all of my pertinent information. When I filled out job applications on line, they got all of my information after the jobsite sent the completed application to my hacked e-mail. Everything goes through email now. They even hacked my alarm system account on my email, and changed the settings to allow them to break into my house without notification. They have purchased a signal jammer that silences my sensors, and they are breaking into my home. Please do something about this! They have hacked into my ssid, my router, and my cox account. They have even broken the box outside of my home and done something to the cox cable box to allow access to my router. This is highly illegal, and it has been going on for 3 years please put a stop to it!

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**Ticket: # 800689 - Internet hacking and harrassment****Date:** 2/9/2016 4:03:16 PM**City/State/Zip:** Phoenix, Arizona 85053**Company Complaining About:** Cox

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**Description**

Some hacker has full control of my laptop. They have configured it for remote access. I don't know if they physically got ahold of my device and changed the settings. They have my phone hacked so when I thought I was calling microsoft I was calling them. They accessed my computer without my permission and changed the settings. They are illegally streaming music, videos, and games to an x-box, or remote television. When I try to do my homework in word, they have an addin that allows them to control my formatting, and they ruin my document. I think they have all of my passwords, they even went on the federal student loan website, as I was filling out my loan documents, and changed my student responsibility. I got a speeding ticket, and when I paid on line for the online class, they got my drivers licesnse and my credit card information. They have hacked into my emails safety email 3@gmail.com and (b) (6), they are intercepting my emails, and routing them to their i-phone. They got all of my pertinent information from job applications I filled out and were sent back to my email. They have also opened a port on my device that allows them backdoor access. I think they set up a VPN, or domain, that allows them remote group policy remote access. They are changing the certificates, and force me to loose internet connectivity when I try to make these complaints. I have spent thousands of dollars trying to get them off of my device. No computer repair shop can help. I have reset the device. I have changed the passwords to everything. I have reset 20 times. I have re-installed the operating system twice. I have installed a new hard drive. They still won't quit. I think they have gotten my passwords, to my ssid, and internet and they are hacked into my cox internet provider network. They are streaming games, and media, and videos, from my device to an x-box or television remotely. Please make this stop. I have been dealing with this for 3 years since I started school and got my laptop. I have filed Phoenix Az, FBI, Police, and AG complaints, and they still won't stop. I believe a few companies I have worked for in the past are responsible. They have the technology to do this, and they had access to all of my pertinent information. When I filled out job applications on line, they got all of my information after the jobsite sent the completed application to my hacked e-mail. Everything goes through email now. They even hacked my alarm system account on my email, and changed the settings to allow them to break into my house without notification. They have purchased a signal jammer that silences my sensors, and they are breaking into my home. Please do something about this! They have hacked into my ssid, my router, and my cox account. They have even broken the box outside of my home and done something to the cox cable box to allow access to my router. This is highly illegal, and it has been going on for 3 years please put a stop to it!

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**Ticket: # 800696 - Comcast Internet**

**Date:** 2/9/2016 4:05:51 PM

**City/State/Zip:** San Francisco, California 94131

**Company Complaining About:** Comcast

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## **Description**

Comcast Internet sold me a package deal of faster internet (Blast!) and a home security system. The home security system router installed by Comcast interfered with the internet speed. In other words, as part of a single package deal, Comcast sold me 2 services that conflicted with each other. The result was my internet speed was slower. I do not need or want the home security system, but took it as part of the package deal. In the last 6 months I have called Comcast repeatedly and had 2 techs over. Once the home security router was removed from the system my internet speed doubled. Nonetheless, Comcast insists that I continue paying for this home security system for the next 6 months -- even though if I connected it my internet speed would decrease by 100%. Although I have been paying for Blast! internet for more than 2 years and not getting it, I would be OK if Comcast would just let me return the home security system and waive the last 6 months of the contract.

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**Ticket: # 800802 - Poor Internet Service - Poor Customer Service**

**Date:** 2/9/2016 4:32:17 PM

**City/State/Zip:** Westfield, Indiana 46074-5046

**Company Complaining About:** Comcast

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### **Description**

Comcast continually streams their own ads on websites, like Amazon (i.e. Xfinity, et al) This disrupts service, causing an inability to utilize these websites -Comcast ads are excessive. This is the 3rd complaint with no resolution . On 2/8/16, 4:05 pm spoke to Fred, supv., in Columbia, after 45 min on the phone w/him & problem still not corrected, asked him to cmb at 6:30 pm since it was dinnertime - he promised he wd get the problem corrected and cmb. He never did and the problem is not corrected. This has been an issue for several months but has gotten worse in Jan & Feb 2016, & the 3rd time I've called to get this corrected.

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**Ticket: # 801499 - my voice packets and getting lost dn I cannot talk to my customers and vendors**

**Date:** 2/9/2016 7:58:51 PM

**City/State/Zip:** Peachtreecity, Georgia 30269

**Company Complaining About:** Comcast

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## **Description**

I talk they cant hear me phonebooth.com says it is not their phones caus ecall is initiated , and comcast says it is not the modem casue it checks fine and its fire wall is shut off . I can hook straight to the lan port on comcast modem with yealink vip phone and it still will not let me talk . the picture show that is times out in middle of of what comcast calls a traccert test ? not sure . Buit no one is able to fix it my ip address is (b) (6)

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**Ticket: # 801727 - [www.greenliteclinic.com](http://www.greenliteclinic.com)**

**Date:** 2/9/2016 10:29:01 PM

**City/State/Zip:** Royal Oak, Michigan 48073

**Company Complaining About:** Realty Plus International, Llc

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## **Description**

Hi I am the owner of Dr. K. Singh, P.C. ( DBA Greenlite Clinic) - ((b) (6)).

((b) (6)) (Owner of Realty Plus International, LLC), was a former marketing agent for our clinic. He built a back up website for me ([www.greenliteclinic.com](http://www.greenliteclinic.com)), that I paid for. I did not give him permission to own the site, I told him he could build the site but I am to own it since I paid for it. However he registered it to himself and has control over the site.

He is now trying to sell [www.greenliteclinic.com](http://www.greenliteclinic.com) and I never gave him permission to own the site.

He has built a google form for anyone to buy the website address [www.greenliteclinic.com](http://www.greenliteclinic.com). This web address is showing up on google search (when a person searches for greenlite clinic) in my area and patients have called us asking if we have closed.

Previous patients who are trying to make an appointment with one of our doctors are thinking we are closed due to this selling form he made.

We cut ties with ((b) (6)) after he was recently arrested by Oakland County Michigan for a felony, and he is upset and revengeful we cut ties with him.

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[Ticket: # 801849 - Spam C.V.S.](#)

**Date:** 2/10/2016 12:32:20 AM

**City/State/Zip:** Covington In, Indiana 47932

**Company Complaining About:** AT&T

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## **Description**

To many Emails Did not sign up

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## Ticket: # 801962 - Hate Speech Over Internet

**Date:** 2/10/2016 8:40:53 AM

**City/State/Zip:** Chicago, Illinois 60611

**Company Complaining About:** Youtube

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### Description

Tommy Sotomayor (Aka Thomas Jerome Harris) is a YouTube user. He has many channels on YouTube where he posts numerous videos filled with hate speech against African Americans and also calling for violence to be committed against African Americans. YouTube has been repeatedly notified of violations of law and of their own YouTube policies and refuse to take action to remove the offending content or to prevent this user from abusing the platform with hate speech. here are sample videos with time stamps.

Ya'll know what to do. Get that Crispy coon

#### Main channel

(Link 23-A) <https://youtu.be/-Qw3XI2gxhk?t=2m19s>

(Link 23-B) <https://youtu.be/yw-QhQT3f94?t=57s>

(Link 23-C) <https://youtu.be/2Z9I9yW77As?t=41s>

(Link 23-D) <https://youtu.be/aZzcw5dpb2s?t=13m21s>

(Link 24) <https://youtu.be/bDYJVDDntQo?t=2m57s>

(Link 25) <https://youtu.be/HQEJSPQQaFY?t=2m42s>

(Link 26) [https://youtu.be/d\\_-P3GYf7ZE?t=4m8s](https://youtu.be/d_-P3GYf7ZE?t=4m8s)

(Link 27) <https://youtu.be/IDgbDNSMMOo?t=11m34s>

(Link 28) <https://youtu.be/Eie8tO3O-N8?t=6m51s>

(Link 29) <https://youtu.be/Eie8tO3O-N8?t=8m>

(Link 30) <https://youtu.be/ccyWYD8CDnY?t=10m53s>

(Link 31) <https://youtu.be/ccyWYD8CDnY?t=12m1s>

(Link 32) <https://youtu.be/ccyWYD8CDnY?t=12m58s>

#### News Channel

(Link 33) <https://youtu.be/O4JdVhFBPv0?t=14m49s>

(Link 34) <https://youtu.be/EMK8mCeZdzw?t=6m19s>

(Link 35) <https://youtu.be/lmQRVCbAY7E?t=12m58s>

(Link 36) <https://youtu.be/MvEAopuysS8?t=8m52s>

(Link 37) <https://youtu.be/O4JdVhFBPv0?t=14m53s>

(Link 38) <https://youtu.be/MvEAopuysS8?t=9m56s>

(Link 39) <https://youtu.be/MvEAopuysS8?t=10m24s>

(Link 40) <https://youtu.be/ZRqSfTW9RRY?t=13m37s>

(Link 41) <https://youtu.be/DNFrqAK5Emo?t=7m29s>

(Link 42) <https://youtu.be/xXaRbpilvBo?t=53s>

(Link 43) <https://youtu.be/0wdr4Yj7w5U?t=7m55s>

(Link 44) [https://youtu.be/jkLmhL\\_xxUI?t=10m46s](https://youtu.be/jkLmhL_xxUI?t=10m46s)

(Link 45) <https://youtu.be/mUme6MGUX0I?t=14m31s>

(Link 46) <https://youtu.be/69ac3dPqtlU?t=6m5s>

YouTube needs to be reprimanded and this user needs to have all such content and channels removed permanently from YouTube's platform.

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[Ticket: # 801979 - Internet service slower than advertised](#)

**Date:** 2/10/2016 9:28:53 AM

**City/State/Zip:** Alamosa, Colorado 81101

**Company Complaining About:** Charter

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### **Description**

My agreement with Charter Communications is 60mbps. I am currently receiving a fraction of that.

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**Ticket: # 802068 - Verizon home internet (DSL)**

**Date:** 2/10/2016 10:26:31 AM

**City/State/Zip:** Russell, Pennsylvania 16345

**Company Complaining About:** Verizon

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## **Description**

I have been trying to work with Verizon since October of 2014 to resolve a continual issue of lack of service for the Internet they are supposed to be providing to my home. It has not only been an issue for myself, but for many people in the Russell, PA area. I have called numerous times to have them fix the lack of service or lack of continual service that they are supposed to provide. Each time, I have been routed to many departments, each time the department putting the responsibility onto another department or to the customer. There is a 20 plus minute waiting period before even speaking to one of these departments and when the conversation ends, which is often times after an hour or more, the situation is remedied for less than a week, often times less than a day. Verizon expects us to call each and every time the service goes out, however, who has time for that. It is the same problem everytime and one of their most common excuses is that there are too many customers on the service line, whatever that means. To me, it sounds as if they need to provide more lines, update their products, whatever the case, but it should not have to be the customer who has to call them each and everytime for the same issue. The only refund I have ever received was 2 \$20 rebates when it first happened. Since then, I have received nothing, including help in resolving this issue. Each of my neighbors have also said they spend hours waiting for the service to come up or avoid using it all together. The problem is that the only other option for internet in our area is satellite service, which is often a failure when working from home because of the weather. In May of 2015, I spoke with many departments for Verizon again and again was sent through a myriad of departments before one woman, Selence, agreed that I had many problems. She said she would send me to a department who would be sure to help me and the next thing I know, a 411 operator came on the line. I find that response very rude and condescending. Since then, I have received several text messages from Verizon to pay for months of service in which I did not have any. The charges are now in excess of \$500. In addition to that, in September, I had to increase the amount of data for my cell phone plan just to have internet access at home for work purposes. My cell phone plan has steadily risen from just over \$100 each month to almost \$180 a month, due to the need for more data, but it still does not make it work from home appropriate, which my job often time entails. I filed a complaint to the Better Business Bureau, hoping to get some resolve from that point of view, however Verizon would only establish that I had called and made complaint from lack of service, but that the problem had been resolved. They did not look into the problem being the same problem each time, nor did they investigate why the problem continues. They made a flat statement saying that they would not refund the money, and they failed to state what the problem was or why it was still occurring.

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**Ticket: # 802151 - Unwanted Faxes from a DME company**

**Date:** 2/10/2016 11:06:01 AM

**City/State/Zip:** El Paso, Texas 79936

**Company Complaining About:** AT&T

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## **Description**

THis Primary Care Pharmacy keeps sending me faxes (since December 2015) asking for a signature so they can send some glucometer strips to a patient who does NOT need them at this time. We have called them repeatedly to stop these faxes but they have ignored our repeated requests to stop these faxes. I'm (b) (6) see (b) (6), office (b) (6). These people need to stop. Am already feeling harrassed . THanks for your help .

---

[Ticket: # 802247 - Unsolicited Marketing Emails from Andrew Bennett](#)

**Date:** 2/10/2016 11:49:16 AM

**City/State/Zip:** Wake Forest, North Carolina 27587

**Company Complaining About:** Time Warner

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## **Description**

I have been receiving unsolicited emails for a number of years from Andrew Bennett of Coast to Coast Computer Products Inc. There was not a simple method to unsubscribe from emails from him. On 01-18-16 I made a request to Mr. Bennett to stop sending me emails. He replied to me that he would stop sending me emails. On 02-10-16 I received 2 marketing emails from him.

---

[Ticket: # 802375 - ATT loud commercials on internet and buffering](#)

**Date:** 2/10/2016 12:22:08 PM

**City/State/Zip:** Palmetto Bay, Florida 33158

**Company Complaining About:** AT&T

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## **Description**

Here is copy and paste of email complaint I sent to ATT Uverse:

I am contacting FCC about buffering issues when I watch Fox News and One American News Network. I have 25mbps internet speed and on Chrome or Microsoft Edge those two networks crash constantly. Also on the internet Fox News the commercials are extremely over amplified and the audio level of the news is very low. Another Fox News anomaly is audio of a computer advertiser over rides news audio during the news casts. I do not have these issues on CNN so I wonder why this only happens on conservative channels. I do want a response please.

---

[Ticket: # 802742 - error messages](#)

**Date:** 2/10/2016 2:04:03 PM

**City/State/Zip:** Fort Pierce, Florida 34951

**Company Complaining About:** Comcast

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## **Description**

I keep getting error messages while using my computer that read: error, do not shut down your computer or you will lose all your information, call 888-905-5723. In addition, I cannot simply close out the window where the message appears. I shut down, and re-boot my system, and it is fine.

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[Ticket: # 803540 - Internet issues again](#)

**Date:** 2/10/2016 5:28:47 PM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

Internet going I and out all day long. This is second complaint on this issue

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[Ticket: # 803548 - interference with email](#)

**Date:** 2/10/2016 5:31:43 PM

**City/State/Zip:** Gladstone, Missouri 64118

**Company Complaining About:** Time Warner

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## **Description**

Time Warner is my email server. My computer was hacked and I had to have it restored. While trying to reset my programs, I was working with Microsoft so I could reset my email. Microsoft put a freeze on my email for 30 days for security they say. I called Time Warner and they said Microsoft had no business messing with their accounts. I am a victim of ID theft and at this time need my email to communicate on issues involved. I have explained this to Microsoft but was the same as told rules are rules even though they are jeopardizing my credit and miss using another company's account. What can be done about this and what are my rights?

---

**Ticket: # 803552 - Interrupted Internet Service****Date:** 2/10/2016 5:33:19 PM**City/State/Zip:** Baltimore, Maryland 21202**Company Complaining About:** Comcast

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**Description**

We are a business located in Baltimore City. Unfortunately we have only one option for high speed internet and that is Comcast. We have been experiencing this problem for over 2 months. The problem has been acknowledged by Comcast, but has not been resolved. We have been told that the problem is outside the building and in our street and that a field contractor must do the work before they can come back into my building to resolve the issue. I have been dealing with supervisors and technicians constantly being told that the problem will be resolved tomorrow, but unfortunately tomorrow never comes. As a business who relies heavily on the internet I can not tolerate this. I do not understand why I do not have choices in my area and why I am forced to suffer with a company that is so difficult to deal with and impossible to get proper service. I am attaching the latest email from a Comcast service technician who seems to be the only person who is at least contacting me with updates. Unfortunately he has no power to resolve the issue.

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**Ticket: # 803947 - Possible Hacker**

**Date:** 2/10/2016 8:29:28 PM

**City/State/Zip:** Orange, California 92868

**Company Complaining About:** AT&T

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## **Description**

Is it possible that on a website chatroom; <https://www.wireclub.com/> when I am there my computer seems that I have someone controlling my mouse. Could someone that angered by my remarks, could they possibly be hacking my computer? It has happened twice that I lost control of my mouse, when at the website? It is just strange because my computer had never perform that way before.

---

**Ticket: # 804057 - Radio communication interfering w/ all electronic's in house**

**Date:** 2/10/2016 9:36:49 PM

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

**Company Complaining About:** Opt. On Line Cablevision

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## **Description**

Harassment by from what I was told is a low frequency RF gain transmitter and I am losing my health as the people doing this in my mobile home are waking me all times of night from their home starting at 4 am, then 5am, all night and then again nobody will help, not the police as they do not believe me. I had a state ranger that knew far more, he said when you turn it up he said, this is when the noise starts. This is a crime, felony, they are sending fake numbers through the phone, I have death threats, all these loud noises are from this radio, they want me to move, 3 years I have been dealing with this as I know, have a good idea where the transmitter is or whatever they are using. I am under doctors care, everyone gives me fcc numbers and I cannot get through. I have asthma, I use a machine to breathe. These people drive around my house all day and night, one comment was your going to get a bullet, I don't have any violations here, I am here 9 years, I don't bother anyone, on SSD Medicare/Medicaid. The office here said they do not get involved, have a friend that is having problems too, not just me. The people they allowed in the park recently in the last 3 years put a hole through one of his tires on the sidewall, before this they shot my house up on four sides with bee bee guns, all dented, broke my car windows 2 times. They have damaged my hearing as my ears are ringing all the time now, I request your help as I cannot take anymore. They have certain people they have targeted. Most people do not want to go to the office as they refuse to get involved!

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**Ticket: # 804206 - Unresolved constant internet connection issues**

**Date:** 2/11/2016 12:21:50 AM

**City/State/Zip:** Southwest Ranches, Florida 33331

**Company Complaining About:** Comcast

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## **Description**

I have been in contact with Comcast reporting constant internet connection issues for as long as I can remember and have gotten no where. I have been paying their premium fees for a service that I just do not receive. I beg for someone in your agency to help me since I so desperately depend on the Internet to work from home when I have to stay home to take care of my father who is terminally ill. The fact that Comcast also provides my phone service actually makes things even worse because it's all linked together and sometimes that doesn't work as well. In addition, it's the only way I can communicate with my daughter that is attending school out of state. So I am pleading for help since it's now been 4 days straight that I do not have reliable service and every time I call, I'm placed on hold or they just hang up on me. Thank you so much in advance for your help with my crisis.

Respectfully- (b) (6)

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[Ticket: # 804448 - do your job please](#)

**Date:** 2/11/2016 10:53:34 AM

**City/State/Zip:** Kentwood, Michigan 49512

**Company Complaining About:** T Mobile

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**Description**

complaint #2

Only

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[Ticket: # 824485 - Computer Hacked](#)

**Date:** 2/22/2016 10:08:53 AM

**City/State/Zip:** Loveland, Colorado 80537

**Company Complaining About:** Comcast

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## **Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 804972 - Incorrect Informations published on Internet News sites](#)

**Date:** 2/11/2016 1:37:22 PM

**City/State/Zip:** Raleigh, North Carolina 27603

**Company Complaining About:** Wake County Government Library Internet Access

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## **Description**

The News& Observer newspaper and it's website; stated that UNC lost to Notra Dame by 6 points when in fact they defeated them by 32 points. Coach Roy Williams stated that his team defeated Notra Dame on his weakly radio show. Please correct this issue. (also) They stated that Mrs. Clinton lost Iowa; when in fact the information out of Iowa shows that she won 97% of the Democrat delegates and won the popular vote by 18 pts. This needs to be address before people start thinking that this election is being fixed against Mrs. Clinton.

---

[Ticket: # 804996 - Am I being scammed?](#)

**Date:** 2/11/2016 1:44:19 PM

**City/State/Zip:** Loomis, California 95650

**Company Complaining About:** AT&T

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## **Description**

I keep getting phone calls from 949-641-6052. They are telling me they are from Windows and that my computer is at risk of crashing. One time I did listen to them and allowed them to take a look at files on my computer and they were telling me that I has malware and spyware on my computer. I kept having a feeling that this is not legitimate. Then at the end of the conversation they said that I had to pay \$271 to re-register with windows and then they would fix the problem. I said that I don't have this money and refused to pay. I was quickly transferred to a supervisor and I also explained to him that I could not pay this and he asked me "Do you understand English" This insult was just too much because I could not understand them very well because they were from India. I don't appreciate being insulted. I am not a computer expert so I can't tell if they are genuine, but I am tired of getting so many calls from them. Please help me out here and let me know if the above number is actually legitimate.

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**Ticket: # 805015 - Ham Radio Interfance**

**Date:** 2/11/2016 1:49:32 PM

**City/State/Zip:** Anamosa, Iowa 52205

**Company Complaining About:** Centurylink

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**Description**

information on ham radio's interference. I went to the his house ( 301 N Davis, Anamosa, Iowa). Asked him to help with interference from his radios. He told us thee was nothing I could do. He told us we could do nothing. To stay off his proptery and never to trespass again. Our TV's will not work in our house . HIGH PITCH SOUNDS THAT CAUSE MY EARS TO BLEED AND THE DOG HOWLING. All phones cannot be used because of interference. Antenna is pointed at my directing at my TV, causes many problems . wires in the tree could be electrical wire. No ones knows. WE cannot get on the internet because of the ham radios causing interference. My address is (b) (6) .

---

**Ticket: # 805126 - Aware of congestion but not fixing issue.**

**Date:** 2/11/2016 2:31:29 PM

**City/State/Zip:** Binghamton, New York 13905

**Company Complaining About:** Time Warner

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## **Description**

I've contacted Time Warner over 30 times now, possibly more over the past few years regarding service interruptions during peak hours of demand on their network. I have been told by Time Warner tier 3 technicians as well as other Time Warner employees that they are aware of this issue and are working to fix it. However over the past few years nothing has been done even though they are fully aware that this congestion is occurring and interrupting my service and reducing my bandwidth at certain hours of the day. When speaking to an engineer who works for Time Warner about the problem, it became apparent in his own words that the money needed to repair this issue was not available for the repair because it would require them to move scheduled work ahead into my area. In the meantime I have to deal with congestion that limits my bandwidth I pay for while they do nothing about it. They are purposely limiting my bandwidth by allowing for known congestion to occur that they have been notified and are fully aware of the issue for over a few years now.

---

**Ticket: # 806172 - Rise Credit Illegally getting into emails information**

**Date:** 2/11/2016 7:30:15 PM

**City/State/Zip:** Los Angeles Air Force Base, San Pedro, California 90732

**Company Complaining About:** Cox

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## **Description**

I work with the White House and other federal agencies. Today, I installed a cable telephone network with Cox Communications under my name (b) (6). Within 15 minutes of the new telephone being installed I was contacted by Rise Credit on my new cable phone number (b) (6). The representative identified himself as a representative of Rise Credit from the phone number (215) 244-4200 at 2:27. At 2:19pm Rise Credit called my cell phone number at (b) (6). I work with the White House, the Department of Veterans Affairs and it's Federal Agencies and I have sensitive contacts and information in my emails and business contacts. This entity Rise Credit is illegally retrieving information from my telephone conversations this includes: contact information, emails, banking information and other potential classified data and and sensitive information.

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**Ticket: # 806387 - Facebook Illegal Censorship Again****Date:** 2/11/2016 9:31:15 PM**City/State/Zip:** Elkhart, Indiana 46514**Company Complaining About:** Comcast

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**Description**

The Free Thought Project (internet media outlet) today filed a report that Facebook deleted a post criticizing Governor Snyder of Michigan for the Flint Water Crisis. Facebook is getting more and more into censorship but only of issues they disagree with. This is clearly political censorship and Facebook cannot be allowed to do the. I had a post deleted when I called a supporter of the Oregon Domestic Terrorists who was trolling other people's sites. I filed an FCC complaint about that as you might note. My complaint continues to include the fact that Facebook reserves the right to delete any post without notice that they disagree with. There is no grievance procedure I am aware of. These are the facts. In the past I have reported threats of violence numerous times that Facebook ignored. But this - they act on. I now keep hard copies and pdf documents of every post that I that I feel they may object to. During the last complaint, I also reported the name of the individual who was supporting domestic terrorism to the FBI. Facebook has a growing trend of censorship of political statements they disagree with. Three things need to happen: 1) Facebook needs to be held accountable for political censorship, 2) A Grievance Procedure must be implemented. and 3) Deleted posts must not be allowed to be permanently deleted until the individual with the account has the opportunity to refute Facebook's God-like judgement. Also, they need to take action when physical threats of harm are made from one person to another on Facebook. I cannot prove those because the posts tend to mysteriously disappear.

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**Ticket: # 806630 - Frequent (every 15 minutes) disconnection of service, slower than advertised speeds and longer periods of service outage.**

**Date:** 2/12/2016 3:16:03 AM

**City/State/Zip:** Carrboro, North Carolina 27510

**Company Complaining About:** Comcast

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## **Description**

Since August of 2015, when I first subscribed to Comcast, I have received slow internet connectivity (well below the various advertised speeds of plans that I have tried). I currently have a 300 MBPS down connection that never surpasses 100 MBPS down. My wireless and wired connections drop out routinely and require resetting the modem constantly. We have had three technicians out to our property to address the issue. Aside from adjusting wires on the outside of the house, nothing was accomplished and the issues remain. Slower than paid for speeds and intermittent connectivity. Additionally, we are billed 60 USD per month for cable service by our apartment company. (The cost of cable is incorporated in the lease as an active account with Comcast) I am also paying Comcast for a litany of other cable services that seem to be duplicated by what I already pay the property management company. Our cable connection is shoddy at best and we lose guide/cable box features routinely.

Comcast stated they would send a connectivity kit (new modem/router) three times and never did. A previously picked up connectivity kit was promised as free and was subsequently billed to my account on a monthly basis. This was only resolved with a BBB complaint.

The current modem/router we use are AC band equipment with DOCSIS 3.0. They are fully up to date and compatible with our subscribed service. We have unresolved service issues and are victims of false advertising.

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**Ticket: # 806804 - Spam email**

**Date:** 2/12/2016 11:06:37 AM

**City/State/Zip:** Cinnaminson, New Jersey 08077

**Company Complaining About:** Farmers Insurance

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### **Description**

Received spam email from Farmers Insurance. I have had no dealings with Mr. Robertson nor Farmers Insurance and have definitely not contacted them or anyone else regarding getting insurance. The spam came from [bradley.twittman@farmersagency.com](mailto:bradley.twittman@farmersagency.com) There was also no way to get off their list.

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**Ticket: # 807135 - Timewarner Cable - routine service outages, slower than advertised and paid for speeds and failure to deliver promised equipment.**

**Date:** 2/12/2016 12:44:51 PM

**City/State/Zip:** Carrboro, North Carolina 27510

**Company Complaining About:** Time Warner

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## **Description**

We pay for 300 MBPS internet connectivity with Time Warner Cable. We never achieve speeds anywhere near that.

Our wired and wireless connectivity drops out constantly.

Time Warner promised to deliver new modem/routers and this never happened.

This has been an ongoing issue since August 2015. Our current modem/router are well within capabilities of the service.

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**Ticket: # 807714 - FCC Complaint Form is broken**

**Date:** 2/12/2016 2:26:05 PM

**City/State/Zip:** Minneapolis, Minnesota 55419

**Company Complaining About:** Federal Communications Commission

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## **Description**

I work for an advocacy group called Fight for the Future. We are enabling people to submit Net Neutrality complaints through this form ( [https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824) ). However, your server is giving us an error response now and not accepting new submissions. The error is:

The number of new anonymous requests allowed per hour has been exceeded. Please try again later.

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**Ticket: # 807780 - TWITTER FEEDS**

**Date:** 2/12/2016 2:45:33 PM

**City/State/Zip:** Annapolis, Maryland 21401

**Company Complaining About:** T Mobile

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### **Description**

twitter constantly spams and sends tweets for people I do NOT follow nor wish to. There are several HUNDRED similar complaints on their own website regarding the same issue. Further they do not handle ANY customer support via phone....can they even have a business license in these States without offering customer service? They are junking up my phones, tablets, and computer emailing and texting with absurd messages. I cannot block as then I lose those I'm connected to. I am consistently interrupted. Please help. Thank you, PKG

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**Ticket: # 808091 - Purposeful Station Interference****Date:** 2/12/2016 3:52:02 PM**City/State/Zip:** West Palm Beach, Florida 33401**Company Complaining About:** This Is About Over The Air Broadcasting Only Thank You

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**Description**

To Whom It May Concern,

This is directed NOT towards the FCC directly, but I feel they are the only organization that could do something about it?)

In My Humble opinion, Clear Channel Communications is one of most despicable underhanded corrupt and scared of their competition out there. JVC broadcasting recently purchased 93.5 FM WBGF and flipped to compete via the airwaves against 98.7 the Gater (they even Gater wrong, don't they!!!!) Anyway, South Florida is the worst broadcast areas I have ever seen, with ILLEGAL "NOTHING" radio stations I HAVE EVER SEEN! As far as if your a "Rock" fan your better to listen to Baltimore, MD for Rock music! When WBGF first went on the air, it was awesome! Finally, there was more than ONE rock station out there! In December of 2015, suddenly, out of the blue, "Christmas 93.3" popped on the air, and guess what happened to 93.5 "The Bar" WBGF????? It is NOW "UNRECEIVABLE"!!!! I AM OUTRAGED!!!! Clear Channel DID THIS ON PURPOSE!!!! Clear Channel is now "branding" this Frequency as (Sister) station Wave 92.7 which is: 92.7 WAVW-FM , Stuart, FL, Wave 92.7 for one thing this is in Martin County which is a "no nothing" county that likes to "complain" about things! For instance they are complaining out "All Aboard Florida" because it does not stop in Stuart Florida, BOO HOO, right! Who even goes to Stuart Florida in my opinion! So, the point I am making is that Clear Channel is using this "low power" to PURPOSELY BLOCK the signal from 93.5 all together!!! Stuart is NOT a Palm Beach area town at all!!! Yet, Clear Channel is allowed to "brand" 93.3" as a "translator" for WAVE 92.7 in a completely different county!!!! Why????? By the way, Clear Channel is also doing this with "93.5 The Bull" (that should be "Bull\*\*\*\*\*" if you know what I mean) Except this time Clear Channel has "created" a Separate "commercial radio" "for profit" radio station in Broward County. Again, this is "strategically" there to BLOCK the same "93.5 The Bar" from having a broadcasting area is Broward County, which again not the purpose of "low power" stations, translator signals I thought were use if someone is in a remote area and is having GREAT difficulty receiving a "proper area" signal that is legally in the same market. A really good example of this fact is WGRX , now WZBA in Baltimore. Initially WTTR-FM was a sister station of WTTR-AM in Westminster MD, Then in 1984 it became WGRX and then WZBA. The point is: they have a translator at 100.1 FM in Downtown Baltimore at the World Trade Center a six sided building. They initially used that frequency to supplement 100.7 lack of coverage in Baltimore City. However the transmitter is ONLY 2 watts I think and really does not interfere with any other Baltimore radio station. The only thing it does interfere with is WBIG 100.3 FM in Washington D.C. (and ONLY) right at Baltimore's inner harbor) This obviously has nothing to do with Baltimore at all?

It seems in Florida "anything goes" You should really investigate the "illegal airwaves" that exist here!!! Including, but not limited to Clear Channel itself!!!

Is it possible for you guys to force Clear Channel to remove either better yet BOTH stations from the air, all together???

Your response and actions regarding this shameful matter by Clear Channel would greatly be appreciated!!!!

My personal email for response is (b) (6) com and my contact number is (b) (6) cell number and again I appreciate your efforts to correct this situation or at least explain why there can't be anything done about this? I hope something can be done, however?

Best regards,

(b) (6)

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**Ticket: # 808223 - Re: Request received: ELECTRONIC HARASSMENT ELF  
JAMMING FREQUENCY**

**Date:** 2/12/2016 4:12:27 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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**Description**

This is a follow-up to your previous request #749684 "ELECTRONIC HARASSMENT ELF J..."

Everyday after school. The juveniles come to the Kettering Library to play on the computers gaslight sniff computers with their phones and practice statements for their audio campaign of ELF. There is a constant jamming of all the electronics during the day. The noise campaign runs 24 hours. The entire Largo Kettering Woodmore neighborhood is affected by the jamming of the local cellphone towers. A very malicious app is being used.

(b) (6)

Ticket No. 749684

The names of some of the juvenile individuals involved can be heard in the audio of a lot of the film clips i will post. I have photos as well addresses.

#749684

On Tue, Jan 26, 2016 at 8:09 PM, DON THEKICKASSTI <targetedfilms@gmail.com> wrote:

Please see my Youtube channel at DON THEKICKASSTI. I have some of the suspects on my channel more videos will be posted.

Tank you

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**Ticket: # 808341 - AT&T**

**Date:** 2/12/2016 4:31:01 PM

**City/State/Zip:** Dallas, Texas 75207

**Company Complaining About:** AT&T

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## **Description**

AT&T signed us up for a customer retention plan back in June (for phone and internet). Customer Service agent never put the paperwork through, so next bill was tripled. We called and complained, so new customer service agent told us that the previously offered plan was no longer available, but signed us up for some other new plan that included "free" LG tablet. Well, bill didn't really go down, then we got a bill for the tablet. We called and complained again, and sent the tablet back. At this point we had several hundred dollars in billing that needed to be disputed. We were sent to billing disputes where a woman named (b) (6) was supposed to rectify our bills (and she told us not to pay the balance until she straightened it out). Well, now she is not returning our calls and our internet has been cut off. It took two hours on the phone yesterday for AT&T to say that the internet was not down due to the billing dispute, but that it would take being transferred yet again to try to find out what is wrong. Internet is still down and they have not offered to send any one out. How AT&T gets away with fraudulent billing, bait and switch and awful customer service (that is obviously intentionally used to discourage the customer from disputing a bill), is beyond belief. Oh, and that they will NEVER send you anything in writing so you can have any sort of proof. They are the worst company in the country. Just ask anyone who has ever had to call them!

---

**Ticket: # 808578 - Traffic injection and obtrusive pop ups ruin internet browsing**

**Date:** 2/12/2016 5:24:02 PM

**City/State/Zip:** Slc, Utah 84093

**Company Complaining About:** Comcast

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## **Description**

Comcast keeps inserting their pop ups into my internet. These they claim are due to copy rights issues. I am a landlord and have no obligation or intent to monitor or manage my tenants internet usage. I am not on the account where I am connecting from.

see <http://arstechnica.com/tech-policy/2013/02/heres-what-an-actual-six-strikes-copyright-alert-looks-like/>

Comcast is the fucking worst but I have no other viable option. Please support competition and the open internet....

---

[Ticket: # 809115 - Wifi interference](#)

**Date:** 2/12/2016 9:20:17 PM

**City/State/Zip:** St Petersburg, Florida 33704

**Company Complaining About:** Bright House

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## **Description**

A neighbor in my local area is stepping on channel 6 with a Cloaked wifi AP broadcasting double what i can get from my own AP just across the room. their signal is reading in the -45db by me so it is even greater at the source.

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**Ticket: # 809314 - Poor Comcast technical support**

**Date:** 2/13/2016 2:36:18 AM

**City/State/Zip:** Houston, Texas 77087

**Company Complaining About:** Comcast

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## **Description**

I have been having intermittent internet service interruptions for a couple of months. I have used on-line chat about 5 times to talk with technical support (I saved the last two transcripts). Each time I was chatting with an agent for over an hour and the most they could do was to "synchronize" my connection. They suggested I buy a new modem. I did that. I also replaced all the wiring on my side of the demarc. Nothing has made a difference, and the Xfinity agents refuse to do anything other than schedule a technician to come out to my house. I have explained over and over that I have done everything possible on my end, including moving the modem right to the demarc; and it hasn't made any difference. Both modem's signal reports and logs show intermittent signal drop outs and loss of sync. The modems report low signal to noise ratio (S/N) on 615MHz when this problem occurs. I suspect RFI at the head end from passing vehicles' transmitters, or a line card problem, or both. Comcast refuses to investigate this.

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**Ticket: # 809343 - Cox won't take my money**

**Date:** 2/13/2016 6:03:04 AM

**City/State/Zip:** Gilbert, Arizona 85298

**Company Complaining About:** Cox

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## **Description**

Cox Communications is pissy because I filed a complaint with you previously. I am kind of thinking they want me to go away. I won't. They need to fly straight. I paid my bill on February 6th, in full, three days before it was due. The confirmation number is 04185. Upon looking at my bank account, I noticed the money did not come out. I have called in a payment, again. That confirmation number is 05572. I should not have to baby sit payments like this. The half wit from Cox who I spoke to after my first complaint to the FCC took me off auto pay, so I would not have to pay a \$300 long distance bill because of their incompetence. I can no longer do auto pay. I did pay that bill before it was due, and now I am getting dinged for interest because Cox did not put the payment through. We have guests renting our house in AZ. They are telling me the internet is cut off...that is what led me to checking my US bank account, and finding that the payment I made on Feb. 6th did not go thru...I want to know why. I double checked the account number, everything is in order, they are just not accepting my payment. I have asked Cox REPEATEDLY to call me at my home in Canada. They keep calling the Arizona number...we do not live there, and do not get the messages. Except of course, when our paying guests arrive and hear them, and they phone us...and are left to wonder if we are some kind of scammers. The fun really starts when their internet is shut off. Please help. We just want to pay what we owe, on time, and not have our service disrupted.

Thank you

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[Ticket: # 809659 - Caller ID](#)

**Date:** 2/13/2016 2:05:53 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Comcast

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## **Description**

Comcast won't allow caller ID on TV unless one subscribes to Comcast phone service. I've had Directv & Dish, both had caller ID on TV at no charge.

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**Ticket: # 809687 - AT&T**

**Date:** 2/13/2016 2:25:39 PM

**City/State/Zip:** Culloden, Georgia 31016

**Company Complaining About:** AT&T

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## **Description**

I recently ported my home phone number from ATT. Before doing this I asked repeatedly of more than one employee whether this would affect my home DSL service, the answer all three times was 'NO', in fact the first time I asked they supposedly did something with my account to divorce the DSL and the home phone accounts. However as soon as I ported my home phone to another carrier AT&T disconnect my home DSL service. When I called them to reconnect it they said they would not, that they are phasing out DSL service and they offer no other options for internet service for our house because we live in a rural area. I contend that they did this on purpose, they are trying to eliminate their DSL customers because they aren't making enough money on them, leaving much of rural America with few options for internet.

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[Ticket: # 809884 - No "unsubscribe" option in GrubHub emails](#)

**Date:** 2/13/2016 4:29:43 PM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Grubhub

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## **Description**

I get too many emails from GrubHub so I wanted to unsubscribe from the email. They do not have an unsubscribe button and there is no option on their website to unsubscribe. I ended up having to get on a live chat with someone from their website and she directed me to a link where I was able to unsubscribe. When I asked why there was not an "unsubscribe" option in their emails, she ignored the question and ended the chat.

---

**Ticket: # 810040 - My BROKER EVAUGHN BRANHAM Ferrero IS BEING examiner BY à l'égal team AT FINRA.i Pearl e Creath HAVE prof THAT THE WAY They WON WAS a CRIMINAL plot**

**Date:** 2/13/2016 7:00:07 PM

**City/State/Zip:** Glenview, Illinois 60025

**Company Complaining About:** AT&T

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## **Description**

THE OFDMI OFFICE OF FRAUD DÉTECTION AND MARKET INTELLIGENCE HAS MY CASE FOR REVIEW AND I HAVE NEW INFO THAT JPMCHASE IS INVOLVEDVIN IN HER CRIMINAL ACTIONS.THEY EVEN JOINED THE CRIME.SHE HAD PURCHASED FOUR HOUSES OR CONDOS IN BLOOMINGDALE IL..308,331,338 DE TREVI AND 352 MONTABELLO.331 SOLD IN MARCH 2015 FROM WHO TO WHO EVERYONE IS KEEPING IT A SECRET.ILL HAVE TO GO TO ASSESSORS OFFICE AGAIN.WHO STOPPED ALL REALTORS FROM GIVING OUT INFO WHICH WAS ALL OVER THE INTERNET UNTIL JPM CHASE STEPPED IN FERREROS CRAP AND PURCHASED HER LAST THREE HOUSES.THIS WAS THE DUMBEST ACT FROM A BIG BANK IVE EVER SEEN.THEY MADE THEMSELVES GUILTY OF MORTGAGE FRAUD TO COVER UP OR TRY TO COVER UP EVAUGHN BRANHAM FERREROS CRIMINAL PAST.SHES BEEN IN MORTGAGE FRAUD FOR OVER TEN YEARS OR MORE.ANOTHER CRIMINAL NEVER MENTIONED IS JAMES J TYRCHA A MOTGAGE FRAUD CRIMINAL FOR YEARS AND A VERY DANGEROUS MAN COULD BE A PART OF EVAUGHNS SCHÈMES BECAUSE I LIVED WITH HIM IN WOOD DALE AND PUT TWO AND TWO TOGETHER.HE TRIED IN 2013 AFTER I BECAME AWARE I HAD ID THEFT TO KILL ME TWICE THREATENING MY GRANDCHILDREN IF I MENTION HE HAD AN OPEN WARRANT FOR HIM IN LEE COUNTY FT MEYERS FLORIDA.HE NEEDS TO BE LOOKED AT.BUT I FEEL IF THERE ARE OTHERS EXAMINING HER MAYBE YOU CAN ALSO. UPDATE I FEEL JPMCHASE IS THE REAL CRIME MAKER ESPECIALLY WHEN THEY PURCHASED THOSE HOUSE AND WHEN I MENTIONED THIS THEY PUT ANOTHER BANKS NAME ON AS BUYER AND TOOK THEIRS OFF.IF INTERNET HAS HISTORY PAGE GO BACK TO OWNERS OF THOSE PROPERTIES MENTIONED AND YOU WILL SEE THEIR NAME.THIS COULD BE BIGGER THAN NEW JERSEY WHERE NINE BILLION WAS OFFERED TO KEEP UNDER WRAPS DIMONS BANKS DOING TERRIBLE MORTGAGES.I HAD THIS IN MY STATEMENTS IF ARBITRATOR NEVER SAW IT I DONT KNOW IF HE READ IT ALL.THIS WAS INFO.JPMCHASE SOLD MY HOUSE TWICE WHILE IT WAS UNDER MORTGAGE TO THEM AND THE MONEY RECIEVED WAS 148,000.00 and 174,400.00 NOT BAD.they Eicher TURNED a blind EYE but CHASE YOU WERE NOT STOPPING THIS CRIME.DO IT TO ALL MORTGAGES AND ITS A FORTUNE.I NEVER KNEW NOTHING CHANGED.I ALSO GOT CHEATED WHEN I PAID MY MORTGAGE OFF EARLY . I PAID IT IN JANUARY 2013 BEFORE i LEFT CHASE AND MY PERSON OCTAVIOUS SAID JUST A MINUTE.I HAD TOLD HIM TO TAKE IT FROM MY SAVINGS.HE WAS GONE HALF AN HOUR CALLED FERRERO AND CAME BACK SAYING HE MADE A SMALL MISTAKE.MY PAYOFF WAS A LITTLE OVER 5,000.00 .he SAID HE TOOK IT FROM MY IRA THEN TOOK IT AGAIN FROM MY SAVINGS MAKING ME PAY DOUBLE FOR MY MORTGAGE PAYOFF.I MEAN AFTER A PAYOFF WHO LOOKS AT IT.EVAUGHN FERRERO IM SURE TOLD HIM TO DO THIS SHE TREATED THE MEN LIKE HER DOGS.HOW COULD OCTAVIOUS GET MONEY FROM MY IRA WITHOUT MY SIGNATURE.THIS WOMAN IS THE DIRTIEST THEIF AND A GREEDY PERSON SHE USES PEOPLE AND KATI ROSS IS THE SAME

SHES THE ONE WHO WORKED OUT DEAL WITH PAYPAL FOR THE WIN.I TALKED TO PAYPAL AND THEY ARE AS GUILTY AS HELL AND I WANT ALL THE MONEY I SPENT WITH THEM BACK.HE WAS RUDE,MEAN,AND SPITEFUL.PAYPAL IS A CRIMINAL ORGANIZATION AND KATI ROSS SHOULD BE CHARGED FOR HELPING MEVTO LOSE THAT 50,000.00 i deserve.I NEED MONEY.JUST HAD HEART SURGERY ON JAN 28th DUE TO STRESS FROM ME WORKING ALONE FOR THREE OR FOUR YEARS ,IVE LOST TRACKPAD.IM ALMOST 88 AND WAS SLANDERED BY CHASES LAWYERS CALLING ME CONFUSED TIME AND TIME AGAIN,DO I SOUNDTRACK CONFUSED? IM NOT CONFUSED IM ANGRY,IM SAD,ITS UNBELIEVABLE WHEN THREE LARGE CORPORATIONS BRAK THE RULES THERE COMPANIES WERE BUILT UPON,AND THREATENED BY EVANSTON HOSPITAL LAWYERS FOR TELLING THE TRUTH .I CANT BELIEVE THEY WOULD THREATEN AN ILL SENIOR TO MAKE THEIR CHESTS BIGGER,AND IF THEY BOTHER ME AGAIN ILL PUT IT OVER THE NEWS AND PICKET HOSPITAL WITH THEIR NAMES ON THE BOARDS. I FEEL THAT I SHOULD GET THE 50,000.00 I PAID FOR.THE ARBITRATOR HAD HIS HAND IN SOMEONES POCKET OR HES BLIND,WHICH IT IS DONT KNOW DONT CARE.I NEED MONEY FOR JUST A LITTLE HELP IN THE HOME . THANKS PEARL CREATH 2246163236 NO e-mail James j TYRCHA HAS everything IN MY HOUSE hacked.no cell.no REAL émergence PHONE BECAUSE WHEN i CALL OUT HE HANGS UP MY Line HE uses MY NUMBER as HIS on VOIP SO HE CAN open credit KNOW MY BANK etc.and FERRERO SITS WAITING FOR HER NEXT VICTIM PLEASE DONT LET THAT HAPPEN.

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Ticket: # 810049 - unknown users & phone interference eventhough phone has seperate modem/router with split cable.

**Date:** 2/13/2016 7:13:45 PM

**City/State/Zip:** Myrtle Beach, South Carolina 29588

**Company Complaining About:** Time Warner

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## **Description**

Unknown remote users: frequent malware attacks & viruses, instability, very little tech support because local internet customer service is terrible, (not the company); & internet cust svce suggests to call HP (Hewlet Packard) or Microsoft.

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**Ticket: # 846754 - FCC at Ms. Carolyn Fouch for Google Investigation**

**Date:** 3/3/2016 8:26:11 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** Edd

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**Description**

FCC,

Can you tell me why (b) (6) phone number or FCC investigation number is not on the letter I recently received from Google for an investigation in gmail accounts violation -1.

2. 123diannakim@gmail.com?

You have received my emails from these two. Also, when I called to talk to your staff Danielle from EDD on 801 Turk St in SF, CA for powers out in SF County in last few years. He did not assign any new case number or give me any information about Ms. Fouch. He is a fraud & ID fraud. Can you investigate him also? Further, on EDD computer yesterday online to SSA was blocked so I sent online comments to IRS about my complaints for ID theft and IRS Tax fraud and ID fraud. Who provides services for EDD computers and phones? Are the staff from the company committing privacy violation?

For Google complaint no. 757112 for consumer name: (b) (6) mailed to Project Homeless Connect in SF County, I picked it up from Allison a staff there. She gave me two prepaid calling cards for the visit and they were stolen during the day. Inside my side pocket to black purse I carried all day I am not sure how it was possible. Can you investigate for the stolen calling cards & ID theft and to enforce laws on these crimes? Where are they and who has them? Lastly, I told Allison yesterday that when I use the prepaid Every Day Connect card, for every two months I cannot use the pin number those given out by staff there Ian S. She did not answer. Also, she did not comment after I told her that I hear phones being hung up during my talk on the Every Day Connect prepaid cards. Which company is providing those cards? Can you investigate the office and staff for those privacy violations?

Lastly, your staff tells me that my complaint number from 2014 a few times this year is no longer there. Can you answer for that?

Thanks,

(b) (6), MD & BS Pharmacy

(b) (6) & Female

(b) (6)

Disabled & Veteran & CAPP benefit from SF welfare office  
Housing- Next Door Shelter in SF, CA bed 85 on 4th floor  
1001 Polk St SF, CA 94109

Mailing Address:

(b) (6)

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**Ticket: # 810444 - Wireless router interference (constant drop of connection)**

**Date:** 2/14/2016 1:05:59 PM

**City/State/Zip:** Alburtis, Pennsylvania 18011

**Company Complaining About:** Rcn

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## **Description**

I have experienced over the last 4 months a near constant drop of signal from all of my wireless devices to my wireless router. I have addressed the issue many times with my internet provider (RCN) and they have informed me there is a signal in the area interfering with my 2.4 and 5.0Ghz. RCN has told me of complaints from my nearby neighbors with the same issue. Through one of these neighbors, I was told RCN had narrowed it down to a possible address of the extraneous signal knocking all of us off our wireless internet, and they suggested it may be an unregistered HAM device. RCN has suggested this would be an FCC matter and the FCC would be the only one to be able to address the issue. Any assistance to this frustration would be greatly appreciated.

---

**Ticket: # 810624 - Re: Ticket No. 796891 - Request received: internet domestic terrorist attack disruption every Sunday streaming service for over a year**

**Date:** 2/14/2016 6:00:59 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Epproach@support.net

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## **Description**

This is a follow-up to your previous request #796891 "internet domestic terrorist..."

Ticket No. 796891 - Request received: internet domestic terrorist attack disruption every Sunday streaming service for over a year... I CONTACTED SUPPORT@EPPROACH.NET THIS MORNING IN REF. TO MY INTERNET DISRUPTION WHILE STREAMING WESTA.TV EVERY SUNDAY MORNING... Called support@epproach.net about my problem streaming westa every Sunday and spoke with support personnel - Steve... He asked for my IP Address physical address. 70.f1.a1.b4.41.3f... Then Steve said my computer was the problem because all the District apartment access points had the same name so my computer jumped from one point to another but it was nothing they could do... He did something to the network but It did not work... The signal kept dropping... I took pictures of the wireless network connection signal going up and down on epproach network... It looks to me like it is deliberately been done by someone... Please look into it...

Thanks

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[Ticket: # 811057 - interception of emails for free info by businesses that charge for service](#)

**Date:** 2/15/2016 11:39:29 AM

**City/State/Zip:** Oneonta, Alabama 35121

**Company Complaining About:** Otelco

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## **Description**

In my efforts to obtain phone #s or addresses of out of town people or businesses, I have always gone to white pages of the city & been given this info free; now, however, you can use email for white pages & your info is switched to half a doz (or more) outfits who charge for this service. Try it yourself! It is infuriating to seniors like me who must count every penny. I have tried every site & tho it may say "free white page lookup", when you enter name, the info comes up w blacked out info & requesting money.

---

**Ticket: # 811246 - Problems with Product / Service from AT&T at my old Address**

**Date:** 2/15/2016 12:53:16 PM

**City/State/Zip:** Norco, California 92860

**Company Complaining About:** AT&T

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## Description

BBB of Central California and Inland Empire

4201 W. Shaw, #107

Fresno, CA 93722

P(559) 222-8111 F(559) 228-6518

Email: info@cencalbbb.org M-F 9 – 4:30

I was a customer of AT&T from Feb, 2012, until July In this time I had several issues where I would go weeks at a time with no TV service (Internet and cable Froze up at Night). I never wanted to have the inconvenience of switching in these times, all I ever wanted was for my service to work and get billed correctly. After my six month trial I contact At&t and cancel the service due to the fact they did not hold to the agreement made by their agent that came to my home and talk me into switching from Time warner cable by offering me a Credit card of \$200.00 and assured me that their service was less expensive and the quality was better; they failed to explain that if I did not use it within a certain time period it goes away; in addition they also stated that the service was fiber quality, I visited my neighbor Kevin and saw the quality but it turned out it was only on his block the first block in the neighborhood and the rest of At&T service was ran over the old fragmented and broken copper lines; I learned of this by speaking to the technician that was always working at the Green utility Box on the corner.

Desired Settlement

I do not think I should be responsible for the charges that are being billed to me for the final Billing of \$35.00 which has increased to the amount below.

Accept Agreement: 0

On July 15, 2012 I closed our account, all equipment was returned by UPS, I did receive email equipment was received by AT&T. Just to be on the safe side I inquired about the account in August as I received another bill from AT&T. I was informed I had to pay \$35.00.

I have made at least 5 calls or more to clear this account out. The consistent message is "the account is closed"...you over billed me more that I was paying Time Warner of which you and adjust the month prior to meet your agreed service contract agreement.. Below is the account information on my credit report!

Date: February 14th 2016

Re: Account No: AFNI

10 AT T U VERSE Aug 05, 2014 Open \$135

With regards,

(b) (6)

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**Ticket: # 811528 - XXXXX XXXXXXXX/916 south gordon st.apt 130 /alvin texas 77511**

**Date:** 2/15/2016 2:40:19 PM

**City/State/Zip:** Alvin, Texas 77511

**Company Complaining About:** Comcast

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## **Description**

I have been getting a phone call every day since Feb.4 ,even to day

I have told COMCAST I am an epileptic and I do not drive ,disabled and only get 1 check a month .  
but they keep bugging me ,so I have been told this is harassment so I am filling charges .[can I do  
that]I know you can look up their phone record and see how many times they have called com-cast  
will not send any one to pickup the boxes but they did in the past .

---

**Ticket: # 815738 - Cogent Communications and Emil van Essen**

**Date:** 2/17/2016 10:51:40 AM

**City/State/Zip:** Chicago, Illinois 60601

**Company Complaining About:** Cogent Communications

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## **Description**

Greetings,

I am writing to file a complaint on behalf of Emil van Essen LLC against Cogent Communications. We are an NFA registered commodity trading adviser domiciled in the State of Illinois. The complaint stems from a long history of failed, faulty and poor service over a period of 5 years at 180 N. LaSalle, Suite 3250, Chicago IL 60601.

Emil van Essen utilized a 100mb broad band circuit for internet connectivity and due to automatic contract renewals was never able to cancel our contract. This was due to the fact that anytime we requested copies of our contract the firm was never able to provide supporting documentation until October of 2015 and changing personnel within our firm. They would tell us when our renewal date was but were never able to provide us with a copy of the contract.

Over the five years the circuit worked pretty well for the first two year term and initial renewal of the contract. The next four years would result in frequent outages of which the company, building, riser company and other parties involved were cognizant of and never able to fully rectify. The problems as documented or could prospectively could be deposed from involved parties are:

Multiple bad ports on various pieces of cogent owned equipment

Multiple failed media converters

Kinked fiber between suite and basement net population

New building and modified switching environment

Rumors of building roof hatch being left open during storm

Human error of unplugging our circuit or bumping rack

We are not seeking damages for time lost, business lost, trades lost or anything of the like as we had another circuit that allowed us to do business to some extent when the Cogent circuit was down. The man power just on our side alone trouble shooting Cogent issues would be measured in hundreds of hours. However all we are asking is that our contract be terminated as of the time we vacated the premises to move to new offices where Cogent is not an approved internet service provider. In fact just prior to our move Cogent finally admitted that the problem was somewhere within the fiber run and that they needed to rebuild the environment.

We advised Cogent that we would be moving offices July of 2015. When they stated that they wanted to rebuild the environment we promptly put a stop order on the work within the building and reminded them that we were moving offices and that we did not want to continue to use their service at 180 N LaSalle. They finally sent us a copy of a circuit transfer request at this point stating that we would be liable for the remainder of our contract.

We attempted to reason with the company, however just as with every other interaction that we had with their company they did not want to help us out or solve the problem.

The following link will take you to recent history of e-mails and network logs that we have had with Cogent on their circuit. It would seem that when you are their customer you as the end user are always wrong until you can prove yourself right and in the case of trying to cancel a contract amicably they are very good at making sure that you can not.

<https://drive.google.com/folderview?id=0B-zxRVb9s7CzRFo2SjNFeU1UVVUE&usp=sharing>

Please feel free to contact me directly to discuss this further at (b) (6) or via e-mail.

Best regards,

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[Ticket: # 811882 - computer issues \(pop ups\) with bogus phone numbers](#)

**Date:** 2/15/2016 4:47:19 PM

**City/State/Zip:** Kingston, New York 12401

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### **Description**

Phone #'s are 888-907-0181 states that they're Time Warner Cable. Time Warner doesn't have an 888#. Then there's 855-465-0546. Just get a recording but when prompt is selected it just keeps ringing. That's if you call from a cell phone. If you call from phone that's associated with the business then someone answers.

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**Ticket: # 811887 - Inoperable CPE**

**Date:** 2/15/2016 4:48:41 PM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** Comcast

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## **Description**

The Comcast gateway and service is supposed to come with 5 publicly routeable static IP addresses, NAT capability and internal static routing. These features are not working and as a result do not allow me to use the service I am paying for. I have attempted to contact support and they have closed the case saying the issue is resolved. This is not the case and they will not allow me to speak with the engineering tier that could assist in resolving the issue.

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**Ticket: # 812366 - multiple Mhz designation 103.1 in the Phoenix AZ metro area**

**Date:** 2/15/2016 7:54:44 PM

**City/State/Zip:** Phoenix, Arizona 85027

**Company Complaining About:** Radio, Not An Internet Complaint

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## **Description**

A new station in Sun City West AZ has been assigned the same Mhz designation as an existing station in the Phoenix metro area. 103.1 is KCDX Florence/Phoenix and the new one is 103.1lp. They step all over each other in the Phoenix metro which renders both unlistenable. The new one is the problem, even though it's branded as low power, reception is audible even on the east side of the metro area, which is where the original station is located. Please do something about this, it would be much appreciated!

(b) (6) Phoenix Arizona

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[Ticket: # 812727 - Internet service](#)

**Date:** 2/16/2016 12:28:48 AM

**City/State/Zip:** California, Maryland 20619

**Company Complaining About:** Metrocast

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## **Description**

There is a constant variation in speed throughout the day and 90% of the time we'll be below the paid/advertised service speed. Often times, at least 4 times a week there is a complete disruption of service.

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[Ticket: # 812622 - harass customer](#)

**Date:** 2/15/2016 10:21:55 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Verizon Wireless

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### **Description**

all three of my browser has stopped showing the ending of the Sopranos on HBO.GO

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**Ticket: # 813267 - Phony advertising**

**Date:** 2/16/2016 12:01:38 PM

**City/State/Zip:** Clayton, North Carolina 27527

**Company Complaining About:** Time Warner

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## **Description**

You people need to start policing those companies who are getting away with false advertising on the internet. I saw a story that was supposed to be "breaking news" about Tom Brady being investigated again. So I clicked on it and it was supposedly about Tom Brady taking this supplement that is so powerful that it puts people who aren't taking it at a huge disadvantage and the NFL was considering banning it. And then it goes into what the product is and what it does and how to get it. That is flat out unethical, unscrupulous and in my opinion, illegal. If I am stupid enough to click on the adds for these phony products, then that is my bad. But to purposely be misled into thinking this is a real sports story only to find out you have been duped into viewing a product they are trying to sell is unacceptable and shame on you people for letting this kind of stuff be published on the internet!

[http://socialnewszsource.com/mhl/brady/biomuscle/?keyword=%7Bkeyword%7D&voluumdata=vid..0000008-c9ba-413e-8000-000000000000\\_\\_vpid..f3459800-d4bd-11e5-85e2-8907e59723fe\\_\\_caid..5e73f5a2-f1ad-4e09-8b3c-9f928b7940b6\\_\\_rt..R\\_\\_lid..d39d360c-8929-43f8-8209-b129ce9c6641\\_\\_oid1..8f562de6-2bd9-43d5-ad56-5ca57f1ddfcc\\_\\_oid2..3b924f8f-92fb-413b-a5c3-da264fd1889d\\_\\_var1..%7Bkeyword%7D\\_\\_rd..\\_\\_aid..\\_\\_sid..&CID={CID}](http://socialnewszsource.com/mhl/brady/biomuscle/?keyword=%7Bkeyword%7D&voluumdata=vid..0000008-c9ba-413e-8000-000000000000__vpid..f3459800-d4bd-11e5-85e2-8907e59723fe__caid..5e73f5a2-f1ad-4e09-8b3c-9f928b7940b6__rt..R__lid..d39d360c-8929-43f8-8209-b129ce9c6641__oid1..8f562de6-2bd9-43d5-ad56-5ca57f1ddfcc__oid2..3b924f8f-92fb-413b-a5c3-da264fd1889d__var1..%7Bkeyword%7D__rd..__aid..__sid..&CID={CID})

---

[Ticket: # 813907 - neighbor's ham or cb radio comes through computer](#)

**Date:** 2/16/2016 2:41:28 PM

**City/State/Zip:** Erie, Pennsylvania 16511

**Company Complaining About:** Time Warner

---

## **Description**

person talks on his radio and it comes through our computer speakers, interferes with our tv, and our regular radio. Can hear his conversations.

---

**Ticket: # 814120 - Verizon trying to force me into Fios****Date:** 2/16/2016 3:40:46 PM**City/State/Zip:** Bowie, Maryland 20720**Company Complaining About:** Verizon

---

**Description**

On or about June 25, 2015, I tried to log onto my verizon email account. I got a message saying my account was "suspended." I checked to make sure I didn't have an outstanding balance with Verizon. Upon confirmation I didn't owe them, I contacted their customer service to ascertain the problem. I was told that they had a "glitch", but not to worry, they have my messages and everything in my account, I just need to switch over the Fios and all will be good. They stated they didn't offer the service I currently have in my area. I'm like, "are you crazy" the service that I have had for the past 15 years is no longer available after you have suspended my account for a few hours. Fios would require 3x what I currently pay, add a 2 year commitment, etc. I did not request nor want Fios, I simply wanted my current service that I have had for 15 years. I was told that was not possible. I tried calling their lobbyists and executive resolution center, still, they dug their heels in and insisted that there was NO way possible for me to get access to my messages unless I switched over. I knew that was not correct, so I filed an injunction against Verizon and a judge granted me injunctive relief and immediate access to my account. Verizon IGNORED the original order of the court, so I filed a contempt motion, that is still pending as of this writing, to place their Resident Agent in jail until I had access. At the hearing for the contempt motion, a postponement was granted for Verizon and me and my counsel (yes, I had to hire an attorney and have spent \$2,300 at this point on this case) to attempt to resolve this very simple matter. Verizon granted me access to my account on or about July 26th. Throughout the period after the contempt hearing, until approximately August 3rd or 4th, Verizon continued to insist that it was not possible to give me access without me going to Fios. The problem for Verizon is that their technical support people must not have gotten the memo from corporate and my access was restored on or about July 26th. From July 26th until about August 4th, I have a string of emails between me and verizon, written from my verizon account to their paralegals, insisting that it was just not possible for me to have access to my emails. All the while, they failed to even notice that I was already writing to them from the account they insisted they couldn't provide access to for me. Meanwhile, Verizon has asked for several postponements, which I have not resisted. I have access to my email, which is all that I wanted, but this issue needs to be resolved. Verizon has conceded to my attorney that they are trying to move folks to fios, but according to Verizon's website, if you want to keep your existing service, you can. I would like Verizon to leave me alone and honor the service I have been paying for, for the past 15 years. I do not want or need Fios, in fact, I don't need anything but what I currently have.

There is another dynamic to this story. Verizon is supposed to provide internet access, but they haven't in over 7+ years. I have been paying for service they are not providing at my home just so I could keep my email address, which people all of the world have and is a part of so many listservs, I could never get all of those back. I pay every month for service they aren't even providing because I have had this address for so long, it would ruin my life trying to use another at this point. Many people who do business with me use that address exclusively. The address is

(b) (6) . Verizon has been TERRIBLE throughout this process. I am sure if I look at their filings with the regulators when they ask for permission for Fios that they state, they wouldn't do this terrible thing they're doing, trying to force customers into Fios. One last note, for

most people, they bundle their services with companies, so if your email is down, so is your telephone line and television. I segregate all of my services since I don't trust these companies at all. So when they suspended my service, they thought I would have to put my tail between my legs and accept whatever crap they sent my way. Instead, they're dealing with a person that is sophisticated enough to know the savings by bundling is reduced dramatically by the control you have just given a company over your life. Verizon should be punished for these actions. I would like to move this to the fullest extent of the government's power to assist and charge Verizon.

---

[Ticket: # 817786 - xfinity internet](#)

**Date:** 2/17/2016 10:11:57 PM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

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### **Description**

I am a paid subscriber to ATT internet. However, each time I turn on my laptop, xfinity WIFI takes over the service in an attempt to sell me internet.

---

**Ticket: # 814418 - No internet service, Comcast doesn't care to investigate**

**Date:** 2/16/2016 5:01:55 PM

**City/State/Zip:** Oakland, California 94606

**Company Complaining About:** Comcast

---

## **Description**

Since mid-December, I was notified internet issues began where internet disconnects off/on throughout the day at the home. I called Comcast on Jan 15 to get a service appt. Service appt date on Jan 23, the tech calls and asked what the issue was, I explained the off/on internet connection, he asked if I still wanted him to go check on the issue but that if the internet was working while he was at the location, he would not likely be able to diagnose the issue. I told the tech to cancel the appt in this case because the internet was working for short periods during this time. The tech put into Comcast that "there was no one over 18" so he could not proceed with the appt. By Feb, I was told the internet issues had escalated and there was no internet for several hours at a time, with connectivity only for 10-20 mins each time there was a connection. On Feb 3, I scheduled another Comcast appt and a tech came on Feb 6 to diagnose the issue. It was found that the line outside was bad and the tech put in a ticket to get Comcast to send someone to fix the line. Every day there is the message "Outage Reported" explanation "An outage has been reported. We're working to fully restore service as soon as possible." On Feb 12, I called customer service tech support, all they could report to me was they are aware there is an outage and that they expected it to be fixed by 2:35 pm on that Friday, assuring me that there was someone that was there to fix the issue. Each day, Comcast reports varying times that this issue should be resolved, however this issue is still occurring from my understanding and I cannot get anyone at Comcast to care enough to check that this problem gets resolved.

---

[Ticket: # 820471 - Att](#)

**Date:** 2/18/2016 11:07:50 PM

**City/State/Zip:** El Paso, Texas 79930

**Company Complaining About:** AT&T

---

## **Description**

They have changed my plan with out permission, reconsoldated my bill with out premission. The service does not work. The techs come out 3 to 4 times a month. And all the agents and managment does is LIE

---

[Ticket: # 815194 - not getting the services I am getting](#)

**Date:** 2/16/2016 9:16:45 PM

**City/State/Zip:** Seattle, Washington 98178-2210

**Company Complaining About:** Comcast

---

## **Description**

I have pay for blast where I should have not problem with speed I am always getting ads the on the screen where it interfere with my daily use of my computer. its getting so bad the when ads changes it slows downs or freezes my computer. many times it self reboot as it lost it server ongoing thing and its not worth talking with Comcast(xfinity) as it can take up to an freaking hour talking with them or disconnect) Not what I paid for.....

---

[Ticket: # 815163 - Loud GAP Commercial on Hulu](#)

**Date:** 2/16/2016 9:04:47 PM

**City/State/Zip:** Broomall, Pennsylvania 19008

**Company Complaining About:** Verizon

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## **Description**

The GAP commercial that plays on Hulu is excessively louder than all of the other commercials and tv show that I am watching (Sailor Moon and The Bachelor). Commercial features the words "1969 New Generation."

---

[Ticket: # 815722 - B of A fake text msg](#)

**Date:** 2/17/2016 10:36:27 AM

**City/State/Zip:** Scottsdale, Arizona 85259

**Company Complaining About:** Verizon Wireless

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### **Description**

I keep getting a text from 8058356789@west.biz.rr.com stating "B O F A urgent notification 924-266-8559". I believe this is fake after further research as I do not have a B of A account. Thought I would share w you.

---

**Ticket: # 816622 - Spam E-mail**

**Date:** 2/17/2016 3:03:24 PM

**City/State/Zip:** Seattle, Washington 98126

**Company Complaining About:** Comcast

---

## **Description**

Each day for the last 3 - 9 months, several times each day I receive spam email which seems to come from the same person or group of persons. I indicate "Register as Spam" via my Android phone options, but continue to receive these emails. I need it to stop. I've attached Android phone screenshots of the latest.

NOTE: Your page requires that I make selections from the Internet Issues dropdown menu. I don't think my internet provider has any relevance to the complaint, but I could be wrong.

---

**Ticket: # 868920 - HELP me stop the bullying and harassment from online im disabled**

**Date:** 3/20/2016 7:26:25 PM

**City/State/Zip:** Surfside Beach, South Carolina 29575

**Company Complaining About:** Frontier Communications

---

## **Description**

I just want to say that you guys Do not do you job well at all. FBI is supposed to be the deal. But I can't get help with my problem with the people who are working online for Time Warner or who ever they work for they break every rule in the book and they have just about destroyed my life.. I will take my story to the news papers and the television network news stations and try.past it online if i can because they watch me so close and will shut me down before i can get help. I am disabled and this makes it much more unfair for me. Ill look bad but so will you and everyone else. Im Sick and tired of being alone and i'm sick and tired of people thinking im crazy because they do not know about the interactive add people who can see every f[REDACTED]ing thing we do.What the hell is going on in this world today? I'm about to file every lawsuit i can if i do not get so help right away. My email is (b) (6) [REDACTED] you look into it yourself or call me.

■

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[Ticket: # 817653 - Neighbors JAMMING Frequencies](#)

**Date:** 2/17/2016 8:36:39 PM

**City/State/Zip:** Broadlands, Virginia 20148

**Company Complaining About:** Openband

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### **Description**

We cannot use any RF devices after 6 PM when the neighbors turn on their jamming devices.

---

[Ticket: # 817968 - Hackwares malwares](#)

**Date:** 2/18/2016 1:46:09 AM

**City/State/Zip:** Maplefalls, Washington 98266

**Company Complaining About:** Wildblue Viasat

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## **Description**

since Microsoft invented createing windows,xp- w7-w8-w9-w10 ext highists problems with being hacked sabotaged & intrusions ext By mass scale turns out it's Microsoft conspiracies,meaning that Microsoft dilibrately creates & Imbeds the worst malwraes into their programings to help outsiders gain control while accepting brides in state fund checks. they plant imbed Tr/Click/Gumblar/huer Malwares into their games.if we remove it windows gets orders to shut down,forceing us to leave tr/click In pc's,that is used to fram innocent victoms,

---

[Ticket: # 818014 - comcast replacing unencrypted web traffic with notices](#)

**Date:** 2/18/2016 4:48:56 AM

**City/State/Zip:** Oakland, California 94601

**Company Complaining About:** Comcast

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## **Description**

Comcast is tampering with my unencrypted http traffic. They are interfering with web pages by inserting various notices that cannot be dismissed. This interference has rendered many web pages inoperable or inaccessible.

---

**Ticket: # 818050 - Loss of service, no resolve for months**

**Date:** 2/18/2016 7:45:07 AM

**City/State/Zip:** Pottstown, Pennsylvania 19464

**Company Complaining About:** Comcast

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## **Description**

I called Comcast 12/29/2015 with a complaint of loss of Internet, landline going dead, TV losing voice picture intermittently. A technician came to my house they following week no resolve said he'd open ticket for outside line technician. No one ever came out. Called Comcast again was told by representative they would start over and send technician out because they saw no open ticket on my account. Two technicians came out on 1/9/16 was told it was outside Comcast line would send technician out. No tech came out. Called 2weeks later same exact story rep saw no open ticket would send tech out to my house. 1/22/16 tech comes to my house completes 3rd check inside my house says its Comcasts outside line. 1/23/16 Comcast comes to house says outside line is fine needs "tweaking" at Comcast box down the road will open ticket for technician to fix. I called 1/25/16 to check staus was told by Comcast rep ticket was closed 1/23/16 no reason why. Comast tech came out 1/26/16 confirmed outside line to Comcast box has a whole letting moisture in which is source of all our problems. Said they will send tech out. It rained, it snowed no resolve. I called Comcast supervisor James of care to field for next 2 weeks. I was told can do nothing for me until ground dries out and to call Comcast when ground dries. All this time paying my full Comcast Bill was promised adjustment 3 different times never did receive an adjustment. I called Comcast 2/9/16 with total loss of Internet, TV service going in and out and landline dead was told by representative it was showing connection on his end so he would start over and send technician out!!!!!!! My husband stepped in called James the supervisor of care to field and told him to run temporary line from our house to Comcast box down road. James told my husband to call our neighbor for permission. My husband told him to call neighbor and run a temporary line. After having to argue with technician 2/10/16 a temporary line was run from outside our home to Comcast box and we have no service issues.

---

[Ticket: # 818055 - notice of impending computer failure](#)

**Date:** 2/18/2016 8:06:40 AM

**City/State/Zip:** Bluffton, South Carolina 29910

**Company Complaining About:** Total Support Usa

---

## **Description**

A popup appeared on my computer saying that my computer was about to crash. I called the suggested number and they suggested they were Microsoft and wanted to help me for \$ 254.99. I was unable TO REMOVE THAT NOTICE FROM MY SCREEN. FINALLY I REBOOTED THE COMPUTER AND WAS O>K> The name of the company that with some reluctance they gave me was Total support USA with a return phone # of 888-803-3046. It is obviously some sort of scam.

---

[Ticket: # 820696 - spam texts](#)

**Date:** 2/19/2016 9:30:25 AM

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

**Company Complaining About:** AT&T

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### **Description**

I keep receiving spam texts about gambling. From sports picks. I have said stop numerous times and have been ignored.

---

**Ticket: # 818412 - Poor internet service**

**Date:** 2/18/2016 11:37:28 AM

**City/State/Zip:** New Bedford, Massachusetts 02740

**Company Complaining About:** Comcast

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## **Description**

I have been experiencing my internet going in and out for 5 days now. Comcast refuses to even acknowledge there is an issue. Many people across the country, but especially in my area (Boston/New England) are experiencing outages, and they're doing nothing to accommodate us or address our complaints. Comcast, of course, is still expecting us to pay full price for our service (which they just raised the price of), even though, as of now, I have been without service for nearly a week. I work from home. I pay over \$80 a month for my internet service, so I never have to see my work suffer. Well, since this issue, I haven't been able to work all week, because of the poor internet connection. Comcast NEEDS to make this right.

---

**Ticket: # 818516 - Neighbor William Simko**

**Date:** 2/18/2016 12:04:06 PM

**City/State/Zip:** North Olmsted, Ohio 44070

**Company Complaining About:** Verizon Wireless

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## **Description**

Neighbor is using some sort of device to interfere with our wireless security system and cameras. We contacted the company that produced the security system and they advised he is using something to cause Vertical Ground Loops to completely interfere with the wireless monitoring, recording, and setup of our system. This is evident by the white vertical streaks that can be seen at night outright. The camera picks these up as an alert. These devices are used to drive security people nuts because they constantly activate an event or false alert. This person does not get along with people very well but knows how to play I am perfect despite his paranoia and OCD. Anyone that carries a tape measure to make sure your garbage cans are aligned perfect next to the house is a couple sandwiches shy of a picnic. Ironically, after the cameras went up, he moved his garbage cans elsewhere. PLEASE KEEP THIS COMPLAINT ANNONYMOUS.

---

**Ticket: # 818574 - Scam telephone number given by scam email alert**

**Date:** 2/18/2016 12:21:34 PM

**City/State/Zip:** Parkville, Maryland 21234

**Company Complaining About:** Sensei Tech Live

---

## **Description**

I received an internet alert that showed up on my computer 2/16/16. It was not allowing me to x out of it, and it said I had a virus. It was a microsoft alert. I called the number provided 1-646-558-6929 and paid \$449.99 to have the "virus" taken away. This ended up being a fraudulent number. My credit card company has it as a fraud issue now.

---

**Ticket: # 818796 - HELP! sixforyellow.com 162.255.119.251**

**Date:** 2/18/2016 1:19:23 PM

**City/State/Zip:** Moss Beach, California 94038

**Company Complaining About:** Verizon

---

## **Description**

HELP! I receive 50+ unsolicited emails a day and the unsubscribe link always leads back to [www.sixforyellow.com](http://www.sixforyellow.com) I use the link to unsubscribe, but the emails keep coming. This started in late December 2015 and lasted apx two weeks. Then stopped. It started again several days ago and I have received hundreds of emails!

---

**Ticket: # 819383 - wellsdannyw@aol.com**

**Date:** 2/18/2016 4:03:44 PM

**City/State/Zip:** Los Angeles, California 90061

**Company Complaining About:** AT&T

---

## Description

E-mail was illegally blocked by America on line,

-----Original Message-----

From: (b) (6)

To: security.db <security.db@db.com>

Cc: syrian.consulate <syrian.consulate@hotmail.com>

Sent: Thu, Feb 18, 2016 10:26 am

Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

-----Original Message-----

From: (b) (6)

To: rbwebmaster <rbwebmaster@redondo.org>

Cc: regulations <regulations@corp.ca.gov>

Sent: Thu, Feb 18, 2016 10:26 am

Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

-----Original Message-----

From: (b) (6)

To: ofccp\_errd <ofccp\_errd@dol.gov>

Cc: opcv <opcv@icc-cpi.int>

Sent: Thu, Feb 18, 2016 10:25 am

Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

(b) (6)

Original Message-----

From: (b) (6)  
To: manager <manager@smgov.net>  
Cc: monconsul <monconsul@mongolianembassy.us>  
Sent: Thu, Feb 18, 2016 10:25 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

(b) (6)

Original Message-----

From: (b) (6)  
To: i\_r <i\_r@bankofamerica.com>  
Cc: icemb.wash <icemb.wash@utn.stjr.is>  
Sent: Thu, Feb 18, 2016 10:24 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

-----Original Message-----

From: (b) (6)  
To: help <help@sec.gov>  
Cc: hsaforlife <hsaforlife@bankofamerica.com>  
Sent: Thu, Feb 18, 2016 10:23 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

Original Message-----

From: (b) (6)  
To: fitzgerald.edmund <fitzgerald.edmund@dol.gov>

Cc: fraudnet <fraudnet@gao.gov>  
Sent: Thu, Feb 18, 2016 10:22 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

Original Message-----

From: (b) (6)  
To: economici.washington <economici.washington@esteri.it>  
Cc: emb.reykjavik <emb.reykjavik@mfa.no>  
Sent: Thu, Feb 18, 2016 10:21 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

Original Message-----

From: (b) (6)  
To: dialog <dialog@daimler.com>  
Cc: don <don@bos.lacounty.gov>  
Sent: Thu, Feb 18, 2016 10:20 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

Original Message-----

From: (b) (6)  
To: consolato.losangeles <consolato.losangeles@esteri.it>  
Cc: consumer.queries <consumer.queries@fca.org.uk>  
Sent: Thu, Feb 18, 2016 10:20 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

Original Message-----

From: (b) (6)  
To: coca.alina <coca.alina@hq.nato.int>  
Cc: comments <comments@arcent.army.mil>  
Sent: Thu, Feb 18, 2016 10:19 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

Original Message-----

From: (b) (6)  
To: bern-ob <bern-ob@bmeia.gv.at>  
Cc: cadm\_it\_integration <cadm\_it\_integration@harvard.edu>  
Sent: Thu, Feb 18, 2016 10:18 am  
Subject: Fwd: (b) (6) e-mail 2011 to 2014

(b) (6)

-----Original Message-----

From: (b) (6)  
To: ambassador <ambassador@mongolianembassy.us>  
Cc: andreas.matocha <andreas.matocha@db.com>  
Sent: Thu, Feb 18, 2016 10:17 am  
Subject: (b) (6) e-mail 2011 to 2014

(b) (6)

(b) (6)  
(b) (6)  
(b) (6)  
(b) (6)

(b) (6)

Message to America on Line ( PRIMARY e-mail Address (b) (6) )  
Alternate e-mail address (b) (6)

From (b) (6), (b) (6)  
(b) (6) has been blocked for about 2 years now. The Case number I have  
(2/18/2016) is 05220619// The e-mail address i use is (b) (6), My new Phone # is  
(b) (6)//I was asked about my Frequent Flyer #, I do not remeber that or my old Phone  
number, I live at (b) (6) street Los Angeles Ca now, I lived at (b) (6)  
Torrance Ca . The e-mail of (b) (6) is to US Courts, International Court of Justice,  
the International Criminal Court, the Hague Conferance, the Iowa Supreme Court, the Supreme Court  
of the Republic of Turkey, and Embassies ( This communication is going to parties that are going to  
contact AOL..Mr Danny M. Wells the owner of America On Line

FURTHER MESSAGE TO THE FEDERAL COMMUNICATION COMMISSION  
SEE COMPLAINTS SENT BY (b) (6)

(b) (6)

ADDRESSES

- (b) (6) TORRANCE CA
- (b) (6) LANCASTER CALIFORNIA
- (b) (6) Inglewood California
- (b) (6) Inglewood California
- (b) (6) Springfield Illinois

All the reports are to be a file ( the FCC File of (b) (6),

---

[Ticket: # 819588 - Maybelline on Hulu](#)

**Date:** 2/18/2016 4:51:25 PM

**City/State/Zip:** South Dennis, Massachusetts 02660

**Company Complaining About:** Comcast

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## **Description**

After setting proper sound levels to enjoy my show, a commercial break is to be expected.

Maybelline's ads are consistently at least 1/3 louder than all of the other programming on the channel at the time.

---

**Ticket: # 820163 - Interruption of Service**

**Date:** 2/18/2016 7:39:36 PM

**City/State/Zip:** San Francisco, California 94122

**Company Complaining About:** Xfinity

---

### **Description**

I am an ATT customer ATT-4bvD4Eq. X-finity WiFi interrupted my service (see attached) and I have to sign in again on some websites (like gmail). This happened before in Denver. Are you unable to restrict Xfinity from these service interruptions?

---

[Ticket: # 820907 - Hispanic American Insurance agent excluded by State Farm from quote search](#)

**Date:** 2/19/2016 11:16:02 AM

**City/State/Zip:** Maitland, Florida 32751

**Company Complaining About:** State Farm Mutual Insurance

---

## **Description**

I am a 28 year Hispanic American State Farm agent, independent contractor. An unfair business practice is being conducted when new customers search my name on StateFarm.com under get an auto quote. Frank Denis agent is excluded from auto quote search on 32751 at StateFarm.com; this is being going on since 2010. The State Farm management's goal is to put a 28 year agent out of business by blocking customers access to my name, and location

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[Ticket: # 820558 - Poor internet service](#)

**Date:** 2/19/2016 12:46:30 AM

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

**Company Complaining About:** AT&T

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## **Description**

I have filed at least four complaints regarding the AT&T DSL service. Every 2-7 months I have to call ATT tech service, they go through diagnostic testing, I have to change the Wi-Fi settings in order to restore service. I pay for high speed, download speeds should be 4-6 mps and at times only get 1.19 mps and rarely achieve into the 5 mps range. I keep getting reassurances that it won't happen again, but it occurs every 2-7 months. I spend anywhere fro 30 minutes to 1 hour on the phone with tech service on a regular basis.

---

[Ticket: # 820579 - Lack of customer service from Comcast](#)

**Date:** 2/19/2016 1:09:05 AM

**City/State/Zip:** Round Lake Beach, Illinois 60073-4022

**Company Complaining About:** Comcast

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## **Description**

Lack of Wireless internet service. Please see attach letter. I can also provide screen print of errors.

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**Ticket: # 820809 - Comcast Billing/ Internet Service**

**Date:** 2/19/2016 10:40:03 AM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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## **Description**

Comcast has been increasing service fees without informing the customer and locking us behind contracts that cost \$200 to break out of, leaving us without any options other than canceling our service. On top of the price increase the internet service is constantly interrupted. I have spent several months (since September 2015) contacting Comcast and they have yet to resolve the issue. Comcast is in violation of its own contract as they promised constant service and high speed, but they are delivering a service well below that promise, which is also false advertisement. The cause of my internet problem is faulty equipment out in the street that runs to the Comcast center which delivers the service. Several of Comcast's technicians have reported this and Comcast is yet to do anything. I am paying full price for half a service. This seems highly unfair and unethical.

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**Ticket: # 821116 - Re: [FCC Complaints] Re: Re: Ticket No. 796891 - Request received: internet domestic terrorist attack disruption every Sunday streaming service for over a year**

**Date:** 2/19/2016 12:20:14 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Epproach@support.net

---

## **Description**

This is a follow-up to your previous request #810624 "Re: Ticket No. 796891 - Req..."

I HAVE JUST EXPERIENCED MORE CYBER BULLYING - TRIED TO LOG INTO MY GREENDOT ACCOUNT (@APPOX. 1045HRS) WHICH ALLOWED ME TO LOG IN SEVERAL TIMES BUT WOULD NOT ALLOW ME TO ACCESS MY ACCOUNT INFORMATION FOR OVER 30 MINUTES IT DID THIS WHICH FORCED ME TO KEEP LOGGING IN... WHEN IT DID FINALLY LET ME IN TO MY ACCOUNT INFORMATION I WENT TO CHAT TO ADDRESS THE ISSUE AND WAS ASSIGNED TO CHRISTIAN WHO SAID HE WAS NOT AWARE OF ANY TECHNICAL PROBLEM AND THERE SITE WAS NOT DOWN THEN SUDDENLY THE CHAT SHUT DOWN... THIS HAS HAPPENED TO ME ON THE INTERNET TO INCLUDE WHILE CORRESPONDING TO THE INTERNAL REVENUE SERVICE AND WESTA.TV AND TWC... PLEASE INVESTIGATE...

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**Ticket: # 821117 - Re: [FCC Complaints] Re: Re: Ticket No. 796891 - Request received: internet domestic terrorist attack disruption every Sunday streaming service for over a year**

**Date:** 2/19/2016 12:20:27 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Epproach@support.net

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## **Description**

This is a follow-up to your previous request #810624 "Re: Ticket No. 796891 - Req..."

I HAVE JUST EXPERIENCED MORE CYBER BULLYING - TRIED TO LOG INTO MY GREENDOT ACCOUNT (@APPOX. 1045HRS) WHICH ALLOWED ME TO LOG IN SEVERAL TIMES BUT WOULD NOT ALLOW ME TO ACCESS MY ACCOUNT INFORMATION FOR OVER 30 MINUTES IT DID THIS WHICH FORCED ME TO KEEP LOGGING IN... WHEN IT DID FINALLY LET ME IN TO MY ACCOUNT INFORMATION I WENT TO CHAT TO ADDRESS THE ISSUE AND WAS ASSIGNED TO CHRISTIAN WHO SAID HE WAS NOT AWARE OF ANY TECHNICAL PROBLEM AND THERE SITE WAS NOT DOWN THEN SUDDENLY THE CHAT SHUT DOWN... THIS HAS HAPPENED TO ME ON THE INTERNET TO INCLUDE WHILE CORRESPONDING TO THE INTERNAL REVENUE SERVICE AND WESTA.TV AND TWC... PLEASE INVESTIGATE...

On 2/16/16, FCC <consumercomplaints@fcc.gov>

> I HAVE JUST EXPERIENCED MORE CYBER BULLYING - TRIED TO LOG INTO MY  
> GREENDOT ACCOUNT (@APPOX. 1045HRS) WHICH ALLOWED ME TO LOG IN SEVERAL  
> TIMES BUT WOULD NOT ALLOW ME TO ACCESS MY ACCOUNT INFORMATION FOR OVER  
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> DID FINALLY LET ME IN TO MY ACCOUNT INFORMATION I WENT TO CHAT TO  
> ADDRESS THE ISSUE AND WAS ASSIGNED TO CHRISTIAN WHO SAID HE WAS NOT  
> AWARE OF ANY TECHNICAL PROBLEM AND THERE SITE WAS NOT DOWN THEN  
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> INTERNET TO INCLUDE WHILE CORRESPONDING TO THE INTERNAL REVENUE  
> SERVICE AND WESTA.TV AND TWC... PLEASE INVESTIGATE...

>

> On 2/16/16, FCC <consumercomplaints@fcc.gov> wrote:

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**Ticket: # 821314 - Invasive advertising locking up my computer****Date:** 2/19/2016 1:27:08 PM**City/State/Zip:** Port Townsend, Washington 98368**Company Complaining About:** Os Assist

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**Description**

For two days in a row now I have been on the internet when my computer has frozen up. A beeping alarm goes off and a small window opens up with the Safari icon logo displayed and advising me to call 866-537-7060 to effect repairs. I called Apple Care instead and they told me there was nothing wrong with my computer and that they had received numerous complaints from other Apple users about this ploy. I later called the the number and spoke with someone who had a strong Indian accent who told me they had a contract with Apple and that they were located in the US. I told him I knew he wasn't with Apple and that he was trying to scam me. He hung up. I called a second time and the person also had an Indian accent and he told me their company was called OS Assist, they were located in India, and they did not have a contract with Apple. He told me he wanted to take control of my computer and install some software on my system and that it would cost me \$100 for one year, \$200 for three years, and \$300 for five years. I told him I had called Apple already and that they had advised me that this was a scam. I suggested that the pop up with the alarm was his company's doing and that he was just trying to get me to buy his product. He hung up.

---

**Ticket: # 821350 - Non-compliance from Internet provider**

**Date:** 2/19/2016 1:35:35 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** AT&T

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## **Description**

Hello. I have had AT&T as my ISP for five months. For the last three months, I have not been getting the full speed that I have been paying for. I have called numerous times complaining about the slow speed. In one of those called, a customer service representative ran a line test, and found a problem on the line to my apartment complex. The customer service representative assured me, however, that the problem was outside of the apartment complex, and proceeded to set up a technician appointment. Normally, these technician appointments are expensive, running at \$99 a visit. The customer service representative that set up the appointment assured me that there would be no fee, as there would be no work done inside my apartment. Sure enough, when the appointment time came around, the technician came to my door. He told me how the issue was on the inside of the apartment, and that in order to fix it, he would have to come back after I get permission from my apartment management. He also told me that I would be charged the \$99 to fix the problem, after I was assured this was not the case by a customer service representative. I called yesterday, on 2/18/16, to complain once again about the slow speed. After remaining civil, and explaining three times to the customer service representative what happened with the technician, and my slow internet speed, I asked to speak to a supervisor. I was placed on hold for fifteen minutes, after which I became impatient, and hung up. I called back, and after a five minute hold, immediately asked to speak to a supervisor. After talking to the supervisor, and explaining my frustrations with AT&T's service, he told me he would look into my account. After a five minute period of silence, I was hung up on. I gave the customer service rep, as well as the supervisor my phone number at the beginning of the call, which they always ask for 'in case the call disconnects'. I waited a few minutes for the supervisor to call me back, but they never called me back. I called again, once again immediately asking to speak to a supervisor. I explained everything for about the 10th time. I also found out that AT&T originally lied to me on multiple fronts about my internet speed. I signed up for a steady 12Mbps (which I'm not getting). One of the supervisors I spoke to told me that my speed was set to a Static IP at 15Mbps. The only thing the supervisor said he could do was give me a \$50 credit, to which I declined, stating that I would still end up paying for the same slow internet. I was fed up with their customer service, and told them so many times. I gave the supervisor the ultimatum that either they upgrade my service to the next tier at my current rate because they messed up with my internet speed and lied, or I cancel my service, and would demand a refund for the last three months of service that have been slowed. I was placed on hold for about 5 minutes, and when the supervisor came back, he ended the call mid-sentence. I again waited for them to call me, but once again, never received a call back. Unfortunately I am stuck with AT&T, as they are the only provider to my apartment complex as far as internet. I am tired of being overcharged for slow internet, and customer service so abhorrent as what I've had to deal with. I hope something can be done about this. Thank you.

---

[Ticket: # 821497 - Complaint against at&t](#)

**Date:** 2/19/2016 2:29:56 PM

**City/State/Zip:** Byhaila, Mississippi 38611

**Company Complaining About:** AT&T

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### **Description**

Bad customer service. System affecting 43 accounts in my arra, down 10 days no response from att promised callback

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**Ticket: # 821755 - credit card and bank related text messages to my phone**

**Date:** 2/19/2016 3:43:02 PM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** AT&T

---

## **Description**

2 days in a row I have received text messages about:

- BECU (local bank) account being locked and urgent response necessary to call 855-336-1832 (screen shot attached)
- MC account suspended and activate number 855-486-0653 (screen shot attached)

I have neither an account with BECU nor a MC.

---

[Ticket: # 823200 - PC hacking by TechCloud Solutions LLC](#)

**Date:** 2/20/2016 2:32:29 PM

**City/State/Zip:** Navarre, Florida 32566

**Company Complaining About:** Mediacom

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## **Description**

TechCloud Solution LLC somehow acted as a contractor for MicroSoft and obtained \$259.99 to "fix" problem in installing MS Office365, since your brand new Mac Powerbook Pro got hacked and need to clean it.

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**Ticket: # 821998 - Severe Electronic interference buzzing static**

**Date:** 2/19/2016 5:00:39 PM

**City/State/Zip:** Gray, Georgia 31032

**Company Complaining About:** Windstream Communications

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## **Description**

This is not about internet but my ham radio. My name id (b) (6) and I am an Extra Class Ham Operator AE2B and im licensed 21 years. I live in Gray Ga. and The electric co. here is Tri county Electric. I had spoken to them 2 weeks ago and there supervisor Ray had contacted me and It took a week for 2 guys to come and just drive one time around my neighborhood and one time down my driveway and they called it a day. I called ray 2 days ago and told him I have very heavy static on my ham radio. So i went in my truck and put on my AM radio and at certain transformers my AM radio in my truck went crazy with buzzing at 3 different places all places with transformers. He is doing absolutely nothing about it. I get a signal 9 or 10 and it is impossible to use my HF Radio. Im fed up with them and there lack of concern. PLEASE CAN YOU HELP ME. Im severely disabled and all I have is my ham radio to look forward to.

Thank you, (b) (6) AE2B

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**Ticket: # 822790 - text And calls**

**Date:** 2/20/2016 8:03:20 AM

**City/State/Zip:** Bronx, New York 10456

**Company Complaining About:** Sprint

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## **Description**

A person that I speak to internationally text me through whatsapp asking me for me, but when I try to talk to her or tell her to call me or text me back she don't do it and if speak to her the call last for one minute and fail. She say is not her but I want to know if this person is trying to get my money. Or bullying me. The cell phone number is 18097735888 it is a Claro carrier from the Dominican Republic. Please contact me via eMail, thank you.

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[Ticket: # 822590 - Hulu.com issues](#)

**Date:** 2/19/2016 9:19:57 PM

**City/State/Zip:** Lancaster, Ohio 43130

**Company Complaining About:** Time Warner

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## **Description**

The website hulu.com forces the user to either actively watch a commercial or submit to an interactive commercial before it will allow you to continue watching a show. The issue is when a commercial plays i open up a new tab and visit another site while the commercial plays on. This is my legal right just like its a consumers right to mute a commercial on their own TV sets should they choose to or change the channel and flip back to it once the commercial is over. Hulu doesn't allow this they pause the video and force you to stare and watch or interact with the advertisement before letting me continue watching the program on the service which i pay for. They claim the end user agreement allows them to do this. I dunno what to do or who to contact but from what iv read i feel you are the people to go to.

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**Ticket: # 822797 - Disgruntled Customer**

**Date:** 2/20/2016 8:45:59 AM

**City/State/Zip:** Savannah, Georgia 31406

**Company Complaining About:** Comcast

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## **Description**

I've been using Xfinity hot-spot services for over two years now due to its low price and convenience. However, over the several hundred dollars that I have spent with this service, it continues to disconnect several times, excessively while wasting my hard, earned money for a service that should live up to its standards, I will never purchase another Xfinity package, nor will I recommend this company's awful wireless connection. This is unacceptable. If need be, this can be a court settled issue; as I have currently purchased, yet again, a hot-spot plan as of yesterday, and I've been charged for a service that, per usual, won't even stay connected to the internet like I paid for! This is the absolute last time I buy any services from Comcast/Xfinity. I demand this situation to be fixed. For future reference, you should not charge for an incompetent service.

---

[Ticket: # 822889 - Blocked mobile internet](#)

**Date:** 2/20/2016 11:16:36 AM

**City/State/Zip:** Trenton, Texas 75490

**Company Complaining About:** Smart City Communicatons

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## **Description**

Smart City Communications is running a jamming device at the Portland Convention Center. Mobile wifi works fine until 15 minutes prior to show time and 15 minutes after official closing time. In between signal drops from 4 bars to less than one bar and no connection

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**Ticket: # 823154 - Comcast**

**Date:** 2/20/2016 1:58:05 PM

**City/State/Zip:** Orland Park, Illinois 60462

**Company Complaining About:** Comcast

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## **Description**

I switched over to Comcast for a fast internet due to my job requires me to synchronize over paper. But I've allied Comcast multiple times due to my internet speed is only on fifth of what I signed up for. I have called and have been hung up on and no call back. But the refuse refund. My down load speed is 10 ans upload is between 9-11 . My tv service freezes and the has to reboot . They have been informed. If they can't provide the speed to my residences they should be up front. But yet the are charging me for the service . I do Homecare and Hospice and sometimes I have to leave my home to synchronize with my office. I told them about the problem and I have spent more than 5 hours on the phone with tech support and 3 hours with service men in my home. Please help. I have signed a 2 year contract but not receiving any assist to fix the problem. What are my rights as the consumer?

---

[Ticket: # 823413 - Xfinity advertisements won't stop](#)

**Date:** 2/20/2016 5:08:58 PM

**City/State/Zip:** North Wales, Pennsylvania 19454

**Company Complaining About:** Comcast

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## **Description**

I'm a Comcast customer because there are no other choices. I have pop up blockers activated. Comcast keeps pushing thru their advertisement for xfinity thru the blocker, they pop up every 10-20 seconds making it impossible to do my online class. I have called repeatedly and was told they have no control to make it stop. There is no way to opt out or make it stop. I'm going to lose money on this online course because Comcast always does as it pleases to its customers. Including making sure there is NO competition to get in their way.

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[Ticket: # 823441 - Extortion](#)

**Date:** 2/20/2016 5:37:23 PM

**City/State/Zip:** Ponchatoula, Louisiana 70454

**Company Complaining About:** AT&T

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## **Description**

AT&T disabled my internet services AND my email services to try to upsell me from DSL to their U-verse package. I don't understand how they can legally do this. I've been fine and happy with my services and have turned down dozens of their offers to upgrade. For them to block my communications, which I rely on for business and health information exchange, is unconscionable. They basically admitted that they turned it off to try to sell me to U-verse since "only 2% of our customers still use DSL."

---

**Ticket: # 823751 - Comcast is awful, please do something about it**

**Date:** 2/21/2016 4:20:40 AM

**City/State/Zip:** San Jose, California 95125

**Company Complaining About:** Comcast

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## **Description**

Dear FCC,

You [eventually] heard us on net neutrality, now it's time [now] to hear us on comcast and take them down! There is at least one facebook page dedicated to haters of comcast. I'm sure the reason there are less than 25,000 likes is because the other comcast users couldn't get online. If you google "everyone hates comcast" you get 550,000 results in .32 seconds or ten minutes depending on whether comcast is feeling generous or not. We are all paying for speed we are not getting. Everyone knows they are awful. They are the most hated company in America. We are the US of A. We should set the bar and you, FCC, are letting a known awful company deny us our free speech, our freedom of the press. comcast violates the freedom of information act because Americans can't get to their information. Does this remind you of anyone located at approximately 35.0000° N, 103.0000° E whose name rhymes with angina? Oh and there's that whole other pesky [monopoly] issue. And I could go on. And on. Right now, ask someone near you to tell you their story of dealing with the cable company and you will hear a frustrating nightmare. I'm sure you have a story of your own, as does your neighbor, the nice man who bags your groceries, the lady at the dog park, boy scouts, nuns! - everyone has a horrible story about the cable company and you are in a position to stop it - so do it! Gather up all your mighty FCC powers and destroy them. Sentence them to an eternity trying to get their cable/internet fixed or correct a billing issue. Or better yet, let there be a free and open market. Let freedom ring FCC! And not just in the fancy places, all over this great country of ours - from sea to shining sea! (Even Michigan!) Even the ramparts are gallantry streaming, but I can't because my wifi has been down for a week. I realize South Park is doing everything they can on the issue (and I really appreciate it!), but perhaps it's time for you to get involved seeing as you are the FCC. Why I wouldn't be surprised if South Park made an episode about the FCC and how they took down the cable companies and all was right with the world again. Maybe Brad Pitt could provide the voice for Chairman Tom Wheeler or even Morgan Freeman! Doesn't that sound nice? So come Monday morning, while you are all making out your to-do lists, call your team together and destroy comcast. We're all counting on you! Thanks FCC!!

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**Ticket: # 823788 - Cable installation against Customer instructions****Date:** 2/21/2016 10:19:42 AM**City/State/Zip:** Arvada, Colorado 80004**Company Complaining About:** Comcast

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**Description**

I requested Comcast install cable on South end of line, they have refused do so cause of trees. It's easy to route it there short distance. They put me on north end where junction box is full and installed splitter on my line. It causes erratic video on my videophone, I am a deaf person and I'm unable to make clear calls. I had to wait for picture to clear before go on. Then wait again. I requested twice have them move the cable to South end. They continue to send tech out and say it's serviceable but not care about my videophone data loss. South junction box has empty slots for me get on. Also I instruct installers have cable under Xcel line , come in so I can access ladder to my weather station. They ignored that request. While I was on the splitter, I was disconnected twice from another customer line on that splitter. Splitter causes line drop which causes my videophone go erratic. Other deaf community doesn't have problem as they not on the splitter like I am. Customers not allowed use splitter but Comcast does???

---

**Ticket: # 824171 - digital crap tv .... HD "no signal"**

**Date:** 2/21/2016 6:36:25 PM

**City/State/Zip:** Cincinnati, Ohio 45209

**Company Complaining About:** Cincinnati Bell

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## **Description**

Antennas and HD and digital transmissions are a massive rip off of the American TV viewing audience. I have bought almost every freaking kind of antenna on the market and still I never get to watch without constant breaks, fuzz out or no picture. It wasn't like that before. Why didn't you make sure these transmissions were working correctly before you and the rest of you dummies let this be put into use. Why didn't you make sure the poor and elderly could have a clear picture without stupid robber cable and other rip off TV services? How much did cable and satellite services pay you and your political cronies to to screw us with this garbage digital TV crap? I just love watching "no signal" bounce all over my screen in HD or the picture cut off or constantly break up. Yeah that's so much fun! Screw digital TV.

---

**Ticket: # 824303 - Lost Emails****Date:** 2/21/2016 10:28:28 PM**City/State/Zip:** Mission Hills, California 91345**Company Complaining About:** Verizon

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**Description**

On February 18, 2016, I sent an email, via MS Outlook, to someone using the individual's email link off a website directory. My primary service provider is Verizon Fios; we have had this service provider for years and are in a contract with them. Immediately after sending this email, I went back to my Verizon account. I discovered that the entire inbox (approximately 430 emails) was empty; the emails had vanished. In checking back to the Outlook account, I discovered that all 430 emails were now in my Outlook inbox. In addition, I was no longer receiving emails to my Verizon account; any new emails were being received in Outlook. I immediately called Verizon tech support (representative, Emy). I spent over 30 minutes on the phone; Emy even consulted an "email expert." However, I was ultimately told by Emy that there was no possible resolution to either problem; Verizon could not retrieve the emails now in the Outlook inbox back to Verizon nor could they do anything allowing us to get emails to the Verizon account. Realizing that Verizon tech support was unable to "fix" the problem, I asked Emy to transfer me to Verizon's billing department.

My wife and I (on speaker) spoke with Albert, a supervisor in Verizon's billing department. Since Verizon had "lost" all our emails by - literally in a matter of seconds - transferring our entire inbox to Outlook, we felt justified in demanding that Verizon cancel our contract, without a termination fee, and continue our service on a month-to-month basis. Albert was literally unwilling to understand our situation; he showed no empathy. In short, he was unwilling to do his job as a customer service representative supervisor for Verizon. No matter what we said, Albert continued to repeat himself over and over again. He said that we had to speak to "tech support," - even though we repeatedly told him that we had talked with "tech support" and they said there was no resolution (on Verizon's part) to this problem. Because Verizon controls our account and only they could instantaneously move the entire inbox to Outlook, we felt they should cancel the contract without any termination fee. Each time we communicated this to Albert, his response was the same - they could cancel the contract, but "policy" dictated that a termination fee be charged. Realizing that Albert was not going to do anything for us, we asked to speak to his supervisor; according to him, there was no one above him (absolutely ludicrous) and it wasn't Verizon "protocol" to give the call to another supervisor. When we then asked how we could contact the executive headquarters, he only gave us the general toll-free number - indicating that Verizon executives do not speak with customers. If this is example of Verizon's customer service, it is almost certainly, the worst we've ever experienced; Albert was insensitive, unwilling to comprehend the scope of our situation and the extent of our predicament. Even when we asked how he would feel if it happened to him, and he responded that it was irrelevant. In anticipation of filing this complaint, we asked Albert if we could get a copy of any notes he was going to put into the computer as a result of our conversation. Albert said any such notes (or recording) was proprietary to Verizon and not available to the customer. Ironically, the crux of this matter is that Verizon "lost" our proprietary information (including personal data and pictures) when they unilaterally moved our entire email inbox to Outlook. If that could happened, we wonder how secure their service really is? Frustrated, we terminated the call with Albert.

I then called Microsoft customer service and spoke with Chris, who immediately understood the problem and attempted to correct it - i.e., change our primary email address back to Verizon. He ultimately determined that the problem was with Verizon's website server and only they (Verizon)

could fix the problem Chris did say that it should be a simple matter for Verizon to resolve and, therefore, retrieve all the emails from Outlook, restoring our Verizon inbox. It was evident from Chris' professionalism and expertise that the people at Verizon were inept and seemingly unwilling to even try to understand what happened.

Since Microsoft has no control over Verizon's server, it was necessary that I call Verizon again. I spoke with David (a customer service representative with "tech" support). He was able to remotely access Outlook and change the email settings from Outlook to Verizon - resulting in emails, once again, being received in our Verizon account/inbox; he could not, however, "retrieve" the emails previously switched to our Outlook inbox. This requires that we go through the Outlook inbox and either delete or forward them - one-by-one, back to our Verizon email. A task that has turned out to be a tedious and time-consuming process. In addition, because of some ongoing problem with Verizon's website server, all emails received in our Verizon account are also received in our Outlook inbox! - only complicating the aforementioned tedious and time-consuming process. My conversations with Chris and David make it evident that any change (on Verizon's website server) in email account address and/or settings was not a result of anything we did. Remember, all I originally did was compose and send one email via Outlook.

What we want are simply to cancel the contract, not service with Verizon without any termination fee. Although we intend to switch to another internet provider, until that time and we can transfer all of our emails from Outlook back to our Verizon account, a slow process that can take weeks, or more, we want to not be liable for any internet service costs for the aforementioned date. Unless of course, someone at Verizon can miraculously figure out how to transfer quickly all of the remaining emails back from Outlook and no longer be sent there as well. By cancelling the contract, as it is bundled with their TV and phone service, we expect that it will include those as well. In conclusion, as we have been paying a lot of money for them to provide excellent service, not laden with problems such as this and no support to immediately fix it.

If this is not sufficient to cancel our contract, there have been numerous other problems that can be provided if necessary.

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**Ticket: # 824310 - INTERNET SERVICE OUTAGE**

**Date:** 2/21/2016 10:44:38 PM

**City/State/Zip:** Lithonia, Georgia 30058

**Company Complaining About:** Comcast

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**Description**

I HAVE AN INTERNET SERVICE FROM COMCAST. I HAVE NOTICE THAT INTERNET SERVICE HAD TOO MUCH OUTAGE. IT WAS OUT MORE THAN FOUR TIME IN PAST WEEK. I HAVE TO RESET MY WIFI DEVICES. THIS OUTAGE OF INTERNET SERVICE CAUSE LOT OF FRUSTRATION & CONVENIENCE. I AM VERY UPSET WITH SERVICE OF COMCAST.

---

**Ticket: # 824417 - unwanted Comcast WiFi intrusion**

**Date:** 2/22/2016 8:45:36 AM

**City/State/Zip:** Wilmington, Delaware 19804

**Company Complaining About:** Comcast

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## **Description**

I am a Verizon customer, not Comcast. I am being annoyed with an offer to join Comcast WiFi. I have reset my Verizon router, have had Verizon visit my home to check on why Comcast is getting into my system. All I have to do is turn my laptop on and before I can use any application this unwanted Comcast WiFi pops up on my screen. Each time I cancel it continues to pop up on my screen stopping me from continuing with my work. Comcast customer service tells me that cannot help because I am not a customer and I am not in their system.

WHAT?? They can bombard me with unwanted advertising that I cannot stop but they cannot help with stopping it because I'm not a customer?

Can you please help?

Thank you for your help.

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[Ticket: # 824498 - Internet Interference](#)

**Date:** 2/22/2016 10:12:29 AM

**City/State/Zip:** Ripley, Tennessee 38063

**Company Complaining About:** Time Warner

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## **Description**

Fax Ticket Ready For Data Entry

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**Ticket: # 824876 - non-compliant email spam**

**Date:** 2/22/2016 12:46:54 PM

**City/State/Zip:** Baltimore, Maryland 21224

**Company Complaining About:** Believe Wireless

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## **Description**

The attached email has no legitimate return email address, and the unsubscribe links lead to a server that refuses connections.

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[Ticket: # 826562 - data caps](#)

**Date:** 2/22/2016 10:34:33 PM

**City/State/Zip:** Fort Mohave, Arizona 86426

**Company Complaining About:** Sudden Link

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## **Description**

The new Data Caps for Sudden Link internet users are outrageous. We were never notified of the data cap going into effect.

---

**Ticket: # 825973 - harassment, profane misrepresentations**

**Date:** 2/22/2016 6:26:36 PM

**City/State/Zip:** Riverside, California 92507

**Company Complaining About:** Us Cellular

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## **Description**

A party unknown to complainant, but believed to be a legal defendant in a civil matter, blocked other cell phone usage using false reports of obscenities and thereafter e mail blasted prospective employers on/from a cite called cyber police. Perpetrator believed to be a consortium known as "anonymous"; "advertisement junction" aka "adjunct teachers" from riverside city college; "moorish junction".

---

**Ticket: # 826638 - Spam text messages**

**Date:** 2/22/2016 11:31:48 PM

**City/State/Zip:** Austin, Texas 78748

**Company Complaining About:** (512)758-4929

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**Description**

Receiving non-stop harassing text messages asking to look at credit card websites. The phone number they are using is (612)758-4929

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**Ticket: # 826811 - Automated text message**

**Date:** 2/23/2016 8:16:15 AM

**City/State/Zip:** Hellertown, Pennsylvania 18055

**Company Complaining About:** Web Link

[Http://automatch.iaddurl.org/index.php?fname=anthony&lname=benner&address=58%20hess%20ave&city=hellertown&state=pa&email=anthonybenner@ptd.net&phone=6104286057](http://automatch.iaddurl.org/index.php?fname=anthony&lname=benner&address=58%20hess%20ave&city=hellertown&state=pa&email=anthonybenner@ptd.net&phone=6104286057)

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**Description**

I keep receiving text messages to hyperlinks for car insurance in text messages. My number is on the Do Not Call list... The number they come from has a local area code. They come from 267-416-8047.

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[Ticket: # 829457 - hacker/spy](#)

**Date:** 2/24/2016 8:13:35 AM

**City/State/Zip:** Sacramento, California 95833

**Company Complaining About:** Comcast

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## **Description**

hello, my laptop was access. i have a roommate and i am not sure if she compromised my account. she work in the IT field and has apply computers. my password was changed and i do not know if the computer was tampered with and my information accessed

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**Ticket: # 827602 - Invasion of privacy**

**Date:** 2/23/2016 1:54:09 PM

**City/State/Zip:** Newark, New Jersey 07104

**Company Complaining About:** Verizon

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## **Description**

I have had Verizon services for about a year in a half - I have contacted Verizon several times regarding my WIFI services. Verizon has sent me 3 routers during this period of having services. I expressed to Verizon that my services has been tapped into by my neighbors who lives upstairs from me who originally had limited services with Verizon but were then disconnected shortly after receiving services. I tried to log onto the internet around 1/24/2016 and I couldn't gain access. I filed a complaint with BPU - Verizon did reach out to me saying they would send an investigator here and they would have to change the location of the main box. It is almost a month later and I have not heard back from Verizon - I called Verizon the week of 1/18/2016 and the rep I spoke with had no idea what I was speaking of. Verizon changed my SSID# and password and the SSID# and password was deleted from the system, no one with Verizon can tell me how that happened. I was instructed by BPU to file a complaint with FCC to get this matter resolved.

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**Ticket: # 827618 - Harassment from AOL**

**Date:** 2/23/2016 1:59:20 PM

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

**Company Complaining About:** Aol

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## **Description**

I have 3 screen names on their site. They have shut me out of one of them which is Evans 810. They have shut off all access to it. It's not just that. They constantly interfere while I'm on their site. They white out screen, and when I'm in the middle of something, they will put up a screen, site not found. And more than once in some cases. I have even tried to redo the whole site, but to no avail. I went through Google to site to see what was happening and it said, I have no recovery options. So I went back directly to AOL and told them I knew this, so they put it back for 2 screen names, but not for Evans810 screen name. They send me bogus help called AOL Executive Escalations. I knew it was bogus because the "Green Logo" wasn't there. I informed that person I knew it was bogus and they denied it. There is more harassment, but I feel you get the point now. Previously when I threatened them with FCC, they stopped for a while. But when I didn't after a while they started again.

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**Ticket: # 827812 - misuse of my email address**

**Date:** 2/23/2016 2:45:22 PM

**City/State/Zip:** Venice, Florida 34293

**Company Complaining About:** Topix

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## **Description**

Someone has sent my email address to an erotic pornographic site and I am receiving emails "responding" to my supposed request for erotic porno interaction. The site is something called "topix". I have not given my email address to this site. Is it possible for you to get the IP address if the person who may have done this ?? There is a possibility that a disgruntled neighbor ( and former friend) may have done this. I know he has at least 4 email addresses and he has stated in the past he can "hack" any program. He would have access to my email address from our past friendship.

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**Ticket: # 828516 - Google Merchant Center's unfair/nonexistent appeal process****Date:** 2/23/2016 5:53:45 PM**City/State/Zip:** Nashville, Tennessee 37204**Company Complaining About:** Google

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**Description**

I have repeatedly tried to fix any issues with my Google Shopping data feed, and have been given misdirection and vague replies from the Merchant Center Policy team as to what policies need to be corrected. As of Dec 8, I was informed that I was violating duplication policies. I immediately corrected the problem by narrowing my products to a single website (i.e., rather than 3), and yet they continued to keep my account inactive, in spite of call after call after call, all the way until mid February. Google is essentially a monopoly on internet advertising, and they have destroyed my Ecommerce business sales for absolutely no good reason (that I am aware of). I am absolutely amazed at the utter lack of empathy and fairness that they show to small businesses such as me.

Below is the most recent email that I sent to them (on Feb 18) which provides more detail regarding the problem. I have also attached a file with some history of the emails that went back and forth on my accounts.

-----  
2/18/16

Dear Google Merchant Center,

All I can say at this point is that something is terribly wrong with the process. Whoever is making this decision is being (and has been) tremendously cruel to me and my employees, whether they intend to be or not. They have unfairly and unnecessarily harmed an honest startup company, and then refused to even explain what the reason is. This is unethical and careless behavior, by any reasonable definition.

Almost anything can be done under the pretense of protecting internet commerce, but at some point it has gone too far. And how my business has been treated is certainly a clear example of where this process is being taken too far, and completely contradicting the core principles that Google was originally founded on.

I wish they would have the courage to actually talk with the person they are accusing, rather than to make their accusations, and then refuse to have an honest conversation or open appeal process as to the legitimacy of those accusations. Somehow, they manage to sleep at night, but I am pretty sure they wouldn't be able to if they actually met and saw the faces or heard the voices of the people whose lives they are harming by their actions.

And not having enough resources to handle a full appeal process is NOT a good reason to do this to someone. It isn't honest. Google has the resources, and the ROI on giving higher volume sellers (and even smaller volume sellers) a full appeal process would be strong.

Google is in a position of great responsibility and they are, in my company's case, using that power in an incredibly wreckless manner. I have not doubt that they are likely well within their legal rights to

disallow a business from being able to participate in selling on Google. However, that does NOT make them right. Just because they can get away with it legally does not mean it is the right way to treat someone. Just like they want their kids and families to be treated well by large, powerful organizations, me and my employees, too, want to be treated well by large powerful organizations. The blatant lack of empathy I have experienced is painful and disheartening. I know when I have been wronged, and right now is one of those times in life when I have been wronged in the worst and most devastating way, and for what seems to be absolutely no good reason.

I hope you will share this experience with any leadership team members you come across, and if it comes up, please give me the chance to describe my disappointment with the process. I have solid management and process improvement experience within two of our nation's largest healthcare companies, and I know a broken process when I see one. Since you have seen how badly this process is working in my case, hopefully you can help people like me have a voice when the opportunity arises.

Thanks again for your time and energy on this. I assure you that you were not fighting for a dishonest cause, and I would be happy to connect with you any time in the future for further clarification or assistance.

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**Ticket: # 828697 - Fraudulent Computer Takeover****Date:** 2/23/2016 6:37:01 PM**City/State/Zip:** Georgetown, Texas 78633**Company Complaining About:** Verizon

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**Description**

I was contacted on my computer by a company who I thought was Microsoft. My computer went blank, a blue screen, then I could not do anything on my computer until I called the number in the message on the blue screen. The representative of the company had me give him access to my computer to "fix" the problem. He then said he fixed it after a few minutes had passed and told me that I owed him \$240! I said that I didn't think that Microsoft charged for help. That is when he finally said that he was not with Microsoft and was with a company called Right Help Desk. I said that I cannot pay that and he said that if I did not pay, he would put the blue screen back. Then he offered that I could pay half now and the other in 60 days. And that I would get 1 year of service and 2 years of protection. I gave them my credit card information and they had been in my computer. This morning the computer was not working so I called them back. He said it would take 3 or 4 hours. Meanwhile I called my internet provider, they told me it was a scam and that was what I was afraid of. The name of the person I initially spoke with was Aj Chobey at 1-888-816-7834. I am almost 76 and this computer stuff baffles me. Can you help make sure they don't do this anymore? I did cancel my credit card and reported it to the bank.

---

**Ticket: # 828962 - Theft**

**Date:** 2/23/2016 8:01:30 PM

**City/State/Zip:** Saugerties, New York 12477

**Company Complaining About:** T Mobile

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## **Description**

I was going to sell my account for Game Of War ( an app for smart phones). I went to <http://playertrade.net/index.php> . The site looked legit, even with a moderator to help sell the account. A personj by the name of Iceiceice who was registered on the site wanted to buy and offered to pay for the moderator fee. I accepted the price and we got the sale set in motion. I gave the moderator my info and the buyer had an issue with his paypal. I decided not to sell and changed my login info. Today i tried to log in and i couldnt. I can only assume they hacked/stole my account. I spent \$6,000+ on building the account up and im having panic attacks and i threw up. This is one of the worst things thats happened to me on the internet and i dont want to see it happen to anyone else.

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[Ticket: # 829126 - dsl internet](#)

**Date:** 2/23/2016 9:03:26 PM

**City/State/Zip:** Carmel, California 93923

**Company Complaining About:** AT&T

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## **Description**

I visited the At&T office in Monterey ,CA, this morning and told them about the bad connectivity problem here. I moved here from Southern Illinois and the internet worked to a higher capacity. I live in an apartment complex and the community computers have the same problem of constantly losing connectivity. At&t told me that the FCC was responsible for the regulation and therefore the cause of the problem. I would appreciate if this connectivity problem could be fixed so the Carmel area can also enjoy the internet as others do around the world. Thank you. (b) (6)

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[Ticket: # 829251 - Closing tickets without resolution](#)

**Date:** 2/23/2016 10:26:04 PM

**City/State/Zip:** W. Terre Haute, Indiana 47885

**Company Complaining About:** Frontier Communications

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### **Description**

Still not getting anywhere near the speeds they state in the letter of response I'm supposed to be getting. Still get constant disconnects and network errors.

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**Ticket: # 829351 - Data Caps in Rural Town**

**Date:** 2/24/2016 12:31:12 AM

**City/State/Zip:** Lake Havasu City, Arizona 86403

**Company Complaining About:** Sudden Link

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## **Description**

Recently I was notified by Suddenlink Communications that we (my family) have used up 80% of our monthly data, which we did not know was changed from our years old unlimited plan. I have heard of this worrying trend recently of data caps being implemented in bigger cities with other big service providers that i have opposed since the beginning. Now that it has reached my small town in Arizona that has always had great internet service with no data caps nearly all of my life, i have to file a complaint. I have heard arguments that traffic and logistics issues in the bigger cities are reasons for data caps, than why is my small town affected? Granted a rural area comes with its own unique set of issues that are not that common, but this area has had internet service for well over a decade if not two decades. This trend of charging extra for home internet service has to stop going forward if we expect to see continued innovation. With the advent of new exciting technologies that i had hope even i could enjoy in my area, this cap is hindering even me in arguably the middle of nowhere.

---

**Ticket: # 829390 - Data Cap - data not working properly after adding unlimited data - bill credit lies**

**Date:** 2/24/2016 1:32:17 AM

**City/State/Zip:** Pompano Beach, Florida 33064

**Company Complaining About:** Comcast

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## **Description**

first of all Comcast's data cap program which it ridiculously calls a "Data Usage Plan" is purely a money grab. In fact, Comcast is perfectly happy to remove data caps from customers' accounts if they're willing to cough up an extra \$30 per month on top of their already-pricey Internet subscriptions. My internet was working perfectly fine with streaming but after i added the unlimited data plan im constantly having issues streaming videos, it has been almost 2 months now i already had a tech to come out to my house every other night i have to call them because my internet stops working they already send me a new modem but it only worked fine for the first week, they also gave me a credit on my account of \$120 for all the inconvenience they caused us, but today when i went to check my bill they took the credit away and want me to pay for a service that im not receiving.

---

**Ticket: # 829417 - Stalking , Tracking and Hacking my Desktop, Laptop and Cell phone**

**Date:** 2/24/2016 4:05:05 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

After December 25th I was constantly losing all internet services. My identity was stolen. Someone who lives behind me at (b) (6) was hacking into my Pc. This house is less then 300 feet away. I installed n App from the google play store which was called Google Lookout. This helped me locate who had attached their Phone to mine. I went back to the Verizon store and Complained that my phone calls were being disconnected for no reason at all. Verizon sent me a text message and last 2 digits of the phone number were not mine. I change phone numbers 2 times and left Verizon. The call forwarding and WiFi is letting this person track me everywhere. I left Verizon because one off the days I was disconnected while talking to a friend I was able to here Verizon Customer service agents changing pin numbers and passwords for each customer they were helping. I listened in horror, because I knew Verizon was be hacked as well.

Then I went to Sprint for 4 days and found that all my contacts had been removed from my cell phone. I went to Metro and Now my cell phone is locked me out from receiving or calling anyone. This has become a Living Night mare.He has disconnected from the internet for more than 2 months. I had over 5 techs from comcast reconnect my router/modem to get me back online. then i lost it again and had a Geek Squad tech reconnect me to the internet. I also used Guruaid remote tech support help me get back online. over 30 times. I used google as my Browser that saves your passwords which is a great thing if you have forgotten your Passwords. I bought Panda Security which revealed over 37 people were trying to access my WiFi connection. My online banking was easily because they were sharing my IP address. My bill pay was cleared completely of my Mortgage and several other bill pay accounts at Bank of America. I am still receiving packages that I never heard of or ordered from ever. I need Someones help PLEASE!!!!!!!!!!!!

---

**Ticket: # 829580 - False Statements by The FCC**

**Date:** 2/24/2016 10:53:25 AM

**City/State/Zip:** Clinton, Connecticut 06413

**Company Complaining About:** AT&T

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**Description**

Hysterical, ' Learn about Internet management practices, broadband performance, accessibility, Internet calling and your rights as a consumer. ' FCC.

Without superior and extraordinary Cyber Security and Cyber Protection LAWS, for American Citizens and GI's, these RIGHTS as a consumer are utterly ridiculous and useless Statements.

As a Survivor of extreme Cyber Stalking and Cyber Terrorism for 6 years, and countless incompetent Police and indifferent FEDERAL BUREAU of INVESTIGATION, the FCC is making FALSE STATEMENTS for a FALSE SENSE of CYBER SECURITY.

No email to leave, as my personal cyber terrorist have hijacked very email and password, for 6 years, despite new devices, new carriers, new phone numbers, new sim cards, wiped devices ect., as THERE IS NO COMPETENT CYBER SECURITY HELP in AMERICA!

Please, forward to the Director of The FCC. Thank You.

(b) (6)

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[Ticket: # 829835 - Hacking my email.. Google Docs](#)

**Date:** 2/24/2016 12:23:50 PM

**City/State/Zip:** Los Angeles, California 90044

**Company Complaining About:** Directv

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## **Description**

I am working on a proposal for an ecommerce business and my computer freezes or a new page randomly renders without prompting. This did not occur previously until the service was switched to DIRECTTV just last week. I have received threats that someone else wanted to create a portal for veterans or the military and that they would do anything to block it.

I filed a lawsuit concerning computer hacking before and ironically another concept that I created was created in another state..exact copy.

My computer is being delayed to give them time to create it before me. I have researched this concept as I had the other. It would not be coincidental if two exact copies of a concept is created as with my other idea. I filed another complaint previously in Atlanta. I just moved to Los Angeles and there is no way that anyone should know me .

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[Ticket: # 830121 - blocked email account](#)

**Date:** 2/24/2016 1:41:46 PM

**City/State/Zip:** Astoria, New York 11105

**Company Complaining About:** Verizon

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## **Description**

Verizon has intentionally blocked my email account and all efforts to unblock it have been unsuccessful. I have been paying my account in full without any delay since March 2011. I have been having problems with my internet access and telephone since August 2012. I believe Verizon is harassing me because I don't want to cancel my land line and switch to FIOS. In the meantime, I am missing work since I cannot access my email.

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[Ticket: # 830146 - blocked email account](#)

**Date:** 2/24/2016 1:46:20 PM

**City/State/Zip:** Astoria, New York 11105

**Company Complaining About:** Verizon

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## **Description**

Verizon has intentionally blocked my email account and all efforts to unblock it have been unsuccessful. I have been paying my account in full without any delay since March 2011. I have been having problems with my internet access and telephone since August 2012. I believe Verizon is harassing me because I don't want to cancel my land line and switch to FIOS. In the meantime, I am missing work since I cannot access my email.

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**Ticket: # 830796 - Unwanted Emails**

**Date:** 2/24/2016 4:15:11 PM

**City/State/Zip:** Ridgewood, New York 11385

**Company Complaining About:** Time Warner

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**Description**

I continued to get unwanted emails from Play Big Apple even though I have unsubscribed 10+ times and have emailed with the administrator of the website and have been assured that I will be removed from their email list.

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**Ticket: # 831230 - Re: [FCC Complaints] Re: Re: [FCC Complaints] Re: Re: Ticket No. 796891 - Request received: internet domestic terrorist attack disruption every Sunday streaming service for...**

**Date:** 2/24/2016 6:15:55 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Epproach@support.net

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## **Description**

This is a follow-up to your previous request #821117 "Re: [FCC Complaints] Re: Re..."

FYI - PLEASE INVESTIGATE MY COMPLAINT BECAUSE SOMEONE HACKED MY CELL AND ERASED MY CALL HISTORY FOR YESTERDAY 02/23/16 OF THE TWO CALLED I MADE TO ROBIN @TWC TO 855-540-9883 EXT. 1151539 AT APPROX. 1030HRS AND 1630HRS... I HAVE NO OUT/IN CALLED LISTED ON MY CELL HISTORY - SO SOMEONE HACKED MY CELL AND ERASED MY CALL HISTORY FOR YESTERDAY 02/23/16 OF THE TWO CALLS...  
PLEASE INVESTIGATE... THANK YOU...

FYI - I RECEIVED A CALL 02/22/16 AT 1827HRS FROM A PERSON NAME - ROBIN @TWC (FROM - 866-872-4898 SHE SAID FOR ME TO RETURN CALL TO 855-540-9883 EXT. 1151539; I HAVE THE VOICEMAIL ON MY CELL ) IN REF.

TO THIS COMPLAINT.

I RETURNED HER CALL TWICE ON 02/23/16 AT APPROX. 1030HRS AND 1630HRS WITH NO REPLY FROM ROBIN...

I CALLED ROBIN AGAIN TODAY 02/24/16 AT 1604HRS LEFT ANOTHER MESSAGE WITH NO REPLY...

NOTE: BECAUSE I RECEIVED THE CALL FROM ROBIN AFTER NORMAL BUSINESS HOURS I SENT TWC - PRESIDENT AN EMAIL WANTED TO CONFIRM THAT ROBIN WORKED FOR THEM AND RECEIVED A REPLY EMAIL WHICH CONFIRMED THAT SHE DID...

A COPY OF THAT EMAIL FOLLOWS:

Re: We Are Listening Form Submission (KMM6401954V40772L0KM) Inbox  
Add star Corporate Office of the President<cotp@twcable.com> Tue, Feb 23, 2016 at 10:20 AM

To: DonotReply@twcable.com, johnangusjacobs@gmail.com

Reply | Reply to all | Forward | Print | Delete | Show original

Dear (b) (6),

Yes we do have a Robin that works in our Corporate office. Please contact her to have your concerns addressed.

Regards,

Deniese P.  
Customer Care Advocate  
Time Warner Cable | Office of the President  
800-950-2266 Option #1

Original Message Follows: -----

From: "donotreply@twcable.com" <donotreply@twcable.com>  
To: COTP@twcable.com  
Subject: We Are Listening Form Submission  
Date: February 22, 2016 7:36:23 PM EST

We Are Listening form submission  
From: /en/our-company/leadership/support.html

---

Name: (b) (6)

Email: (b) (6)

Phone: (b) (6)

Account:

Service Address: (b) (6)

City: Greensboro

State: NC

ZIP Code: 27401

Call Back Requested: Yes

Call Back Time Requested: Anytime: 8am - 6pm

Comments: I RECEIVED A CALL FROM THIS NUMBER 866-872-4894 @6:30 PM WHO CLAIMED TO BE ROBIN FROM TWC CORPORATE WHO LEFT A MESSAGE FOR ME TO CALL HER BACK @ 855-540-9883 EXT. 1151539 ANYTIME... PLEASE EMAIL ME IF THIS IS AN OFFICIAL OF TWC CORPORATE... OTHER WISE SOMEONE IS CLAIMING TO BE TWC CORPORATE UNOFFICIALLY...

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[Ticket: # 831907 - Comcast Data Caps](#)

**Date:** 2/25/2016 1:33:53 AM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Comcast

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## **Description**

The data cap of 300 GB is absurd. It is only hurting our country and why are these ISPs making it so hard to access internet as they are really expensive. They said only 8% of users only go over 40 GB. How is that possible when you have multiple people in a home streaming HD movies with multiple computers always updating etc. Don't forget gaming.

---

[Ticket: # 831944 - Unable to unsubscribe from Rakuten promotional email](#)

**Date:** 2/25/2016 4:03:45 AM

**City/State/Zip:** Riverside, Rhode Island 02915

**Company Complaining About:** Cox

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## **Description**

Rakuten the Japanese e-commerce website sends me periodical emails about products on their website. I started getting them because I bought something from them a year ago. I unsubscribe a while ago but still get the emails. A lot of it in Japanese. Now the unsubscribe link in the email takes me to a web page that only let's me subscribe again.

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**Ticket: # 832109 - Ads on Internet YouTube**

**Date:** 2/25/2016 10:47:11 AM

**City/State/Zip:** Portland, Oregon 97202

**Company Complaining About:** Comcast

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## **Description**

On my iPad mini, I am forced to watch countless ads before each and every YouTube video. There is a "skip ad" button to click on but mysteriously it doesn't work it is not my iPad which works well on all other touch features, just this. I press and press the screen area that says "skip ad" as if I have a choice, but it has been deliberately disabled. I am so tired of playing a light tune on YouTube, only to have my eardrums assaulted by much louder ads in a genre that I have no interest in. The skip ad function has been disabled. Please investigate the code that prevents the user from being able to actively opt out of viewing ads.

---

**Ticket: # 832457 - Continuing Scam by Tech Fix/E Tech Pro**

**Date:** 2/25/2016 12:46:13 PM

**City/State/Zip:** St. Marys, Pennsylvania 15857

**Company Complaining About:** Zito Media

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## **Description**

Last Christmas Day I was scammed by Tech Fix. I fell into their trap and ended up calling the following money and asked for reimbursement, in which they obliged. Last Tuesday evening, I received a phone call from (239) 400-0550, saying that they are E Tech Pro and had a reimbursement of \$350 dollars for me. In order to retrieve that amount I needed to click on the following link in which they sent to me email, (<http://www.150.co.il/TeamViewerQS.exe>). The man was very pushy that I click on that link. I did not feel safe and worry that my identity is being passed around. When I was first scammed by Tech Fix, I cancelled my current debit card and requested a new one.

The "Technical Support" attached is a document that the company left on my computer.

Just wanted to forward on this information to you. Let me know if I can be of any more assistance.

Best,

(b) (6)

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**Ticket: # 832763 - Blocked from downloading torrent files by Time Warner Cable**

**Date:** 2/25/2016 2:11:33 PM

**City/State/Zip:** Louisville, Kentucky 40205

**Company Complaining About:** Time Warner

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**Description**

on 2/24/2016 I was trying to download an approximately 30 GB file from a Video game company called Cloud Imperium Games. The name of the Game is Star Citizen and the site to download from is robertsspaceindustries.com.

The application is downloaded over a P2P network, and is seen as a torrent by Time Warner Cable, my ISP.

My download speed dropped to Zero, and for several minutes I could not access the internet through my browser.

I can repeat this process at will.

I called Time Warner Cable customer service, who informed me that the FCC does not allow Time Warner Cable to permit download of copyrighted material using torrent files.

Cloud Imperium Games has a Term of Service that I have accepted and acknowledged, which includes that I can download for personal reasons only, not to resale or distribute.

Time Warner Cable told me to switch internet providers, as they would not allow this torrent download.

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**Ticket: # 841015 - Comcast poor customer service no internet service for 9 days now**

**Date:** 3/1/2016 12:08:17 PM

**City/State/Zip:** Jacksonville, Florida 32254

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast business customer, who works from home. Therefore, there is a dependency on the internet connection to be working properly. I am also the vice president for the HOA within our community which is Pickett's Cove Subdivision in Jacksonville, Florida. I contacted Comcast last week and initiated a ticket and explained that AT&T came to our community and performed a job for AT&T Giga Power. After these services were rendered, it was brought to my attention that several residents including myself were having issues with our Comcast services. For myself, I was not able to connect to the internet. The modem for Comcast inside my home shows all of the lights are on, and it shows that the computer shows that I am connected. Yet, when I click the (E) to log on internet, it says I am not connected to a network. Several residents had informed us they were having the same problem. Including the HOA president, who also is a Comcast customer that resides in the community. However, it appears these issues have been consistently pointing to first being seen after AT&T came out and rendered their services. One of our board members contacted AT&T and our homeowners contacted AT&T in reference to this job. The job number associated with the AT&T installing the Giga Power services was 31260. This representative Jay for AT &T informed a homeowner that the HOA was aware of the work being performed. The current HOA which is a board formed by members who actually live in the community was not informed. Our community management company advised us the letter from AT&T was sent to the office in Orlando and not in Jacksonville. Therefore, these services were not approved by the new board of directors. So, we had very little information about the job. We are in an existing community, where some of us already have internet services with a provider. Therefore some of us have Comcast, and not AT&T. After the job was performed in some of the neighbors yards by AT&T. It is highly unfortunate that AT&T came out and performed this work without checking with Comcast or the homeowners first to confirm if we have an internet provider already. AT&T also didn't put a process in place for the residents, in the event should they experience issues connecting to the internet. After this work was performed by AT&T, several residential customers for Comcast, including myself have started to experience issues with our Comcast service. The homeowners informed us of their concerns, around how AT&T handled the job. However, the result is which is occurring now, is each one of us who are experiencing problems are contacting Comcast on an individual basis to request a technician to come out, and check the box on the outside of our home. My ticket created last week to Comcast was directed to Comcast business because I work from home. I was told that by 02/27/16 I would receive a call, and the earliest that someone could come would be 03/07/16. I provided the representative an updated telephone number. But, I also explained that I work from home so this is not acceptable. I need someone to come out sooner than that. She informed me that I could inform Comcast of this once they call. After seeing several Comcast service techs in the community come out and inspect the boxes for these homes. I started to ask some of the neighbors questions to confirm if they were having the same problems. One of them happened to be our HOA president Beverly Murray who lives on Sir Galahad in our subdivision. The issue with her internet Connection was the same as my issue. However, she contact Comcast for her residential service, and she received an appointment for Comcast residential to come out this past Sunday on 02/28/16 between 12 and 4. On 02/27/16, I never received a phone call, I had provided them with an updated number. So by the end of the

business day, I called them. I spoke to Shawn, and explained the issue that I was having, and that I didn't receive a phone call on 02/27/16 as promised. I also shared with Shawn, that I worked from home so there is a dependency on connectivity to the network. I also shared with him that the issue is not associated with there was a problem with the modem, or cords. It shows that I have a signal, and the lights are on the modem. But, I am not connected to the network. So, what I needed was for a service technician to come out and check the outside box. I shared with him that I was the HOA Vice President, and what AT&T had done, and that several homeowners had shared with us the issues they were having with their Comcast services. I have seen several Comcast service techs in the community where the homeowners are contacting them individually. So, it appears they are getting a more rapid response with a service technician coming out than I was receiving having Comcast Business. Even though I have Comcast business, I work from home, in the same community. In speaking to some of the homeowners, we were having the same problem, where it shows we have a connection. But, we are not connected. This representative Shawn that I spoke with apparently wasn't listening to me. He ran a diagnostic check, and told me that he shows that it was showing that I had internet connection for 21 days. I told him he was not listening, because clearly I explained the diagnostic check which they run against the Comcast modem inside my home was going to show that I am connected with no issues because the issue was not with the inside of my home, or the computer. I told him that the root cause is possibly on the outside, where the service technician would have to come out and check the box on the outside. Because some of us were having the same issue. He told me that I didn't know that. I explained to him, yes I did know because some of the homeowners had told us, this information. Even the HOA president had the same problem. I became frustrated because, this is not the first time where Comcast tells you someone will call you, then they don't call, and you have to keep calling back to escalate the ticket. I work from home, and right now I have been without internet for 9 days. He stated he was changing it to an ER ticket, and that if someone had to come out it would cost \$ 99.00. Now as of today, I have not received a call, and nobody responding. I followed up with the HOA president, and they came to her from Comcast Residential for internet for the same issue that I have. They fixed her issue from the outside. She told them about my issue. At this point they have impacted by business, by not calling, and sending out a tech and I need this issue resolved immediately. The tech that came to her home, stated that Comcast techs should start logging the issues for the time period since the repairs started with AT&T and I agree. If there is a charge of \$99.00 if the issue is not related to something done by Comcast. I don't feel the charge should be paid by the home residents. The charge should be paid by AT&T. I am seeing Comcast residential techs in the neighborhood, and I stopped one, and he was connecting to a neighbors box on the outside to see what the issue. I need for Comcast come out fix this problem immediately. If I don't hear from them, I will be cancelling my contract. My bill is due for February, and I would like for it be discounted. I will be tracking everyday they don't track. AT&T has interfered with my connection to Comcast. But, the resolution of this must come from Comcast coming out to my home.

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**Ticket: # 839240 - Data Plans****Date:** 2/29/2016 2:41:01 PM**City/State/Zip:** Hesperia, Michigan 49421**Company Complaining About:** Dish Network

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**Description**

It is high time the Data Plans being offered to Satellite Internet users are updated along with the Operating Systems and Web Site content. I just purchased a NEW (2014) personal computer with a Windows 8.1 operating system to replace the 2009 laptop with a Windows Vista operating system. Within 4 days, my Satellite Internet Provider (Dish) notified me that I had used 40% of my Anytime Data Allowance. I have used the same Data Plan (@ 49.95/mo.) over 2 yrs. and never used the 5 GB of anytime data in an entire month. While I have not changed my web surfing habits, evidently the Windows 8.1 operating system has done that for me. I was forced to purge my computer of any automatic updates, trial programs I won't use and have to go into the task manager and shut down any auto updates also. I certainly won't be updating my operating system to Windows 10, which does not allow for options in updating the operating system patches/updates. They are all done in the background without the option to approve the updates you want. Shouldn't Internet providers update the amount of data allowed when a consumer actually doesn't have control of updates and web content? There are only so many things the user can manage on the newer computers with the newer updates/content online. I really shouldn't have to purge my computer every time I go on-line in order to save data allowance. After talking to Dish Tech. Department, they emailed me info on how to manage my usage, but I had already done that. They just wanted to sell me an Upgraded Data Plan. If you don't upgrade, you can purchase additional data @ 10.00/1GB. I don't have a choice of different types of broadband services, I live in a rural area where the trees block wireless service (my satellite is near the road, approx. 200 ft. from the house), the phone company said their switching station is too far, so I can't get DSL either. My only other option is Dial UP and that really couldn't even handle the internet anymore. The internet is not friendly to my out dated Windows Vista operating system, but I can still use it with a poor experience on line.

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[Ticket: # 833824 - Internet interference and or hacking](#)

**Date:** 2/25/2016 7:31:52 PM

**City/State/Zip:** North Brunswick, New Jersey 08852

**Company Complaining About:** Comcast

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## **Description**

When I try to play the games on facebook it tells me I do not have Adobe Flash on my computer and I do. Not to mention someone may be hacked into either my computer or the Wi-Fi I am using because I keep losing the page I am on. I will be in the middle of looking at something or playing a game and all of a sudden a button will pop up saying recover page. It is XFINITY Comcast. I am a home health aid caretaker and this happens at my clients home.

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[Ticket: # 833836 - Comcast blocking our Internet connection](#)

**Date:** 2/25/2016 7:39:06 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

Our internet stopped working yesterday right after 2 techs were working on the pole outside our house. After repeated calls to comcast, we were told we would have to schedule a service call and it would be \$50. So we found out that xfinity was out here because our neighbor was having problems and the tech said there was interference coming from our house and they put a BLOCK on our line. Then told our neighbor that we would have trouble getting on the Internet and he said well shouldn't you tell them? The tech then said, and I quote, it's not my job to tell them, they will just have to call and request a service call when they have problems. My job requires I have Internet access. If I can't work, I don't get paid as I'm self-employed. I explained this to comcast multiple times. I called them 4 times, had an online chat and went to a brick and more store and couldn't get anyone to care enough to send anyone out any sooner. I have an outside tech scheduled for Monday, 5 days without Internet access. That's lost pay for me

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[Ticket: # 834101 - Internet has poor connectivity and speed](#)

**Date:** 2/25/2016 10:30:04 PM

**City/State/Zip:** Miami, Florida 33137

**Company Complaining About:** Comcast

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## **Description**

We hired Comcast as our internet/cable/telephone provider since 2015 for our home address 4400 Island Rd, Miami Fl 33137. We pay for the fastest network connection/speed you offer and my internet is still almost unusable. We have made multiple attempts to fix it by calling Comcast, having Comcast technicians do home visits, troubleshooting, and changing equipment as per Comcast's request. Regardless of the many attempts we have made to resolve this issue, our internet connection continues to be poor, unreliable and inconsistent.

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[Ticket: # 834251 - Northland cable](#)

**Date:** 2/26/2016 2:12:37 AM

**City/State/Zip:** Ponderay, Idaho 83852

**Company Complaining About:** Northland Cable

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## **Description**

They have been throttling me for two years. I can't complain. I can't contact them. I was on hold for 1 hour today. They will not take calls. This isn't new for this company but it needs dealt with.

I would also like to talk about their billing. They are now charging late fees even if you pay on THE SAME DAY as the bill. This needs to stop.

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**Ticket: # 834350 - Signal Jamming on GSM 950 band**

**Date:** 2/26/2016 9:27:40 AM

**City/State/Zip:** Redford, Michigan 48239

**Company Complaining About:** T Mobile

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## **Description**

The issue that is occurring is that there is signal jamming occurring at Star International Academy at (b) (6) Dearborn Heights. This signal jamming is obvious because the tower is no more than 300 yards away. Further evidence can be found when comparing signal strength of phones on different carriers. Phones on AT&T and T-Mobile all will have difficulties making connections while phones on the CDMA band will have no trouble making a connection meaning the signal issue is not from building structure but is in fact from a source of interference.

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**Ticket: # 834643 - internet rate service**

**Date:** 2/26/2016 12:10:26 PM

**City/State/Zip:** Janesville, Wisconsin 53548

**Company Complaining About:** Charter

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## **Description**

Charter Cable recently mandated that all customers now will be switched to their 60 mb speed internet at a rate increase of \$20 per month (specifically, our business bill). They installed a new modem at our office and now when we are on the web we get a pop up of Charter's terms and conditions for our account. Some the items in the terms and conditions don't apply to us, such as phone service or tv service. I wish not to accept the terms via a pop up. I asked that they email or mail us the terms for our internet service only and they refused. They stated the only way to get rid of the pop up is to accept the terms. We are a business and use the internet extensively. It is very inconvenient and irritating that we continually get this pop up and cannot get rid of it without accepting the terms and conditions. This is holding our internet hostage and causing us inconvenience in our day to day operations of our business.

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[Ticket: # 834649 - bad internet](#)

**Date:** 2/26/2016 12:14:44 PM

**City/State/Zip:** Pearlinton, Mississippi 39572

**Company Complaining About:** AT&T

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## **Description**

We have called att numerous times are internet is most of the time unusable. att has been saying we are getting the speed we are supposed to 768kb. We are paying \$30 a month for a service that is barley usable. Web pages don't load without constantly hitting refresh. Then sometime wont load at all.

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**Ticket: # 834670 - Selective delivery of emails**

**Date:** 2/26/2016 12:19:43 PM

**City/State/Zip:** Memphis, Tennessee 38128-4101

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast customer since they were Time-Warner. Over the past 2 years or so, I have had certain friends and acquaintances call and say they had not received any emails I had sent them, even after several attempts. I have also been called by friends and agencies to inform me that they had sent me emails that I had never received. Other emails such as department stores and ad solicitation I receive freely without interception.

I called Comcast to complain and the Rep. walked me in to "My Account and there he and I found that My email had been moved, but he had no explanation as to why or could not find out as to why it had been moved. However, he did mention something, vaguely, about a third-party Contractor. I have been paying Comcast faithfully and cannot understand why they would hire a third-party contractor to decide what emails I would receive without informing me. My privacy has severely been compromised as all my personal information has been privy to an unknown third party. Over the past four years, I have had my personal ID stolen over nine times. I am afraid as this may happen again. Comcast seemed at a lost when we discovered this or carefully and constructively denied it happened This is notwithstanding all the harassment calls I get from people I don't know and spoofing numbers I receive even their using my own telephone number. I have the bundle package and with it unfixed problems. However they are prompt with the billing and the myriad dings of fees. Something has got to be done. I am a Viet Nam war veteran but never have I seen anything this scary when a company can decide without impunity what you can or cannot receive. Please help me.

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**Ticket: # 834806 - Interference with communications**

**Date:** 2/26/2016 1:01:57 PM

**City/State/Zip:** Senecea, South Carolina 29678

**Company Complaining About:** AT&T

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### **Description**

I have been trying to make this complaint for a number of months and due to my communications lines being directed to my local county sheriff's office, I have been unsuccessful and unsure of my attempts to reach you. My AT&T phone lines have been interfered with in a public nuisance format and my Verizon Wireless lines are currently being interfered with.

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**Ticket: # 835020 - SPAM email**

**Date:** 2/26/2016 1:58:47 PM

**City/State/Zip:** Pinecrest, Florida 33256

**Company Complaining About:** AT&T

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## **Description**

Tremendous amounts of spam email produced from Audacity Media (b) (6), Pompano Beach, FL 33062, have unsubscribed numerous times but still receive multiple mailings every day

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[Ticket: # 835106 - privacy](#)

**Date:** 2/26/2016 2:26:40 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

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## Description

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**Ticket: # 835127 - Sonically security disability firms**

**Date:** 2/26/2016 2:32:33 PM

**City/State/Zip:** Torrington, Connecticut 06790

**Company Complaining About:** AT&T

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## **Description**

SSD Benefits News... Don't forget to call our office ASAP at 702-707-3624. We checked your worksheet and would like to start processing it. I get a text every 10 minutes or so asking me to please call them. They give an option to press #9 to stop these text but they keep coming. I've even spoken with a rep and I was told I would be put on a do not text list. I have received 11 text in the last 2 days. I would have counted more but I deleted them. I have all their information of the ones I have not deleted. Sincerely. Diane Landi. I just now received integer one in less than 3 minutes.

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**Ticket: # 860163 - Optimized Line**

**Date:** 3/11/2016 5:23:02 PM

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

**Company Complaining About:** Verizon

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## **Description**

To whom it may concern,

On 3/10/16, at approximately 2200 hours, my family and I were watching a Netflix movie. The connection was lost (via wifi connection) and could only be reconnected if I turned my router off, waited a few minutes, turned it back on, and then started Netflix back up again. It should be noted that other wireless devices that use wifi in my household (such as laptops and cell phones) did not work as well. I have called Verizon (which is our provider) on several occasions. A service representative would respond and on every instance would tell me that our connections were working properly and the problem was at Verizon's end, not ours. I have received reliable information that Verizon has optimized our line in an effort to persuade me to switch to the Verizon Fios plan (which is the next plan up from what I currently have). Also, Fios is an expense which I cannot afford, for the time being. After each service call to Verizon, the computer seemed to work fine for a few weeks, but the problem we were experiencing before would pop up again. I have elected and paid for the highest internet speed available (I can afford) and do not feel that Verizon is living up to their part of the agreement. This issue has happened to my family and I on dozens, if not hundreds, of occasions. All I want is to be able to browse the internet, tend to work related matters, and watch movies without the burden of being interrupted. Let it be known that I have had my wireless router replaced a few times and have been told my current one works perfectly so I know that is not the issue. Thank you for your time.

Sincerely,

(b) (6)

P.S. FYI. On today's date (3-11-16), at approximately 1300 hours, I was attempting to send the listed complaint to you, but my internet connection was lost. I had to turn my router off and on two times just in order to get the internet to actually work and send the listed complaint. Thanks again.

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**Ticket: # 836269 - Internet Hacking/Identity Theft**

**Date:** 2/26/2016 10:47:37 PM

**City/State/Zip:** Newark, New Jersey 07108-1210

**Company Complaining About:** Cricket

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## **Description**

My Yahoo Email account is where I had the lawyer who contacted me about my inheritance. I noticed about Mid October 2015 my Yahoo emails were being duplicated. Personal files were being duplicated Eg: I only made (41) folders there were (141) the day I noticed after login In. Also I noticed all my outgoing messages were being redirected back to me. Even after I had typed in the email address of the sender. My contact lists were duplicated. One day I seen a email sender had (4) emails duplicated in (4) different languages in my inbox. As if my emails were being sent to separate parties. I took pics and stores them in my photo stream on my Cricket Wireless phone. The complaint I filed with the photo of the FCC complaint was also stored in my photo stream. Afterwards the next day on Feb 14,2016 I had enough of peculiar things happening to my phone so I left cricket Wireless phone carrier. On that day upon leaving my account with them, they asked to download ALL MY FILES ON MY Phone before closing account. This company coupled with Yahoo email I believe I am now locked out my Gmail and Yahoo email

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**Ticket: # 836290 - Unreliable Connection**

**Date:** 2/26/2016 11:34:27 PM

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

**Company Complaining About:** Centurylink

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**Description**

I've had the same Internet service for almost 4 years. The first couple of years were great. Never had to reset the modem or anything to fix it. Turn computer or tablet on and instant connection.

Last year and a half, has been nothing but a battle. Resetting modem and doing everything on my end to get it to work for a few hours. Contact the ISP and they say "I have made a change to your line that should stabilize your connection and improve the overall speed". At first worked well for a couple of months. Now it seems like I'm contacting them monthly. Now twife today, my network couldn't be found without resetting the modem.

Ironically this all started when they offered me a deal to upgrade my Internet at no extra charge for a year. I'm tired of my shitty Internet connection. In my area we are left with 2 other options. Unfortunately their reliability doesn't sound much better and I would have to change my TV service for those options, and that's not an option for me.

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**Ticket: # 837024 - Censorship in social media by the New York Times**

**Date:** 2/27/2016 3:57:55 PM

**City/State/Zip:** Escondido, California 92046

**Company Complaining About:** AT&T

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## **Description**

I have been censored by the New York Times in Facebook, for defending the FBI's stand against Apple about the San Bernardino massacre. I have made educated comments about why Apple's stand, was not protected by the First and the Fifth Amendments, and how Apple, has been in violation of the victims Universal Human Rights (Article 3: Everyone has the right to life, liberty and security of person) I also proposed that Apple has a defective product, holding millions of citizens private data, and that must change. Also suggested for Apple to comply, due to have been committing an 'obstruction crime' (obstruction of justice), and that is a crime with a punishment from 1-8 years in prison, and that Tim Cook, must be arrested. I am a freedom of speech champion. I have been the president of PEN USA, and I will never go against freedom of expression, unless someone uses that right, to masquerade 'commercial speech'. The NYT Facebook, has been censoring my comments

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**Ticket: # 837252 - serious complaint about Comcast/Xfinity**

**Date:** 2/27/2016 7:47:53 PM

**City/State/Zip:** Aurora, Colorado 80012

**Company Complaining About:** Comcast

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## **Description**

To Whom It May Concern:

I am filing a direct consumer complaint about the poor service of Comcast/Xfinity Corporation. Since I have had service in Aurora Colorado, my service has dropped several times, poor customer service, technicians not following through, having to escalate to supervisors numerous times, and just more excuses and passing the buck. I cannot deal with a company who seems like a monopoly and will not show they really care by even calling dispatchers to come out when it is necessary for the customer. If you get access to my calls to Comcast, I was very upset, as I have every right to be when the service practically every month is beyond horrible! This just cannot be. Something has to be done to push Comcast to follow through for their customers. And I have heard they are not going by the new laws of net neutrality set up by you the FCC either, which is a bigger problem. And the calls to Comcast customer service sound like they are going outside the country to the Philippines or something, so the calls do not even sound local.

I do not feel Comcast is following through with their expected business practices and MANY are outraged all over the area and surrounding areas. This is getting worse with Comcast and something needs to seriously be done about this company and it's horrible and unprofessional business practices

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Aurora, CO 80012

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**Ticket: # 837306 - breach of contract; unethical business practices**

**Date:** 2/27/2016 9:05:13 PM

**City/State/Zip:** Los Angeles, California 90019

**Company Complaining About:** Time Warner

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## **Description**

This complaint comes on the heels of #1603775, however this complaint is formally lodged against Time Warner Cable. After I parted ways with AT&T, I did go back to Time Warner Cable for Internet service only. I believe the time period was around February 17, 2016. I did inform the TWC customer rep that I was a returning customer, I further stated I only wanted Internet service. The TWC Rep informed me of an outstanding balance in the amount of \$2220.00. I asked if the outstanding balance would preclude me from contracting for Internet service on the day in question. I was informed by the TWC Rep that all I had to pay was \$59.00 and he would initiate Internet Service and would FEDEX the mandated equipment with instructions on how to set up the modem. The TWC Rep further stated that someone from TWC would contact me to make payment arrangements for the previous balance. Sounded good to me so I did pay \$59.00 on that exact same day for Internet Service. On or about February 20, 2016 I did receive the modem from TWC via Fed EX, I did install the modem with the easy self instruction. However I had to wait for a TWS Tech to connect me with TWC outside equipment. On or about February 22, 2016 I received an automated message from TWC informing me that the tech had connected to the TWC outside line, and that my Internet service was up and running. I had Internet service all of two days before TWC interrupted my service for the previous owed balance. I was instructed to call a number. I called the number and was told in order to have my service reconnected I had to pay \$220.00. I stated I had to make payments, I just paid \$59.00 for the Internet service. I firmly stated I could only pay \$50.00. The TWC employee refused the payment and stated I needed to pay at least \$77.00. I declined. TWC should have asked for a payment on the outstanding amount before taking my \$59.00 for Internet Service on or About February 17, 2016. I would at least had an opportunity to either make arrangements or contract for Internet service with another Internet provider. When I called TWC automated system it early stated the amount owed was \$.000 TWC blindsided me by contracting with me for a new service, took the required payment then interrupted my service 2 days after the install strongly arming me for \$77.00 and partial payments thereafter until the \$2220. is paid in full. TWC never made paying off the previous balance before obtaining new Internet service an issue until I paid \$59.00 and my service was up and running for 2 days only. This action by TWC is highly unethical. I did offer to make a \$50.00 payment and if it was refused by TWC. As of February 27, 2016 I have no Internet service and TWC has my \$59.00 which was paid for Internet service.

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**Ticket: # 837336 - CB radio interference**

**Date:** 2/27/2016 10:15:27 PM

**City/State/Zip:** Cincinnati, Ohio 45232

**Company Complaining About:** Time Warner

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## **Description**

Two of my neighbors uses CB/HAM radio and it interferes with most of my electronics causing malfunction or complete shutdown. The neighbor right next to me at 4617 chickering ave does not cause any interference. There is another neighbor down the street that must be using a very powerful signal to broadcast. It interferes with my wireless connection reducing the speed or entirely crashing the modem. It interferes on any set of headphones I buy, broadcasting his conversation over it. It interferes with my laptop that I use for work, rendering the track pad unusable. It interferes with my mouse and keyboard on my desktop causing them to stop working entirely. It has even interfered with the desktop itself causing the system to crash. It is almost like an EMP shockwave hits my house for a few minutes up to a few hours, however long he talks on it. The only electronics that it does not interfere with are the lights in the house, the refrigerator, and the washer. It is interfering with not only my personal life but also my professional life as I have to work from home sometimes and this makes it impossible.

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**Ticket: # 837517 - Internet hacking as well as my landline Phone and Cell Phone**

**Date:** 2/28/2016 5:45:45 AM

**City/State/Zip:** Stockton, California 95209

**Company Complaining About:** Comcast

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## **Description**

This started happening December 12 and Comcast has refused to credit my account. The hackers got into my online account and removed all my bill pay. I was disconnected from the internet for over 3 months and when I did get back online again, I was because I had Guruaid to walk me through each step. Comcast refused to send any more agents to my house and the only reason I stay with Comcast is for the speed of my internet. I thought everything was alright until the other day I turned off my PC and then remembered I needed to check for a phone number and an address for Computer Link. The owner, named Tony at Computer Link in Stockton California, has charged over \$500 dollars and he still refuses to believe that my MacBook Air had viruses and Trojans on my laptop. When I came upstairs and turned on my PC, the Run Box was displayed on my PC and now I just don't turn my PC off. I need the FBI to help me and I can't seem to get them to help me at because they are overwhelmed with computer crimes.

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**Ticket: # 837603 - Re: [FCC Complaints] Re: have bundled package with Comcast**

**Date:** 2/28/2016 9:44:19 AM

**City/State/Zip:** Rockville, Maryland 20851

**Company Complaining About:** Comcast

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## **Description**

This is a follow-up to your previous request #560412 "have bundled package with C..."

FOR THE RECORD: Dear FCC: thank you for all of your help below in resolving my matter with Comcast. I did get confirmation from Comcast that one of their own employees did tell me to be sure and answer the phone before I was hacked etc. Therefore, Comcast promised to give me a credit of \$200.00 to my Comcast account to help defray my computer hack costs. Again thank you for help in resolving the issue below in a satisfactory manner.

Sincerely, (b) (6)

In a message dated 1/19/2016 6:32:00 A.M. Eastern Standard Time, consumercomplaints@fcc.gov writes:

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[Ticket: # 837646 - Intermittent internet](#)

**Date:** 2/28/2016 10:55:44 AM

**City/State/Zip:** Pawcatuck, Connecticut 06378

**Company Complaining About:** Frontier Communications

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## **Description**

For two months I have experienced internet connection issues and each time I call I get a panned response that they are aware of the issue and have techs on it, but no estimated time of restoration. My internet is out several times a day, nearly everyday. I work from home, and rely on internet service. The lack of communication of a real solution to my ongoing connection issues is completely unacceptable. Two months is too long and my cell phone data is going to be over this month because of these ongoing issues.

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[Ticket: # 837723 - Frequency of a TV Broadcast Commercial](#)

**Date:** 2/28/2016 2:03:00 PM

**City/State/Zip:** Little Neck, New York 11362

**Company Complaining About:** Time Warner

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## **Description**

The "Kars for Kids" commercial is broadcast too many times during the day/night. Sometimes it is literally every other commercial, and not dependent on which channel I am watching. This, in my opinion, is harassment. I realize they are a charity, but either make a new commercial, or show this one less frequently. Thank you for your attention to this matter.

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[Ticket: # 837818 - Comcast data cap.](#)

**Date:** 2/28/2016 3:56:35 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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## **Description**

I signed a contract with Comcast over a year ago WITHOUT a data cap. Today I found out I now have a 300GB data cap and I have no option to leave my contract. I am now being forced to pay for limited data instead of the unlimited data I agreed to. To make this even worse, I had no option to cancel my contract or leave Comcast. This was forced upon me. Please stop Comcast from doing this to people that have no alternative to Comcast in their area. Thank you

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**Ticket: # 837891 - continued service interruptions, company refused to credit account**

**Date:** 2/28/2016 5:27:34 PM

**City/State/Zip:** Abilene, Texas 79603

**Company Complaining About:** Sudden Link

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## **Description**

On February 23, 2016 I began to notice severe service interruptions. I had no internet at times. Pages would not load. Other times my upload speed was barely measurable. A tech was supposed to come fix it, but missed the appointment. Suddenlink stated the tech claimed a cable was disconnected. The tech came back and stated he replaced a cut cable the first time, and discovered a second cut. I spoke with suddenlink billing and requested my account be credited because I was paying for something I wasn't receiving. Suddenlink stated they could not credit my account at this time. It is now February 28th and after two visits from a tech, my internet is still experiencing service interruptions. My internet works for one moment, and the next my pages won't load. I am being charged for a service I am not receiving.

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**Ticket: # 838022 - Portable Hotspot Monitoring****Date:** 2/28/2016 6:42:14 PM**City/State/Zip:** Overland Park, Kansas 66204**Company Complaining About:** AT&T

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**Description**

While I was using my private portable hotspot to give my laptop internet access, I received a Sonic Wall filter "forbidden category" message when I tried to look up a gunsite on my phone. The phone at the time was using my private LTE network. I talked to administration and they did not give an adequate response as to why this happened. "I don't know" isn't adequate for me. I need to know why this happened and if it is legal or not. I'd also like to know if there are any other potentially illegal wireless interference occurring on this campus. In addition, I need to know why AT&T, my wireless provider, was unable to keep this connection secure.

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[Ticket: # 868997 - TWC - PS4 - game drops - 13 days of chats and attempts to work correctly](#)

**Date:** 3/20/2016 9:24:47 PM

**City/State/Zip:** Conneaut, Ohio 44030

**Company Complaining About:** Time Warner

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## **Description**

<https://steamcommunity.com/app/370240/discussions/0/490125103622770060/>

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[Ticket: # 838549 - Interference with reproductive technology](#)

**Date:** 2/29/2016 10:02:19 AM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast

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## **Description**

I am being monitored by the federal government, with use of reproductive technology. There is a interference with by whomever man's the technology by making me urinate on myself and have to use the bathroom for a bowel movement ; or wake with threats to bring my period. Please, help.

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**Ticket: # 838591 - Comcast Cable Internet Data Caps/Poor Service**

**Date:** 2/29/2016 10:42:11 AM

**City/State/Zip:** Oakland Park, Florida 33334

**Company Complaining About:** Comcast

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### **Description**

Comcast has introduced data caps and overage charges on internet usage. The more expensive option to remove these limits has a poor connection quality and is frequently unusable. Company takes no steps to improve quality of service to acceptable level.

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[Ticket: # 869009 - WiFi interference](#)

**Date:** 3/20/2016 9:46:55 PM

**City/State/Zip:** Burbank, California 91502

**Company Complaining About:** Paralinx

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## **Description**

Paralinx and Terradek HD video transmitters & Receivers use 5GHz WiFi channels to transmit video signals. They effectively stomp or interrupt all public 5GHz channel bandwidth.

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**Ticket: # 838738 - AT&T**

**Date:** 2/29/2016 12:00:01 PM

**City/State/Zip:** Jacksonville, Florida 32254

**Company Complaining About:** AT&T

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## **Description**

I reside in the (b) (6) also known as Pickett's Cove which is a subdivision located in Jacksonville, Florida in zip code 32254. I also serve as the Vice President on the HOA Board for the current year. The current board was advised that previously while under the prior HOA Board, that it was approved for AT&T to come to our area and perform a work order in our community to bring AT &T Giga Power. As new board member, we were not aware of this, until we all woke up one morning, to find AT &T in our neighborhood digging up our yards. They placed signs on our door to advise us of the work order on the day that it was being performed. The job # for this work being performed by AT &T is 31260, and the contact number is (b) (6). During a meeting, we received communication from the community manager that the letter from AT&T advising us on the date and time for the work order was sent to the Orlando office and not the Jacksonville office. Several residents in the neighborhood have Comcast for Internet Services, including myself. I actually have Comcast Business because I work from home. We have noticed that every since AT&T was in our neighborhood, several Comcast customers have not been able to connect to the network. This has resulted in each individual person contacting Comcast, with their issue. In speaking with several members of the neighborhood, and the calls made to Comcast, including myself we all have the same issue. We show our internet signal is good, and our modem is working. But, we are still can't connect to a network. Comcast ran a diagnostic check and confirmed that there is nothing wrong on their end. So, this job order which AT& T has done, has resulted in each individual resident contacting Comcast Residential or Comcast Business to call Comcast and schedule someone to come out and check the box from the outside, in order to get the residents back online.

When I contacted Comcast for myself, and customer service was horrible and I will schedule a different complaint for Comcast. But, I spoke to Shawn, and I was that if a technician has to come to out, and it's not determined that it's not an issue caused by Comcast issue they will charge a \$99.00 fee to resident. As a Comcast internet user, I don't feel that this is a fee in one within Pickett's Cove Community who has complained to Comcast with this issue, should have to pay. I stopped a residential Comcast service tech in our community and spoke to him to find out if Comcast had been tracking these calls from the community. The other Comcast service techs in the community were of a different race before, which I did not approach. So, it appears that Comcast is sending different service techs to the community to fix the problem, so the service tech which I did speak to stated that was his first call. However, I have seen a total of 4 service techs in the community. The service tech which I did speak to stated, that it was very possible that ATT&T may have cut a feeder. But, he would know as soon as he checked the box from the outside. The president of the HOA, Beverly Murray had Comcast out to home yesterday, because she had the same problem. Comcast Residential sent two techs to her home. But, they were able to get her back on. The Comcast technician mentioned they were aware that several calls were made from residents in our community this week where they had to come out. Comcast confirmed that the issue was not their issue, she explained to the service repairman that it first, she thought it was something that she had done. Until several of the neighbors of the community were complaining of issues with their Comcast internet service, and she saw Comcast in the community. The Comcast service repairman made a statement

to her that they should start tracking the complaints and send AT & T one bill. I feel that that AT&T U-verse didn't coordinate this internet service in our community properly. We are not a new community. Our community has been present in 2007, and therefore at least 221 of the homes in the community are already present, and have chosen an internet carrier. By AT&T performing these services and digging up the yard, it has negatively impact the Comcast Service which I have with the internet , as well as others in the community. AT&T should have confirmed with the residents, which homes have a different internet service provider other than AT&T, and then perhaps coordinated with Comcast on the work they would be performing, and the location so they would know , not to do anything that could disrupt the service of the internet provider that we have if we are not with AT&T. As a resident, this has negatively impacted me because I work from home, and I have not been able to work from home for a week going on 2 weeks. I have called Comcast Business twice, one to start a ticket, and this matter has dragged out. Even though I will be establishing a separate complaint on Comcast, I would like for AT&T to take full responsibility for the impacts to Comcast customers who have been impacted where they have not been able to connect to the internet, and Comcast has had to come out. I would like for Comcast to track and log the issues of the repairs made in the Old Kings Plantation/ Pickett's Cove starting from the time AT&T started the job, and Job finished. Unfortunately, the card they placed on our door, doesn't display the dates they are expected to start and end, they only place the card on your door on the day they were doing the work. But, I would like for AT &T coordinate with Comcast. I would like for Comcast to keep a log of the issue /Solution and if there is a fee for Comcast to come up and it was determined that it was not a result of something Comcast did, and it shows the customer has internet service. For Comcast to be able to send the bill to AT&T, because this work of bringing AT &T U-verse to our areas, and digging in our yards to complete their work order is interfering with our current internet service for those who have Comcast.

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[Ticket: # 838840 - Comcast popup notifications](#)

**Date:** 2/29/2016 12:30:20 PM

**City/State/Zip:** Powder Springs, Georgia 30127

**Company Complaining About:** Comcast

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## **Description**

Comcast has a 300GB per month data cap (before requiring a payment to allow extra data) at 90%, 100%, etc. when you reach your cap. I've searched Comcast's site and there is no way to disable this on each and every single browser page I open. I called Comcast and they said that when using Google Chrome, disable popup blockers which I have done. I could not find anywhere on Comcast's site where they allow this popup over and over and over again.

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[Ticket: # 838898 - Internet hacking attempts](#)

**Date:** 2/29/2016 12:50:27 PM

**City/State/Zip:** Scottsdale, Arizona 85266

**Company Complaining About:** Microsoft Security

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## **Description**

I frequently get telephone calls informing me that there is a problem with my computer and to fix it they need access to my computer. I promptly hang up but now I get this full screen alert warning that a virus has infected my computer and I need to call 1-855-712-7644. The voice that answers has an East Indian accent the same as in the telephone calls. He claims he is with Microsoft Security. There must be some way to stop this scam. Please help!

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[Ticket: # 839827 - Perpetual internet outage](#)

**Date:** 2/29/2016 5:47:43 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

This Issue is reoccurring it started and a complaint was filed 11/15 . The internet goes out for 2-3 hours usually between 3pm-5pm on weekdays maybe before 3pm thats when I arrive home. My first response from Comcast was to apoligize and offer me 2 free months of internet and waive the service fee. I thought that was great and agreed. They were very friendly and polite on the phone and in person however I was billed \$130.00 apparently for the service fee and unfree months of service. I can almost live with the sparadic internet outage , but to pay extra for it is unacceptable. Thanks

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**Ticket: # 839991 - Internet cons**

**Date:** 2/29/2016 6:43:59 PM

**City/State/Zip:** Doddridge, Arkansas 71834

**Company Complaining About:** 1-844-452-4093 A Con Company

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## **Description**

On the Today show this morning they featured a story on the following. A con game company puts a flashing message, warning sound on your computer saying that you must call 1-844-452-4093 immediately to rid the virus from your computer or there would be serious consequences. They then try to sell you a cleanup that you do not need. They have attempted to hit me twice. I immediately close my computer and reboot. I called the number and a FOREIGN sounding fellow became very rude when I called him on the scam. I gather from the TV show this morning MANY people have already been scammed, including the lady doing the story.

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[Ticket: # 840006 - CenturyLink bandwidth exhaust](#)

**Date:** 2/29/2016 6:47:58 PM

**City/State/Zip:** Beaverdam, Virginia 23015

**Company Complaining About:** Centurylink

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## **Description**

CenturyLink is NOT delivering what they are charging its customers for. I experience slow to no response daily. They are the only internet service in the area and have admitted to overselling with no idea of an upgrade to their systems.

They should be forced to give money back to its customers for false advertising. They should be forced to provide the services they are selling or stop selling.

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**Ticket: # 840121 - Comcast customer service**

**Date:** 2/29/2016 7:33:33 PM

**City/State/Zip:** Houston, Texas 77017

**Company Complaining About:** Comcast

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## **Description**

I am a college student and it's so important to have internet at home for homework but it has been 3-4 into my semester I cannot get my account up to work because of Comcast.

This address I moved in was block off Internet because previous owners did not pay their bills. At first I asked if I could provide a previous bill from my previous home and it was decline, I was asked for my new lease then it was rejected because my family had offer me cheap rent. So a previous bill was asked to be provided. When I acquired the bill the email Comcast gave me was invalid I could not send a proof. Then I tried Calling them about it they put me on hold and send me around. Also they made me go back and forth to their local store that can't do anything. This has put a lot of distress on me I have deadline and I don't know what else to do please help I'm crying because I have zeros in my grades right now. I understand there's coffee shop but for some of us we cannot afford to squeeze travel distance in all the time. Is it possible to sue them for mental distress? For neglecting customer health

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[Ticket: # 840197 - Windows live](#)

**Date:** 2/29/2016 8:00:22 PM

**City/State/Zip:** Hc, Texas 76117

**Company Complaining About:** Charter

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## **Description**

I got a pop up window on Saturday 02/27/16 indicating that there was "damage to my operating system" or like quote. I was prompted not to turn off my computer but to call 888-833-4608 to "fix" this "problem". Being the administrator of my network I was familiar with this scam but am reporting this just to get one more person on the record against this scam. These "people" are probably outside the jurisdiction of the FCC but do need to be contained and away from those that are trying to make an honest living.

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**Ticket: # 840253 - Public Safety Issue****Date:** 2/29/2016 8:21:33 PM**City/State/Zip:** Mojave, California 93501**Company Complaining About:** Charter

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**Description**

Charter/Spectrum Business internet has been down since 3:30 am February 29, 2016 for over 12 hours. The ISP services the California City Police Department. We have called at least 15 times today to get information and to inform them it is a public safety issue for the Police Department to be down for this amount of time. At one point customer service told us there was nothing that can be done. Then another rep told us they are working in another area and will get to us when they are done. Another one stated that the only thing that could be done is to submit a ticket which is what we did 12 hours ago. This has now become a public safety and officer safety issue and we are not allowed to speak with any managers or supervisors. We have been denied access to them. We keep being told someone will call us with an update but we receive no phone calls. At the moment of me writing this they are still down and have not provided an estimated time when it will be back up or if they are even working on the issue. We have also not received any phone calls.

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**Ticket: # 840561 - Text message spam**

**Date:** 2/29/2016 11:20:56 PM

**City/State/Zip:** Granada Hills, California 91344

**Company Complaining About:** Barragan For Congress, (b) (6), San Pedro, Ca 90731

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**Description**

I received a spam text message but never consented to receive such messages. I believe the message came from Barragan for Congress which lists an address of (b) (6) #421, San Pedro, CA 90731.

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**Ticket: # 840656 - Computer company went into my account and stole money from my bank account**

**Date:** 3/1/2016 1:18:19 AM

**City/State/Zip:** Atlanta, Georgia 30315-2601

**Company Complaining About:** Comcast

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### **Description**

I hired this computer to take care of my computer. I got a 3 year agreement for service . I paid \$400.00 and requested my money back. They said the only way was to wire it into my checking account. I said no they wanted more money to straighten out my computer. I said no and wanted my money back. They have been going into my computer and tried to set up a pay pal account, they later made a check with my information for \$99.00 to some person I do not know. They are even stopping me to send this complaint form so I might have to call you from some ones phone to file my complaint

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**Ticket: # 840730 - Interference with communications**

**Date:** 3/1/2016 8:38:52 AM

**City/State/Zip:** Senecea, South Carolina 29678

**Company Complaining About:** AT&T

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### **Description**

I have been trying to make this complaint for a number of months and due to my communications lines being directed to my local county sheriff's office, I have been unsuccessful and unsure of my attempts to reach you. My AT&T phone lines have been interfered with in a public nuisance format and my Verizon Wireless lines are currently being interfered with.

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[Ticket: # 858451 - Complaint](#)

**Date:** 3/10/2016 4:03:25 PM

**City/State/Zip:** Georgetown, Texas 78633

**Company Complaining About:** Sudden Link

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## **Description**

A pop up on the internet that freezes your computer, and you can't close your browser, but have to restart your computer to get rid of it.

Very intrusive advertising.

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[Ticket: # 840930 - artificial telepathy](#)

**Date:** 3/1/2016 11:41:58 AM

**City/State/Zip:** Wichita, Kansas 67218

**Company Complaining About:** AT&T

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## **Description**

Speedy cash unlimited company in Wichita, KS with possible case of artificial telepathy, or gang stalking. Would like server room investigated.

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**Ticket: # 841718 - Discrimination**

**Date:** 3/1/2016 4:21:09 PM

**City/State/Zip:** Houston, Texas 77099

**Company Complaining About:** Comcast

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## **Description**

Okay. I've had multiple encounters with comcast. I have had nothing but issues with this company since i first signed on in Nov. 2015. The cable has been fixed but unfortunately, not the internet. I've had multiple techs come out but still the same problem. I've even been without internet for 2 weeks that resulted in my failed semester due to the constant appointments being cancelled on their end. I've been lied to, hung up on, and disrespected. And my internet still isn't fixed. I have proof of when i would make appointments and they would cancel them. I call in to request the manager call me but nothing. I'm beyond fed up with how I'm being treated. My health has caused me to be in pain because I'm stressing behind Comcast. They gave me discounts but it doesn't fix that my internet continues to go out. I'm completely fed up. How coincidental that my appointments always seem to be cancelled AFTER a customer service agent is rude or i press a complaint. Looks like discrimination to me.

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**Ticket: # 841919 - corruption of forensics society laW ENFORCEMENT AND ELECTRICAL ENGINEERS**

**Date:** 3/1/2016 5:32:53 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Not A Company A Customer--tracphone Att, Previously The Walmart Phone Service That Tracked Me And Ruined My Life

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**Description**

Hi,

This is a rough draft. I have tired to type this twice and it disappeared from the screen. I am sending it in incomplete form so that I am sending something--since something even nincomplete is better than nothing at all.

Please read all attachments and forward to the people who can benefit from them. I have had problems with my service provider or a hACKER deleting my incoming e-mail before I get it. Please advise what I should do. please send a reply e-mail I can reply to so htat you know I have received this. Thank you.

I had a few accounts at gmx.com which then seems to have been taken over by mail1&1 which is now and 1 inc. the website says that it is subject to Delaware laws, the address was formerly listed as Kansas, then Pennsylvania, and now Chestfield PA or something like that (the kind of quick change of location THAT MIGHT REQUIRE A PRIVATE JET)--you know how it is, people who study for something make a 100 people who don't usually don't unless they really know the information. So, intending immigrants that get all the questions right about their so-called spouse are more likely to be fakes who have studied all the answers. The Newlywed show and others shows that married people usually don't know that much about each other even though they live side by side.

The same is most likely true for people who have stolen someone's identity--they have probably researched and studied them so they know the facts that are publically available better than the real person who has no real need to memorize the facts because it was their life.....so the impostor would score higher than the real person who had not studied--in terms of information about a person. However, in terms of information learned in a class, the person who took the class would know more than the impostor because they had actually been in the class.

Communications doesn't have management.

I had a gmx account ck.professional@gmx.com and one ck.70.publish@gmx.com neither of which can I access now. I also had an account (b) (6) and (b) (6) m which I am having trouble accessing. My retirement account TIAA-CREF told me before I ever accessed my e-mail that the (b) (6) account had been cancelled--the actual account, not something related to TIAA\_CREFF. How would my retirement account kn ow that my e-mail had been cancelled unless they had some hand in cancelling it?

the FIRST TIME I WENT TO THE RETIREMENT OFFICE in Houston, tx the front office person, who looked like Debra Reiks Colbert, the Director of Human Resources at Drew University when I was there--but with a different nose--was able to access my account to send a check--without sending in the sheets I had filled out. The account originally had my Drew e-mail address. She had me call a 1-800 number that went to Austin where a guy who sounded like Jeff Miller picked up. First there was a guy with the last name Davis who I talked to who arranged the check. Then I talked to a guy who had a voice like Jeff Miller, and I said I might be changing my address (I meant to a P.O. box so that people would not know my address and come and harass me) he asked my passcode and said he liked New York better than Texas. Then suddenly I had policemen who looked like Jeff Miller--the young man I had met at an internet "meet-up, who had a white van like all the white vans parked next to the Chek culture center in Houston, TX. The police officer came up to my car parked a street behind my parent's house and even though there were no problems and I was not illegally parked, he asked for my driver's and registration. Even though he had not been behind my car and my car is old and does not have a GPS tracker on it, he told me I had run three stop signs and roughly tried to pull me out of the car. I said they are in the back--and he looked at the stuff under my blanket and said "oh" sheepishly and left. I then saw a guy who looked similar to him at the Frost Bank on Richmond when I went to ask why my ATM pass code wasn't working right after I had transferred to an on-line retirement account and made an on-line transfer of about 25,000 to my Frost Bank account on Richmond. The bank account internet site had changed from one where you could not log in to transfer funds, but you could pay paychecks and create accounts. After I transferred funds, the account looked like a regular Frost account and the Frost Bank--which was not affiliated with Frost Financial services, suddenly was affiliated with Frost Financial Services and the e-mail account I had used to make the transfer--(b) (6) had been cancelled again somehow so that I could not show them proof of the e-mail saying that the transfer had been approved. The African American woman in the bank told me she was not giving me another ATM card --just because the pass code I wrote down did not work. To get a new pass code I would have to call a 1-800 number, where the last time they had put me on speaker phone to ask what I wanted to change my passcode to. At TIAA-CREFF they did the same thing. A young man with his hair slicked up (blonde) had told me we were "calling Oprah" and I should tell them my passcode for my retirement account instead of his putting it into the computer himself--even though he had a computer right there.

In 2010 when I lived in Houston--at the time when they were selling real driver's license to illegal immigrants from gas stations such as Chevron and Connoco, I had a bank account at Wells Fargo--where my mother with a similar name also had an account--and every time I would go to a branch--any branch--within 15 minutes a Nigerian national, female with long braids would appear at the bank. Then, in the same fashion as at TIAA\_CREFF I would go to the teller and she would say even though I was right in front of her that she would not talk to me, but I would have to use a telephone and call to process my account information. The Nigerian girl would be sitting right nearby where she could hear me say my account number and passcode and other information. I just saw a Nigerian girl who looked like her at Mad Dogs restaurant on the River Walk in San Antonio, TX.--she was a waitress.

Anyway, she constantly appeared, and if I did not take money out of my bank account early in the morning, the amount for the day would have ALREADY BEEN WITHDRAWN. For this reason, I pulled all the money out of my Wells Fargo account back in 2011/2012 and just carried cash around.

The problem is that if you travel, people can get into your hotel room with an electronic override key that overrides the deadbolt, and take papers out of your money belt. I had this happen at night when I stayed in the Extended Stay American hotel in Houston on 59. I was there to write and do my

taxes. I sent my tax papers off--with the very small amount I had made on my book in royalties included in the taxes--not more than 20\$ according to the account I have with the Amazon printing service. Since I was there at the time I put the hotel address as the return address for the taxes--but the people who worked at the hotel changed the numbers on the hotel so that the address was different.

I then had my bags stolen from in front of the Fed Ex next to the hotel. My bags had my Frost Bank Account information and my TIAA\_CREF information--including account numbers, 5 copies of my book that I had requested from my account to be printed and the original poorman's copyright copies of my book with an old cover that I changed when I resent the copyright papers for an update and used a different e-mail address. My mother had purchased a bar code for my book as a birthday present and used her e-mail ((b) (6) ) I did not ever use her e-mail account, so I didn't know the stipulations attached to the barcode, but imput the barcode on the book when I published it through copyright the second time with the library of congress.

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[Ticket: # 842067 - No Internet service](#)

**Date:** 3/1/2016 6:23:54 PM

**City/State/Zip:** New York, New York 10036

**Company Complaining About:** Verizon

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## **Description**

I have land line and internet service from Verizon. Both went out on Feb. 22 and service is not 'expected' to be fixed until March 7th. Increasingly, I am hearing of hundreds, of not thousands of people in the New York area who have copper wire lines and are experiencing these disruptions in service and a very lackadaisical attitude from Verizon in terms of repairs. During Hurricane Sandy, service was restored within days. Something is fishy. Verizon also being horribly uncooperative in terms of repair information or what, exactly, is wrong.

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**Ticket: # 842176 - Windows NT**

**Date:** 3/1/2016 7:04:19 PM

**City/State/Zip:** Phoenix, Arizona 85015

**Company Complaining About:** Boost Mobile

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## **Description**

I am the LEGAL OWNER of Microsoft Windows NT Enterprise ,,Enterprise Google and MSDN are part of my domain of darkehorsell.net.in This problem has been brewing for a very long time , I seem to always have a DoD IP and the Software industry has really messed me around , WINDOWS NT and ASP.net framework are a Closed Source , Bill Gates , Sergey Brin , Larry Ellis , IBM , Novell and countless others LINUX are simply exporting my domain to github changing the License and creating a watered down driver and STEALING MY Application Programming Interfaces ,,I have for YEARS been sending supporting evidence every where ,, I am not going to attach anything to this look in webmaster@fcc.gov for the evidence ...

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**Ticket: # 842247 - Keep losing internet connection since digital cable rain of January 2016**

**Date:** 3/1/2016 7:27:30 PM

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

**Company Complaining About:** Cox

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## **Description**

Since the rains of early January 2016 and the changes to digital cable, we have had nothing but problems with our internet. Yes, we do use wireless, however, we lose internet connection multiple times a day. This was not happening prior to January of 2016, which is when the digital changes occurred and San Diego county had a huge rain storm. Since both of those took place, we have had the issues.

We purchased a new router with no changes, so then opted to rent the Netgear modem/router from Cox communications. This issue is still occurring. We have had 4 technicians come out to the home. They say nothing is wrong, but customer service oftentimes will look at the account and they can see the sporadic numbers and will say, yes, there is a problem. Today, when I spoke with a customer service rep, they told me they could see problems, but then also proceeded to tell me there is an outage close to our area and that could be the issue. My question was how can I suffer the effects of an outage and not be in the outage area. They couldn't answer and instead we went round and round. I then spoke with a supervisor who then proceeded to tell me that there ISN'T anything wrong with our line. How can one person tell me one thing and another person tell me something else? when I asked that question, I was told that sometimes those in customer service don't know what they are talking about. So, every customer service person I talk with can't give the right info? None of this makes sense.

I just want a technician to come out and fix the issue once and for all. We pay for the line to be repaired and they will not do it.

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[Ticket: # 842376 - powerfull illegal electronic sender/receiver units](#)

**Date:** 3/1/2016 8:50:17 PM

**City/State/Zip:** Moundsview, Minnesota 55112-6137

**Company Complaining About:** Centurylink

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## **Description**

He scrambles Wi-Fi, stand alone computers, security cameras & dvrs, alarm systems, cameras & recorders, printers, tv air signals. He also uses them to open garage & auto doors. There's also microphones, ac outlets with relays to shut down, by remote from his house. Loud noise 2,600 htz x 55 db are turned on daily in the ceiling.

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**Ticket: # 842704 - Dropped Internet Signal 2 to 3 times a dar**

**Date:** 3/2/2016 9:46:15 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19115

**Company Complaining About:** Comcast

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## **Description**

Since December I have been having a issue with my internet signal dropping 2 to 3 times a day. I have had 4 different Comcast techs come to my house to check my lines and to even replace my cable / phone modem. After speaking with my neighbor two doors away he informed me that he has been having the same issue since November 2015. He has also had multiple techs come out, replaced multiple cable modems, had his house completely rewired and he to still has the issue. Both my neighbor and I both had our last techs state that their are line issues and that they need to send a line crew out to address these issues. My tech informed me that the lines have been chewed by squirrels, and that there is noise in the line and that is the reason why there are 10 tags at the node location. My neighbor's last tech also informed him that they need a line crew to come out and he saw the same issues that my tech saw at the same time he went to a node before our node and found noise is the line. The other issue that is happening is people in the area are switching over there service to Verizon and when they make this switch Verizon only disconnects the line from the home note the node as it is not their property to do so and this is causing signal leak at each of these homes as these line have not been disconnected from the node.

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**Ticket: # 843140 - Comcast wireless internet**

**Date:** 3/2/2016 12:42:45 PM

**City/State/Zip:** Carmel, New York 10512

**Company Complaining About:** Comcast

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### **Description**

The wireless internet is unreliable and extremely slow. For over a year I have been asking comcast to fix it. Last night I was told to buy a new computer and see if that worked. I am in school and not having the service I pay for is affecting my ability to get work and finals in on time.

---

**Ticket: # 844001 - Frontier**

**Date:** 3/2/2016 4:43:19 PM

**City/State/Zip:** Knoxville, Tennessee 37849

**Company Complaining About:** Frontier Communications

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### **Description**

my internet keeps cutting off constantly every 5 mins, for the past 2 weeks. im paying almost \$50 a months and cant even use it. ive called customer service 5 times and had 2 tech come out. the first one didnt even fix the problem. the second one brought new modem but problem persisted after he left. customer service tried to help trouble shoot the first few times but now refuse to help by telling me they cant do anything about it and for me to deal with it. i am very frustrated and dissatisfied with this service and need help to get them to actually fix the problem.

---

[Ticket: # 844097 - Internet Outage](#)

**Date:** 3/2/2016 5:12:08 PM

**City/State/Zip:** Russell, Pennsylvania 16345

**Company Complaining About:** Verizon

---

## **Description**

I've had an Internet outage for almost two weeks and it has yet to be resolved. Whenever I call my provider they tell me it will be another 24-48 hours. They also won't tell me the truth as to why I have an outage and my neighbors do not.

---

**Ticket: # 845115 - Re: Request received: Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 3/3/2016 11:23:49 AM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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## **Description**

This is a follow-up to your previous request #808223 "Re: Request received: ELECT..."

Please send all correspondence to

(b) (6) [REDACTED]

[REDACTED]

Capitol Heights MD 20791

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[Ticket: # 845402 - on going internet connection issues](#)

**Date:** 3/3/2016 1:12:32 PM

**City/State/Zip:** Jupiter, Florida 33458

**Company Complaining About:** Comcast

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## **Description**

i have internet problems for 2 yrs. m connection gos out constantly. i ave talked to any people at comcast. had man techs to my house.

i had a new router installed connection drops worse

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[Ticket: # 845569 - illegal sucking of my internet](#)

**Date:** 3/3/2016 2:04:54 PM

**City/State/Zip:** San Pedro, California 90731

**Company Complaining About:** Time Warner

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## Description

(b) (6)

San Pedro

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**Ticket: # 845776 - 20 outages in the last two years and no solution so far.**

**Date:** 3/3/2016 3:02:51 PM

**City/State/Zip:** Boca Raton, Florida 33432

**Company Complaining About:** Comcast

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## **Description**

We are a small computer repair shop in Boca Raton FL and have opened over 20 tickets in the last two years for dropped service. We run servers for our clients and this is unacceptable. Comcast is the ONLY option in our area that offers the speeds we need. On Tuesday March 1st we complained to Comcast corporate and the next day the internet and phones the the ENTIRE city went down for a full business day! No transactions of prone calls for any of our clients and neighbors could be made. A full day of work lost!

We have not gotten a straight answer for what they did and today we still had the same problem we have been fighting to get fixed for two years!

This is unacceptable practice and Comcast is losing us and our neighbors revenue by being the only option.

I don't know who to turn to and i'm not sure if anyone will read this but we need help and Comcast will not give us the help that we need.

---

**Ticket: # 846056 - ISP Complaint**

**Date:** 3/3/2016 4:34:50 PM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Centurylink

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## **Description**

Hello,

I am having a problem with my phone and internet utility, Century Link, that is causing severe disruption to my business. I have been notifying and complaining to them for two months about spotty service that goes out at random intervals several times a day. They keep sending techs out, "finding and fixing" the problem, only to have it reappear shortly after the tech leaves. At this point I feel that they are purposefully providing lackluster service because of my continued calls about the service outages. Please help, I don't know where to turn to and my employees and I are suffering.

Best regards,

(b) (6)

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[Ticket: # 846207 - Presario@outlook.com](#)

**Date:** 3/3/2016 5:08:44 PM

**City/State/Zip:** Los Angeles, California 90061

**Company Complaining About:** Comcast

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## Description

I require all the e-mail of (b) (6) to be put on the (b) (6) account,,  
the FCC is to store the (b) (6) e-mail and to send it all to (b) (6)  
(b) (6) Los Angeles California 90061

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**Ticket: # 846494 - Internet Connectivity/Speed Performance Issue****Date:** 3/3/2016 6:42:32 PM**City/State/Zip:** Fernley, Nevada 89408**Company Complaining About:** Charter

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**Description**

I signed an internet contract with Charter Business (Now Spectrum Business) in September 2011....In July 2012 I was tired of the internet quality issues and started to complain. I complained multiple times in 2012 and had many service calls, the problems persisted into 2013 again multiple service calls, then into 2014 and 2015 with many many service calls. During that time they swapped out my modem no less than 15 times. They replaced coax lines from the street to my house. They reterminated all of the coax cables in my house and in the lines to the street. They removed and replaced the splitters in the ground from the street lines...and I was told over and over there were line amplifier issues in my area. I was told over and over that they were chasing down a bad amplifier and that was causing all of my problems. My modem would disconnect regularly and my speed would constantly fluctuate. I use a VOIP phone system and my calls would routinely disconnect or garble or lose voice.

During internet streaming I would get fast then slow then fast then disconnect problems. T3 time outs. Transmit and Receive modem limits out of range.

Over and over I would complain and they would do nothing...sometimes come out...test the speeds...change the modem and leave. The problem was never fixed. Many of my trouble tickets would be closed with no notes and with no resolution. My latest trouble tickets for the last two months include 8549082, 8550363, 8606481, 8550422, 8551008, 8588551, 8611419, 8556191, 8611419.

Finally in December 2015 I had finally had enough. I filed my last complaint on December 29th 2015 with Charter....with previous identical complaints in Nov, Oct, Sept, August 2015 as well and beyond. I decided to stick with it and call every day until the problem was fixed. I had 8 service calls from December 29th 2015 until Feb 27th 2015. Supervisors visited my location as did multiple techs. I received phone calls from Spectrums Resolution Center on a bi weekly basis until the problem was fixed (2 months).

The issue was node related. It was also congested per Spectrum technical support reps. Apparently the node I was connected to was routinely heavily congested over 90% and the signal strength was fluctuating badly. This was apparently the main problem all along.

I have stood by as a dedicated customer since late 2011 and I have paid my bills month after month but the speed and internet quality I have received has been subpar for a very long time. I have endured dozens and dozens of service calls, hundreds of service interruptions, a dozen modem swaps, countless hours of wasted time and frustration, and I have had to devote my time to forcing Spectrum Business to fix their problem. This is totally not fair.

To date I have paid over \$2900 for service since the end of 2011. I have received nothing short of horrendous service and all of what I was promised with speed and quality was never delivered. Since my problem "resolved" last weekend I requested a credit. I was told I would be given 1 month of

credit. When I rejected that idea I was told they could do 2 months. When I noted my service call in December 2015 was a continuation of calls from beyond September 2015 I was told they could do nothing.

Charter/Spectrum has violated the agreement with me in regards to internet speed and quality. They have not corrected the problem until last weekend from complaints stemming from mid 2012. I am entitled to far more than they are offering and I will not stop until I receive an appropriate reimbursement of my \$2900 paid so far for undelivered service.

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[Ticket: # 846668 - ATT/SBCGlobal Mail Blacklist Issue](#)

**Date:** 3/3/2016 7:47:37 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** AT&T

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### **Description**

ATT/SBCGlobal has put our IP address on a blacklist for no apparent reason. Despite many contacts to ATT/SBCGlobal to remove the IP from the blacklist, we have received no responses or action. This blocking of mail from an IP is detrimental to service provided by my company. I need help getting ATT/SBCGlobal to remove the block on the IP.

Thank you,

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**Ticket: # 847140 - Windstream Communications****Date:** 3/4/2016 9:19:13 AM**City/State/Zip:** Jefferson, Georgia 30549**Company Complaining About:** Windstream Communications

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**Description**

We received a letter from WS about a month ago, letting us know we were eligible for a free service upgrade. Since our speeds have been sub-par for several years, we were delighted to take them up on their free offer. However, it was not in fact a "free" upgrade...we were informed that we would have to rent a special modem from WS for \$6.99/month plus fees, or purchase our own. So we made plans for them to come do an in-home install on Wednesday, 2/24; and we ordered the special modem from Amazon.

My wife is a teacher and I manage a business in Gwinnett, so taking a day off of work is difficult for both of us, but I made arrangements to take a day off of work on 2/24. At approximately 1:23pm, I received a voicemail from WS, stating that we were in fact NOT able to be upgraded, due to "pin" issues. I still have this VM saved on my cell phone. I received zero other follow-up communication from WS. Since we were not able to be upgraded, I returned the modem we bought.

This past Tuesday (3/1), Sharon from level 2 Broadband Support contacted me, and we made arrangements for another in-home visit on Wednesday, March 23rd. Apparently, the issue with the "pins" had been resolved.

Yesterday (3/3) at approximately 12:52pm, Sharon called again, to confirm the 23rd as the new install date. Fantastic!

Then at 4:45 yesterday, Sharon calls again, saying that there was a tech nearby, and they could do the install yesterday! Woo-hoo! EXCEPT: we returned the G-Bond modem we bought a few weeks back, and have not purchased a new one, as our appointment wasn't until March 23rd. She understood, and we kept the 23rd. (I did mention to her that we wanted to make sure it was a truly "free" upgrade, and we are wanting to compare our bills apples-to-apples to ensure such. Otherwise, this would be yet another example of false advertising).

Then I arrived home. No internet. When I called their tech support, I spoke with Laquanda, who informed me that Windstream had already changed the pins in anticipation of my upgrade, and that my normal service would not be available until the install date of March 23rd. While she empathized with my situation, there was nothing she could do.

To be clear: Sharon NEVER mentioned this when she called me late yesterday afternoon. It seems she knew (or should have known) that I would be without internet when I arrived home, but never informed me as such. 20 days without access is a lifetime in today's society!

I need your help. I know you aware of Windstream regarding their business practices, and this seems to be on par with their business philosophy of sub-par rural internet services. As it stands: we will have zero internet until the 23rd. My children have upcoming Milestones Testing (thanks to Common Core...), which they will be unable to do online practicing for. In addition, they will not be able to do

any homework for the next 20 days (almost 3 weeks!), since the internet is crucial for studying and research.

Since we utilize online bill pay with our bank, we will be unable to do even the simplest of things (balance our checkbook, pay bills, etc). I'm paying for Netflix that we will be unable to use. My wife cannot use her iPad. My kids cannot use their Kindles. The Xbox is just an ornament at this point. Like it or not: we are a connected society. And when Windstream engages in deceptive business practices and arbitrarily denies our access to the Internet- this puts a huge burden on our family.

I would love the opportunity to speak to you personally regarding Windstream. They are a regulated utility. Specifically, where else can I turn within the Government to help hold WS accountable for their apparent business philosophy of providing sub-par rural internet service.

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**Ticket: # 846733 - Testing of data caps**

**Date:** 3/3/2016 8:13:38 PM

**City/State/Zip:** Kent, Washington 98032

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun testing data caps and data throttling in some of their smaller markets where less people are likely to complain. I believe that if this practice were to move nationwide it would severely hurt the progress of internet based technologies and I fear for it being implemented in my region or nationwide. Data caps only hurt new technologies and ideas. Small data users wont see an impact when all they do is check email and Facebook, but I am not one of them. I download multiple games digitally every month and my data use will only increase as games get bigger, I stream online video more and it moves to 4k resolution, and new emerging technologies come to market such as VR streaming or even ones not invented yet that can take use of the ability of large scale data transfer. To implement data caps is to keep the US in the stone ages of technological innovation. There are multiple countries around the globe that offer far faster internet for far cheaper and it seems ridiculous to let the shortsightedness of companies like Comcast to charge more for less because they can limit our digital future.

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**Ticket: # 847089 - High speed internet service**

**Date:** 3/4/2016 5:39:45 AM

**City/State/Zip:** Eagle Vail, Colorado 81620

**Company Complaining About:** Comcast

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## **Description**

We have continuously been sold upgrades to gain higher speeds and faster internet service/-we have had techs come out and troubleshoot our service-to no avail. We continue to pay for the best services and our service is reliable less than 30% of the time we attempt to use it. Each time we call,we are given a different excuse for receiving less than we pay for and they compensate us by crediting our account by small amounts which are far less than my hours on their troubleshooting lines are worth. It is on going and egregious and they continue to rip us off.

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**Ticket: # 847100 - Loss of service**

**Date:** 3/4/2016 8:16:03 AM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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## **Description**

My internet comes down about every 25 minutes. This is because Comcast sends a reset signal to my modem because their system cannot see the modem. This has been going on for over a year. I have wasted countless hours on the phone with them trying to fix it. I do not want anyone to call me from Comcast because I am tired of wasting my time on the phone with them. I am going to file a FCC complaint every time I am trying to work and my internet goes down. To the Comcast Representative that gets this complaint - DO NOT CALL ME, FIX THE PROBLEM. To make matters worse, when you try to call Comcast their automated system wastes 10 minutes of your time going through menus before you can reach a live person. There is no direct way of getting hold of a live person. Even if you say "agent" every time the machine says something to try and get a live person, you have to go say it about 25 times before getting someone in a different country, and then that person asks you the same exact verifying information that it just verified.

(b)

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**Ticket: # 851255 - Re: Request updated: Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 3/7/2016 2:11:58 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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## **Description**

This is a follow-up to your previous request #787403 "Re: Request received: ELECT..."

FCC via (<https://support.google.com/mail/answer/1311182?hl=en>) zendesk.com

Feb 22

to me

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**Ticket: # 848566 - Internet interference,cheating on their customer, and rude service**

**Date:** 3/4/2016 6:27:02 PM

**City/State/Zip:** Merced,, California 95348-3124

**Company Complaining About:** Comcast

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## **Description**

Dear,

I have suffer with internet interference issue for the last year, the internet keep blinking. So I made a complaint about my suffering to Comcast technician through the phone, however I never get any feedback(all the technicians told me they will send me the feedback in at most 2 weeks, but for the entire one year, I never get any of them. For most recently one, the technician can not even activate my Internet as what they told me when they are selling the service. so I made a complaint and request technician to send me a confirmation email about the complaint, the technician said "yes, and already sent." However, again I did not get any email from technician. ).

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**Ticket: # 848655 - Comcast connection keeps dropping**

**Date:** 3/4/2016 6:59:43 PM

**City/State/Zip:** White Lake, Michigan 48386

**Company Complaining About:** Comcast

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**Description**

(PROCESSED BY CTR 364) (b) (6) states that he has contacted Comcast to complain about a persistent issue where he keeps losing his connection several times over the past year. (b) (6) states that Comcast switched his modem, but he is still having issues. (b) (6) is requesting that Comcast monitor his connection for a period of time to determine if it is experiencing the losses he states, and for Comcast to carry out a line check on his premises to ensure that he is getting maximal throughput and no packet losses. (b) (6) states that he pays for the highest speed tier Comcast offers, and wishes to receive the service he is paying for. (b) (6) states that the cable signal is at 13 db outside, and 6.7 db inside.

Additionally, (b) (6) is deaf and depends on video relay service to access the telephone network and 911 emergency services. As he is subject to Comcast's data cap, he feels that this is a "disability tax," as hearing individuals do not need to deal with a data cap in order to make telephone calls. He would like for the data cap to be waived.

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**Ticket: # 848980 - Comcast horrible customer service!!! (Customer abuse)**

**Date:** 3/4/2016 11:37:18 PM

**City/State/Zip:** Thornton, Colorado 80229

**Company Complaining About:** Comcast

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## **Description**

On 7/31/15 of last year my neighbor installed a fence across their backyard, they did not go through the proper channels, meaning calling before you dig!!! My neighbor dug up the main cable line that feeds my house and damaged our service in the process, we are the last house on the run and the only ones affected. I did nothing wrong but yet my cable service has been intermittent & inadequate for more than seven months now, we are paying monthly (hundreds of dollars per month), good money for sub-par services!!! We have several disabled people that live in this house and count on our cable services, it is a daily struggle to discuss with our autistic children why the internet is not working properly on a regular basis! I don't know where else to turn, I made two phone calls today one to a supervisor of repairs, bradly\_hawthorn@cable.comcast.com (no response) and called Comcast service to talk to a supervisor or manager and was hung up on!!! Please help!!!

---

**Ticket: # 849089 - Suddenlink Cable at 1822 City Park Blvd**

**Date:** 3/5/2016 9:43:04 AM

**City/State/Zip:** Alexandria, Louisiana 71301

**Company Complaining About:** Sudden Link

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## **Description**

For several years we have had bad service at my residence. My name is (b) (6). We complained, and you have a file on it. Finally, after several years they fixed the cable problem after you contacted them, and they sent you a letter from their attorney saying that it was fixed, but importantly they said it was all our fault--that the cable was lying on top of our driveway. While it is true that the cable was on our driveway, Suddenlink is the one who put it there. In addition, the real problem was that the cable was broken in our yard in several places and had been improperly spliced by Suddenlink. I had thought about just trying to move on and forget it, but for the last 18 months, I have thought about their dishonest letter to you. It makes me wonder how many other people get treated this way.

Thank you.

---

**Ticket: # 849172 - Cap on Internet Use, Cap Measurement, and Conflict of Interest**

**Date:** 3/5/2016 12:05:48 PM

**City/State/Zip:** Miami, Florida 33138

**Company Complaining About:** Comcast

---

**Description**

Recently have received notices from Comcast that I am approaching or exceeding monthly limits on internet use and threatening to charge for any overage.

First, why is there a cap on usage when Comcast is the only cable internet provider and at the same time a content provider on regular cable?

Is that not a conflict of Interest? If I want to stream content, what is it to Comcast -- other than an infringement on their monopoly.

Second, I received a notice yesterday that I exceeded 110% of the arbitrary monthly limit of 300 GB -- this on the 4th day of March.

How is that possible to stream almost 100GB / Day when I work during the day and live alone. My WiFi network (various Apple devices) is secured with a very strong password using WPA-2 and I live in a suburban area.

Third, it also seems what when they believe a cap is exceeded, they throttle the network speed.

Fourth, Comcast sends pop-up messages to a browser session, unrelated to that session, interfering with the internet use.

Comcast should not be metering or throttling internet use since the internet is a staple of modern life.

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**Ticket: # 849495 - total tech support**

**Date:** 3/5/2016 3:48:36 PM

**City/State/Zip:** Canton, Ohio 44718

**Company Complaining About:** Mctv/massillon Oh.

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### **Description**

locked my computer and told me to call them immediately ,that my computer has been hacked. offered to fix it for \$249.00. Charged my visa account. no work was done, I didn't give my security code and shut down computer immediately. they have not credited my acct. I have spoken with them 5 times, they claim they have credited my visa, charge still there.

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**Ticket: # 849531 - Re: [FCC Complaints] Re: Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 3/5/2016 4:17:49 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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## **Description**

This is a follow-up to your previous request #787403 "Re: Request received: ELECT..."

787403

I have an investigation by the FCC in action.

I am waiting for the correspondence from the carrier. I believe the mail was sent to the residence. I have requested a copy to be mail to;

(b) (6) [REDACTED]

[REDACTED]  
Capitol Heights, MD 20791

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Ticket: # 849538 - Re: Request received: Re: Request received: Re: Request received:  
ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY

**Date:** 3/5/2016 4:22:08 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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## Description

This is a follow-up to your previous request #845115 "Re: Request received: Re: R..."

Ticket No. 845115

I await the correspondence from the carrier. Please send a copy to:

(b) (6)

Capitol Heights, MD 20791

Please see my Youtube Channel at DON THEKICKASSTI

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**Ticket: # 849614 - Scam**

**Date:** 3/5/2016 5:08:01 PM

**City/State/Zip:** Kansas City, Missouri 64127

**Company Complaining About:** Facebook

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## **Description**

I was scammed by someone I sent over \$1100 doing money gram, I got a inbox from my friend and she was telling me about this organization that gave away grants to start your own business, and I thought it was a great idea because I always wanted to start my own business and I was instructed to send different amounts of money and i never got anything they kept saying I was going to receive it in 24hrs. then they wanted me to send more money and when I caught on that I was'nt going to get nothing they start sending in fake reference numbers so I asked this person to call me and they called and said they could'nt get a clear signal and they inboxed me and said she was in the Bahamas but I had seen a status that she had put on facebook and I was thinking how she was in the Bahamas on facebook so I went to the police station to file a report to get my money back.

---

**Ticket: # 849772 - Internet, WiFi, interference and privacy issues**

**Date:** 3/5/2016 7:41:59 PM

**City/State/Zip:** Frostburg, Maryland 21532

**Company Complaining About:** Unsure Of Company , I Am Using The Clarysville Hotel Wifi

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## **Description**

I am staying at the Clarysville Hotel in Frostburg, Maryland and have free WiFi with the room. Someone is interfering with my Internet connection, blocking websites, and trying to prevent me from accessing secured connections (I am supposed to have access to two secured connections and one unsecured connection). This is an ongoing issue that has occurred at several locations. I have contacted the FCC about this issue several times to no avail. I would really like someone to either look into this or direct me to the appropriate agency or organization to deal with this issue. My privacy has been compromised and I feel very confident that what is going on is against federal communications laws. My phone number is (b) (6).

---

**Ticket: # 849859 - unwanted e-mail that won't stop after my request to stop**

**Date:** 3/5/2016 10:05:45 PM

**City/State/Zip:** Fort Payne, Alabama 35967

**Company Complaining About:** Daily-encounter@lists.actsweb.org

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## **Description**

I cannot get this organization from sending me e-mail after many requests to stop sending me e-mails, this is their e-mail: daily-encounter@lists.actsweb.org please stop them.

Thank you, (b) (6)

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[Ticket: # 849880 - volume abuse](#)

**Date:** 3/5/2016 10:35:37 PM

**City/State/Zip:** Moorpark, California 93021

**Company Complaining About:** T Mobile

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## **Description**

Hulu is putting commercials on full blast volume and disabling volume control. My roommates are trying to sleep. They keep trying to play whack a mole, disabling volume control on various commercials in order to evade regulations. Latest selection of volume abuse is a chilli commercial.

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[Ticket: # 849964 - Wireless Connectivity](#)

**Date:** 3/6/2016 3:14:29 AM

**City/State/Zip:** Reisterstown, Maryland 21136

**Company Complaining About:** Sprint

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## **Description**

Internet access from wireless connection tower disrupted causing connection loss and in some cases, cell device interruption

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**Ticket: # 850013 - Trailer Trash**

**Date:** 3/6/2016 10:02:50 AM

**City/State/Zip:** Phoenix, Arizona 85007

**Company Complaining About:** Cox

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## **Description**

Michael Trailer of Arizona Department of Housing is a FRAUD. Hundreds of people who use the Maricopa County Human Services Campus said that he said there are no funds to house them and he HATES whites so they are authorized to steal from the homeless whites at the campus using any means possible including flagrantly fabricating that the users and a gang they work for (who run the Society of Saint Vincent de Paul Human Services Dining Room's emergency shelter each night) are helping the homeless whites who are sick, old, and/or dying to recover while they make their medical conditions WORSE so they can falsely claim that said whites have recovered and owe the users 'money for rent'. The users and gang were overheard by witnesses saying they communicate with Trailer predominantly via their needless, free/lifeline phones/that they sell what they steal from homeless whites over the Internet.

---

**Ticket: # 850117 - Internet Not Working, but still charged for service**

**Date:** 3/6/2016 1:26:40 PM

**City/State/Zip:** Hernando, Mississippi 38632

**Company Complaining About:** Centurylink

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## **Description**

For the past year, we've called CenturyLink at least twice a month complaining of service interruption. We are still being charged a newly upgraded price although the internet drops and turns off completely several times an hour. It makes doing business from our home extremely difficult and sometimes impossible. It should be against the law for a company to charge for a service not provided consistently. For us, it is the same as not having electricity when our high-speed internet drops to 1MB or none per second. When technicians come to our house, they ALL have said, "You are paying for fiber speed, but CenturyLink is running on older equipment that is not compatible. CenturyLink is under a 50-year non-compete contract with the city of Olive Branch, Mississippi, according to AT&T, so there is no competition for the service area.

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**Ticket: # 850230 - fraud internet interuption**

**Date:** 3/6/2016 4:57:13 PM

**City/State/Zip:** Springerville, Arizona 85938

**Company Complaining About:** Frontier Communications

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## **Description**

the internet company we use has for the pass two years had the internet go off on us EVERY Friday and Saturday around 5 pm until 10-12 pm and Sundays throughout the day sometimes up to 20 hours of the day. its always when techs are not available to check on them. then they come out Monday through Thursday and say they find nothing wrong. i have dozens of calls and techs come out. one told me "to be honest they dont have the equipment up here to handle everyone" .there is a life threating problem here as some people cant even make phone calls when internet is down .i heard a rumor of a fire where a child died and the person that was watching her tried to call 911 and the phone wasnt working.she grabbed the baby and ran to neighbors and they used their cell to call 911. by time fire dept got there a 4 year old lost her life. i dont know for sure this problem caused it ,but maybe should be part of an investigation. my best guess is that they are purposely turning off internet (phone service too? we use internet phone vonage because they couldn't provide a phone service that worked correct) to customers between the hours i stated above because of high demand and not able to provide for everyone.if this is so and someone is manually making it where a loss of service is caused that person or persons should be fired,fined and possible imprisonment if the contributed to the harm or death of someone who was denied use of their phone to call for an emergency and for fraud for all the people that pay a monthly fee and have 20-40 hours a week of their internet being turned off.please use my account as a starting point for investigating as i have many times called in as well as had techs out so there is documentation of this going on for over two years.

---

[Ticket: # 850232 - Phishing and Suspicious Emails](#)

**Date:** 3/6/2016 4:58:03 PM

**City/State/Zip:** Bethany, Oklahoma 73008

**Company Complaining About:** Cox

---

### **Description**

Hello - I am having some serious email and internet issues with my service provider Cox Communications, I have reason to believe that the contractor that did my install is stalking, watching, or reviewing my emails. I am a single mother of 4 children and I have recently found out that I am a victim of identity theft for my mortgage license. Interface, equipment and PRIVACY.

---

**Ticket: # 850238 - Emails that are trying to con me out of money**

**Date:** 3/6/2016 5:02:25 PM

**City/State/Zip:** Campbellsburg, Indiana 47108

**Company Complaining About:** This Is About An Email I Got

---

## Description

Here is a copy of the email. Please investigate this and stop it.

To. Beneficiary: (b) (6)

IMF OFFICE (directorfbi@hotmail.com) Add to contacts 3/04/16

To: (b) (6)

directorfbi@hotmail.com

From: IMF OFFICE (directorfbi@hotmail.com) Microsoft SmartScreen classified this message as junk.

Sent: Fri 3/04/16 5:21 AM

To: (b) (6)

Microsoft SmartScreen marked this message as junk and we'll delete it after ten days.

Wait, it's safe!

ANTI-TERRORIST AND MONETARY CRIMES DIVISION

FBI HEADQUARTERS WASHINGTON DC

FEDERAL BUREAU OF INVESTIGATIONS J.EDGAR HOOVER BUILDING

935 PENNSYLVANIA AVENUE, NW WASHINGTON, D.C. 20535-0001

Our Ref: CBN /0N8/CONTRACT NO.856.

To. Beneficiary:.,

This is very urgent and I would like you to clarify this before we make any silly mistake.Who is Rick Cotton to you?,this person email was strange to me and that is why I decided to email you as a matter of urgency.This Rick claimed to be your relative and, according him,you ordered him to take care of the Card with us here because of your recent ill health.I want to know for sure,do you know this man and,are you sick for sure?.

You never told me that you have next of Kin who shall be handling this fund on your behalf and, since I heard nothing from you,it just look like what this person is telling us is truth.What is happening?,we can't just start dealing with this person without getting a confirmation from you.You said you will send the fee for the shipment of the card and since then,nobody heard from you and, that gets us also worried.

Do get back to me as soon as possible.

Regards,

(b) (6)

---

**Ticket: # 850280 - Fwd: Request received: corruption of forensics society laW ENFORCEMENT AND ELECTRICAL ENGINEERS**

**Date:** 3/6/2016 6:17:29 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Not A Company A Customer--tracphone Att, Previously The Walmart Phone Service That Tracked Me And Ruined My Life

---

## **Description**

This is a follow-up to your previous request #841919 "corruption of forensics soc..."

Attached please find additional e-mails that have for some reason been cancelled without my knowledge or permission.

and a strange mix of things that came back to me in an e-mail.

(b) (6)

----- Forwarded message -----

From: FCC <consumercomplaints@fcc.gov>

Date: Tue, Mar 1, 2016 at 3:32 PM

Subject: Request received: corruption of forensics society laW ENFORCEMENT AND ELECTRICAL ENGINEERS

To: (b) (6)

---

**Ticket: # 850786 - Signal Interference due to trap/filter on line**

**Date:** 3/7/2016 11:36:02 AM

**City/State/Zip:** Deptford, New Jersey 08096

**Company Complaining About:** Comcast

---

## **Description**

There was a trap on my line that was removed on March 4th by a service tech who informed me that this was why I have been having issues with my internet and also pixilation on the tvs and times where on demand doesn't work.

This was reconfirmed by the tech who visited on March 6th because the first tech generated a second service call.

I called comcast customer service on March 4th to ask when the trap was put on the line and they informed that they would not have that information. This is what I want to know and why they did not come to address the issue at my home. I do have inside wire maintenance so I don't see why this wasn't addressed. I also wonder if that trap was put on when I removed the tv service and just had internet. If so then why wasn't it removed when tv service went back in like 2/3 years ago.

We have had internet connections issues, mainly an annoyance. The signal doesn't carry through whole home. It is a 1 level 1200 square foot home. The internet slows, pages are slow to load or fail to load. Mainly we reconnect a lot. On the lap top I just disconnect and reconnect and that typically fixes my issue. And frankly a 4G connection shouldn't be loading fast that the wifi.

Since Comcast visited on March 4th. The internet now works all through the home, the tvs have not pixilated and we have not had to reconnect to the internet or reboot a box. There have been no failed pages, no time outs, no can't find a server warning.

I understand that if there is/was a problem in my home it can have broader effects. What I don't understand is why the problem wasn't addressed and fixed. Why would they leave knowing that it would disrupt and interfere with my service that I do pay for.

---

**Ticket: # 851101 - interference by Time-Warner with Windstream email**

**Date:** 3/7/2016 1:25:18 PM

**City/State/Zip:** Lexington, Kentucky 40508

**Company Complaining About:** Time Warner

---

## **Description**

When I am on the property where the internet service provider is time warner in Lexington Kentucky, I am blocked from sending emails through my own provider (windstream). I have email accounts through gmail which run into no obstacles, but windstream is time-warner's main competitor in the area and I believe this is just an attempt by one service provider to make the customer feel dissatisfied with their own company. Shenanigans. Of course, my home address is not where the problem occurs. That is at my fiancee's address. She gets service through Time-Warner.

---

[Ticket: # 851168 - Problem with comcast internet service](#)

**Date:** 3/7/2016 1:44:57 PM

**City/State/Zip:** Port Tobacco, Maryland 20677

**Company Complaining About:** Comcast

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## **Description**

My ISP is Comcast and I have been having problems with the connection dropping for about two years now. I have contacted Comcast and they have reset the modem tons of times, sent out technicians to no avail. On February 11th they sent out a technician without an appointment, so needless to say I was shocked to see them. I was told by the technician that from what he could see my signal dropped 28 times. He said it was a problem with the outside lines and the outside team would need to come out. He said he was setting that up. Here it is March 7th and I haven't heard from Comcast and the problem is still here. I contacted them once again, today and was told that we have to start the process over by having a technician to come out because they have no way of contacting the outside team. At this point I am frustrated because Comcast is causing me a hardship as I work from home 4 days a week.

---

[Ticket: # 851850 - Ridiculous e-mail, 6 Mar 16, 6:30 pm](#)

**Date:** 3/7/2016 5:34:24 PM

**City/State/Zip:** Centerville, Ohio 45440

**Company Complaining About:** AT&T

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## **Description**

Pages of text (apparently article titles running on and on), but starts with poorly written solicitation for sex.

---

**Ticket: # 851951 - Century Link ISP limiting netflix streaming**

**Date:** 3/7/2016 6:10:50 PM

**City/State/Zip:** Kalispell, Montana 59901

**Company Complaining About:** Centurylink

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## **Description**

In all aspects of my internet service I maintain a solid 20MBps download speed. The only issue I have had for months is that Netflix will not stream. I upgraded to the maximum speeds Century Link provides in order to stop the issue. The issue continued. Multiple calls and lots of frustration has let me to file a complaint. On Friday March 4, 2016 they admitted to me over the phone the bandwidth isn't available to me for Netflix even though I pay for it. They gave me 30\$ off for the next year to compensate for this. Its unacceptable that they wont let Netflix stream but give their own version of internet tv unlimited bandwidth. Please, I urge you, take this matter seriously its affecting all residential users in my area.

---

**Ticket: # 852252 - smartphone interference**

**Date:** 3/7/2016 8:36:34 PM

**City/State/Zip:** Port Townsend, Washington 98368

**Company Complaining About:** Tracfone

---

## **Description**

I used to run into this one in Seattle all the time. The pigs would block my incoming side so that I wouldn't even know that I was getting any calls or email. This is what is happening to my net10/tracfone/verizon crap phone now too. I am responsible for an 85 year old woman who has already had two heart attacks in hostile territory in Washington state. So if my incoming calls are blocked this way by verizon, then I can't help anyone. Already filed real time complaint a week ago on this when blockage happened (again).

---

**Ticket: # 852328 - Consumer Blocking Internet Access To public Computer****Date:** 3/7/2016 9:01:06 PM**City/State/Zip:** Atlanta, Georgia 30341-5056**Company Complaining About:** Comcast

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**Description**

There, is an individual, that lives in my same apartment community, who, provides two public computers. When, this individual uses one of the public computers, he connects a small black box, to the public computer. When, this black box, is connected, no one else can access the internet, the computer information requested disappears and is lost, the internet changes to a hidden network, or changes the other computer to "VPN" mode. As, soon as, this individual, disconnects his black box, logs off the computer, the network access, returns to normal. This, situation, has been brought to the management's attention, multiple times, with management committing to "ban" the individual, from using the public computers, but, the individual is continued to deprive other residents, the use, of the public computers, (which, I, think is unfair and question, if, the black box, the individual connects, to the public computer, is regulated?). All, residents, of the apartment community, should have equal access, to the public computers, at all times available. Any follow up information, or suggestion the FCC, may offer, would greatly be appreciated

There, is an resident, who lives in my same apartment community, who, provides two public use computers, for all residents. There is a resident, who monopolizes the public computers, connecting a small black box, to the public computer. When, this device is connected, no one else can access the internet, or the information, you are researching, disappears and is lost, a hidden network message appears, or the computer changes, to the "VPN" mode. As, soon as this resident, disconnects this device, logs off the public computer, the internet use, returns to normal. This, situation has been brought to management's attention, multiple times, with, management committing to "ban" the resident , connecting the device, (which, I, question, if, it is regulated), but, the resident is continued, to deny other residents, use of the public computers, when, this resident has his device connected. I, feel this is very unfair to other residents, not being able, to access the internet, at all times, when, the public computers, are available. Any, follow up information, or suggestion, the FCC may offer, would greatly be appreciated! Respectfully...

---

**Ticket: # 852339 - Scam being sent through Facebook messenger**

**Date:** 3/7/2016 9:09:15 PM

**City/State/Zip:** Boise, Idaho 83704

**Company Complaining About:** Cable One

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### **Description**

Person comes across Facebook messenger (hacked my father's facebook account) claiming that he and I both won money from the "Community Financial Domestic Assistance" program. Person supposedly by the name Beth Kate told "my father" about it. They want me to text the phone number 419-777-6638 which apparently is located in Galion OH. The owner's information is blocked for privacy. I know this must be a scam, and that they hacked my father's facebook account, but I thought I should send the information on to the FCC so maybe they can deal with the Cyber criminal that is trying to scam \$2000.00 out of people that might be dumb enough to fall for it.

---

[Ticket: # 852475 - Internet not working](#)

**Date:** 3/7/2016 10:46:44 PM

**City/State/Zip:** Fairchild Afb, Washington 99011

**Company Complaining About:** Comcast

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### **Description**

The wifi is constantly messing up, and we have to unhook it and hook it back up. Sometimes this works and sometimes it doesn't. This happens at least twice every week.

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[Ticket: # 852486 - Verizon wrongful suspension](#)

**Date:** 3/7/2016 10:55:32 PM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Verizon Wireless

---

## Description

Verizon Account # (b) (6)

This is a business account for my restaurant delivery business. It was properly transferred to me at March 1st, 2016. On March 4, 2016 the internet was disconnected. I learned from Verizon customer service that my account was suspended due to their administration issue. The issue cannot be solved for 4 days (Until March 7, 2016 8:45 p.m.) It caused around \$3500 loss of profit. We try to contact Verizon for the compensation but they failure to respond us.

---

[Ticket: # 852488 - Internet drops connection constantly](#)

**Date:** 3/7/2016 10:57:49 PM

**City/State/Zip:** Beaverdam, Virginia 23015

**Company Complaining About:** Centurylink

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## **Description**

My internet drops out constantly. We are constantly having to restart to modem to try and help reset everything. I have contacted customer service and they were not helpful at all. I took the speed test as they asked and 5.53Mbps when im supposed to have 10Mbps. We are paying top dollar for a service we are getting maybe half the time. It's very frustrating.

---

**Ticket: # 852580 - internet interruptions on a daily basis**

**Date:** 3/8/2016 1:36:18 AM

**City/State/Zip:** Champaign, Illinois 61822

**Company Complaining About:** Comcast

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## **Description**

I have been a customer with verizon for since August last year. Initially service was good but for the past few weeks the service keeps interrupting on a daily basis where the internet just stops working and I have to restart the router unto 3-5 times a day. My net just stops working while I am having an important conference call or other business. Its a financial inconvenience for me. I have contacted comcast multiple times but they keep offering a upgraded service at a higher cost which I don't want. I want the current service without the interruptions.

---

[Ticket: # 852685 - file internet complaint](#)

**Date:** 3/8/2016 10:09:30 AM

**City/State/Zip:** Bloomington, Illinois 61704

**Company Complaining About:** Comcast

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## **Description**

Comcast internet service is very often non existent in the mornings and evenings. Every day there are times when the internet is on/off. This interferes with streaming and forces us to use data with our 4g carrier, causing overages and money. We've purchased the best equipment and extra service from Comcast in an attempt to improve our internet but it hasn't helped. Their only solution to this is to tell us to unplug our modem and restart. This helps occasionally, but never lasts more than 24 hrs. It often doesn't help at all. The problem is not with our equipment. When we ask to speak with a supervisor, this request is refused. Customer rep suggests we call in every time our internet is out so they can tell us to unplug/restart modem.

---

[Ticket: # 853199 - interference by Time-Warner with Windstream email](#)

**Date:** 3/8/2016 1:49:06 PM

**City/State/Zip:** Lexington, Kentucky 40508

**Company Complaining About:** Time Warner

---

## **Description**

When I am on the property where the internet service provider is time warner in Lexington Kentucky, I am blocked from sending emails through my own provider (windstream). I have email accounts through gmail which run into no obstacles, but windstream is time-warner's main competitor in the area and I believe this is just an attempt by one service provider to make the customer feel dissatisfied with their own company. Shenanigans. Of course, my home address is not where the problem occurs. That is at my fiancee's address. She gets service through Time-Warner.

---

Ticket: # 853391 - AOL/Verizon no access to email ccrfmr@verizon.net since Friday 2/19/16 Customer service has been contacted for days on end and have not restored serv

**Date:** 3/8/2016 2:29:31 PM

**City/State/Zip:** Coppell, Texas 75019

**Company Complaining About:** Verizon

---

## Description

FCC Complaint 3/8/16

With the purchase of AOL—Verizon has transferred our email (ccrfmr@verizon.net) to AOL, upon the transfer on February 19, 2016—we have had no access to our email. We have spent over 40 hours on the phone is AOL Customer service overseas to no avail. They tell us there is no customer service for AOL in the USA. We have also contacted Verizon and they will not assist us. We are approaching 21 days without email. And to make matters worse we have tested the email to see what our users get in response—and it appears to go thru (no bounce back notice).

This email is used for our business and is critical we get it restored. AOL says they will call us back with progress on our issue but we have not received one call back.

This is adversely affecting our business and have no where to turn. We are requesting your assistance.

(b) (6)

Child Care Resources, Inc.

(b) (6)

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[Ticket: # 853894 - email hacked](#)

**Date:** 3/8/2016 4:25:51 PM

**City/State/Zip:** Angleton, Texas 77515

**Company Complaining About:** Cricket

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**Description**

email acct is hacked by an nsa breacher

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[Ticket: # 854262 - Receiving solicitations after 2 months after removal request](#)

**Date:** 3/8/2016 6:15:45 PM

**City/State/Zip:** Sunnyside, Washington 98944

**Company Complaining About:** Charter

---

## **Description**

I have been receiving e-mails from Gymboree for over 2 months after requesting unsubscribe. Have unsubscribed twice now and am still receiving SPAM. I gave several weeks in between to allow processing.

---

**Ticket: # 854921 - Provider is dropping my phone connection overnight**

**Date:** 3/9/2016 12:12:14 AM

**City/State/Zip:** Kelso, Washington 98626

**Company Complaining About:** Comcast

---

## **Description**

I am using a voip connection for my phone and I need it operational at all times because I am very sick and may need to call 911. Comcast seems to think it's okay to cut off my internet overnight (to save bandwidth? Or service their system?)

I was particularly ill last night and had no communication ability to call for help, which agitated me into hours of lost sleep, much needed sleep to help me keep up my strength. This happens often.

My question is: Is this lawful for them to cut off my communications all night long?

---

**Ticket: # 854938 - Internet Connection****Date:** 3/9/2016 12:50:38 AM**City/State/Zip:** Auburn Hills, Michigan 48326**Company Complaining About:** Comcast

---

**Description**

Upon moving, which Comcast advertises to be a simple process, we experienced multiple connection issues. After activating the account and signing another two year contract, I spent 2 hours on the phone with an agent to be told the soonest a technician could be at our house was 7 days away. After calling the next day and demanding a better solution because, I require internet to work, they then told me a technician could be out the next day. Around 30 mins after the technician left, the internet he just came to fix stopped working.

Upon this problem occurring, I visited a Comcast chat with a analyst to try and solve the problem, but not a single thing I hadn't tried was purposed. They then told us they need to send another technician the day after that to try and resolve the issue.

Overall, the customer service has been horrid. No compensation has been provided due to the huge inconvenience and lack of work that has been accomplished in the number of days. Not to mention the amount of work that we haven't been able to finish due to the lack of the internet. Being a college student, and needed to be online for homework, after working 10 hours a day, having a reliable internet connection, is one thing I should be able to count on. Not with Comcast, it isn't.

---

[Ticket: # 855008 - DSL internet connection](#)

**Date:** 3/9/2016 7:47:34 AM

**City/State/Zip:** Wyoming, Pennsylvania 18644

**Company Complaining About:** Frontier Communications

---

## **Description**

Intermittent service. Have been trying for over a year to get the problem fixed. Spent hours on the phone with their technical staff. Multiple visits to home by technicians. They always have a different reason for why it is not working. Now they are trying to sell me satellite service. I think they don't want to put money into better DSL infrastructure - all my neighbors complain about the service -.

---

**Ticket: # 855006 - Google constantly forcing me to change Window 7 for Window 10**

**Date:** 3/9/2016 7:35:32 AM

**City/State/Zip:** Brooklyn, New York 11235

**Company Complaining About:** Google

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### **Description**

Google constantly forcing me to change Window 7 for Window 10 without possibility to refuse from their offer! I am tired from this company. There is no option to cancel their suggestion!

---

**Ticket: # 855691 - Hijack of Browser**

**Date:** 3/9/2016 1:40:12 PM

**City/State/Zip:** Los Angeles, California 90026

**Company Complaining About:** Help Desk Solutions

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## **Description**

I clicked on a site and the pseudo web site came up that imitated Microsoft and anti virus Defender software and asked me to call "1-844-892-1235." I noticed the number changed a lot. An alarm was audible and my browser (IE edge) would not function. I called the number and got through to a "certified Microsoft partner" called HELP DESK SOLUTIONS in Florida who then demanded money to fix the problem. They were aggressive and not helpful.

---

[Ticket: # 857018 - Internet, home security and phone](#)

**Date:** 3/9/2016 9:18:20 PM

**City/State/Zip:** Dallas, Georgia 30132

**Company Complaining About:** Comcast

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### **Description**

My services did not work for a FULL 30 day for the first three years!!! BUT WE DO NOT HAVE ANY OTHER CHOICES. DISH IS WORSE!!!

They finally got it correct last month, February 2016. :-)

---

[Ticket: # 857049 - Stalking upon internet and web services](#)

**Date:** 3/9/2016 9:40:58 PM

**City/State/Zip:** Lancaster, California 93534

**Company Complaining About:** Time Warner

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## **Description**

On about (1) month ago I have noticed an increased presence of offensive and stalking propaganda being displayed upon my internet access points, and all visible displays of the web pages.

---

**Ticket: # 857262 - NO INTERNET OR INTERMITENT SERVICE**

**Date:** 3/10/2016 12:41:32 AM

**City/State/Zip:** Carolina, Puerto Rico 00985

**Company Complaining About:** Liberty Cable Puerto Rico

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## **Description**

For several months I have informed Liberty Cable of Puerto Rico about the internet service at my home being deficient, intermittent, or no internet service at certain hours everyday. When I call the customer service by phone they informed me that the signal of the internet is intermittent and they will proceed to send a technical representative to my home. When the technician arrived he said the service is working normal and the problem must be my computer. But I told him the same occurs with my tablet and my apple tv and my phone. He said he can't do anything else. For the past the past four months I have made the same claim to the company calling over the phone almost every day. They have sent the technician several times and the service remain the same and no solution. Meanwhile I have to pay for the service.

---

**Ticket: # 857318 - Re: [FCC Complaints] Re: Internet poor signal**

**Date:** 3/10/2016 3:11:49 AM

**City/State/Zip:** Wilmington, North Carolina 28412

**Company Complaining About:** Time Warner

---

## **Description**

This is a follow-up to your previous request #786215 "Internet poor signal"

3/10/16 1:45am

They've done nothing to fix the issue. I am still experiencing the same service outages. I'm not the only customer that complains about these issues with Time Warner. And ever time i call Time Warner during these outages the same recording plays on their 800 number" We are currently processing maintenance updates with the network". There's no notifications of lost of service sent to their customers notifying of these scheduled service updates. If an update should always interrupt service there should be notifications sent. VerizonWireless does updates often that rarely infringe on their consumers; I should know because i work for VerizonWireless, i don't understand why Time Warner updates always slows or stop internet connections and cable outages of all channels

In the end I pay Time Warner \$225.00 a month for full service and I often receive spotty service; there's no compensation nor prorated on my miss service. And as i've stated before I'll be working from home until 2:30am, therefore, I can not have my internet service going out nor slowing down because of these so call updates.

Sent from my iPhone

---

**Ticket: # 857816 - Spam Emails Received****Date:** 3/10/2016 12:45:49 PM**City/State/Zip:** Millington, Michigan 48746**Company Complaining About:** Tds

---

**Description**

For the past several months, I have been receiving upwards of 30 to 50 emails a day from solicitors. My internet service told me to go online to my email account and submit the domain names of each and block them. I did this but went over the 100 domains that I could block. I have continued to go on line and moves these messages to spam. In review of your site, last night I opened over 30 emails and forwarded them to spam@uce.gov. This morning I forwarded 27 emails to spam@uce.gov. Just now at 11:30 a.m. I have received another 13 emails. Help...what can I do to stop these emails.

---

**Ticket: # 857815 - Spam Emails Received****Date:** 3/10/2016 12:45:25 PM**City/State/Zip:** Millington, Michigan 48746**Company Complaining About:** Tds

---

**Description**

For the past several months, I have been receiving upwards of 30 to 50 emails a day from solicitors. My internet service told me to go online to my email account and submit the domain names of each and block them. I did this but went over the 100 domains that I could block. I have continued to go on line and moves these messages to spam. In review of your site, last night I opened over 30 emails and forwarded them to spam@uce.gov. This morning I forwarded 27 emails to spam@uce.gov. Just now at 11:30 a.m. I have received another 13 emails. Help...what can I do to stop these emails.

---

[Ticket: # 858603 - xfinity hijacking my internet connection](#)

**Date:** 3/10/2016 5:01:04 PM

**City/State/Zip:** Salem, Oregon 97304

**Company Complaining About:** Centurylink

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## **Description**

When my computer goes to sleep and I wake it, a "sign in to xfinity" prompt comes up.

After completely shutting the computer down and turning on my wi-fi, a "sign in to xfinity" prompt comes up.

I am not a Comcast / Xfinity customer.

---

**Ticket: # 858695 - Comcast/Xfinity Service is horrible**

**Date:** 3/10/2016 5:45:13 PM

**City/State/Zip:** Dania, Florida 33004

**Company Complaining About:** Comcast

---

## **Description**

Since December 2015 I've experienced horrible connection service with Xfinity. This past week alone (7 March 2016-10 March 2016) the internet speed is worse than dial up. I have called several times and spoken to someone once, and all I hear is that my area is experiencing technical difficulties and someone is working on it.....they even give me a time the problem will be fixed. How can this go on for a week? The problem isn't fixed....I have 75mps (which is supposed to be a pretty fast service). These guys need to get this fixed....I'm paying \$70 a month for something that doesn't work. I'd love to give you my account number but I can't even get to my personal information on xfinity.com

---

**Ticket: # 859083 - apple iphone compromised through mac os x and facebook**

**Date:** 3/10/2016 8:48:53 PM

**City/State/Zip:** Fort Lauderdale, Florida 33339

**Company Complaining About:** Magic Jack

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## **Description**

when I log on facebook from ios settings it says that I am logging in under mac os x instead of ipone the iPhone's network then toggles and blacks out for 15 seconds and then my browser is somehow compromised through facebook. My location on my iPhone is not accurate either. possible (b) (6) [REDACTED]

[REDACTED]

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**Ticket: # 859018 - HACKED BY LANDLADY & LANDLORD, LOST CONTROL OF MY YAHOO SECURE ACCOUNT**

**Date:** 3/10/2016 8:05:38 PM

**City/State/Zip:** Andover, Kansas 67002

**Company Complaining About:** Yahoo Secure Web Mail

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### **Description**

I WAS HACKED WITH MALWARE ATTACHED TO MY FRIEND'S e- mail ATTACHMENT, BRAND NEW IBM THINKPAD DESTROYED in 2012, PRERSON CLONED MY CELL PHONE, LISTENS TO MY CONVERSATION & READS MY TEXT MESSAGES & E-MAIL, I HAVE NO CONTROL OVER MY PRIVACY OVER INTERNET & CELL PHONE. I NEED ASSISTANCE BECAUSE I COULD NOT SUBMIT FTC ONLINE COMPLAINT (VANISHED)

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**Ticket: # 859337 - Interference with a second line****Date:** 3/11/2016 12:44:24 AM**City/State/Zip:** Iowa City, Iowa 52246**Company Complaining About:** Centurylink

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**Description**

I signed a one year contract with Century Link in March 2015. My plan was for speeds up to 20mbps. In addition, we rent out some of the rooms in our house. One of our tenants set up a separate Century Link account. They neglected to tell either of us that there is only one data line in and out of the house, and just added her account to the data line. This occurred in August 2015. Since then, my internet speed has gotten slowly worse - the last three months averaged about 6mbps. I tried calling multiple times and was told each time that there was nothing they could do to help - until my contract was up and I threatened to cancel my subscription. I asked to be reimbursed for the months of higher speed service that I paid them for and did not receive; oftentimes my internet speed was so poor that I had trouble getting my homework to load for my classes and other nights it just wouldn't work, no matter how many times I reset my router. During all this time, I have been the sole user of my internet plan. They told me that their speeds were between 1.5mbps to 20mbps for the plan I signed up for, which meant that they couldn't reimburse me. This wouldn't be an issue except that A) I didn't know that they could get away with having the actual speed be so far off the advertised speed and B) they neglected to tell us that adding an extra service could cause interference with connection speeds. All I have been offered so far is a month's bill credit and a technician to "come take a look at the wiring" for six months of ridiculously slow, unreliable internet service that they charged me \$45 a month for. If I'd known that I'd only be getting 6mbps, I would never have signed up for the faster plan to begin with, and the fact that they refuse to reimburse me while they've essentially been charging us double for one plan's worth of internet data is both unfair and unethical.

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[Ticket: # 859583 - Hijack of computer by microsoft](#)

**Date:** 3/11/2016 11:02:34 AM

**City/State/Zip:** Haw River, North Carolina 27258

**Company Complaining About:** Microsoft

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## **Description**

Microsoft installs Windows 10 overnight and is constantly trying telling me I have updates and to close my browser (Windows 10). I do not want it and have indicated so. Once it is on my computer, if I decline it, it takes half an hour or more to restore my old system. How can they take over my computer like this without my permission? I have had some people tell me that Microsoft charged them hundreds of dollars to have it removed once it is in.

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**Ticket: # 859778 - DoS attacks and Viruses**

**Date:** 3/11/2016 1:03:06 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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## **Description**

My home computer landline, router/modem is being attacked with Dos Attacks and viruses. I have contacted my ISP (Comcast) and router manufacturer (Netgear), but the problems have not been resolved. These attacks are recorded in the LOGS of the router. I have a Norton antivirus provided through Comcast. These attacks limit my functionality on the internet and continue to knock me off my internet.

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**Ticket: # 859823 - Time Warner Cable - Internet Service****Date:** 3/11/2016 1:26:46 PM**City/State/Zip:** Cincinnati, Ohio 45239**Company Complaining About:** Time Warner

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**Description**

I currently have TWC Extreme Internet Service (30 Mbps) - I actually had 20 mbps prior to a month ago. I was upgraded because my service has been intermittent at best since November 2015. I've been on the phone with TWC weekly/bi-weekly, since the issue has begun with no real solution. The fixes they have provided have worked for about a week or two, after which, I have to call them again. They have sent numerous technicians who have troubleshooted in the house and outside the house on the poles. I have also talked to tech support over the phone. I have had my modem replaced twice within this 4 month period - again, to no avail. I continue to experience downgraded service. Last night, it was down to .45 Mbps download speed. I believe that the issue is with the wiring outside; however, no attempts to correct the problem have been initiated. Whether it's a problem outside or in, I just want the service that I am paying for w/o constant interruptions. Prior to November, I received stellar Internet service from TWC. I don't understand why the service provider cannot fix whatever the issue is with my Internet. The problem persists whether I am wireless or hard wired. Any help to resolve this issue once and for all would be greatly appreciated.

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**Ticket: # 859867 - Verizon DSL Unreliable Service****Date:** 3/11/2016 1:46:41 PM**City/State/Zip:** Charles City, Virginia 23030**Company Complaining About:** Verizon

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**Description**

I have Verizon DSL internet service. I have experienced numerous complete and intermittent outages over the past month. I work from home 1 - 2 days per week. I have experienced outages while leading a 100+ participant conference call. I lost the Internet connection and my screen display impacting all participants. I cannot rely on the service. I have been a loyal Verizon customer with residential, wireless, and Internet service based on what's available for my area. Never have I registered a complaint of this nature with any government agency. Verizon customers with DSL deserve reliable service. I have several neighbors that are experiencing similar issues. Any support that you can provide would be greatly appreciated. Thank you

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**Ticket: # 860941 - More Throttling!!!**

**Date:** 3/13/2016 12:06:26 AM

**City/State/Zip:** Empire, California 95319

**Company Complaining About:** Hughes Net

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**Description**

IT HASN'T EVEN BEEN 1 NIGHT AND THEY'RE ALREADY THROTTLING ME AGAIN!!!! WHY DON'T YOU DO ANYTHING????!!

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[Ticket: # 878063 - blocked from using internet](#)

**Date:** 3/25/2016 1:29:54 PM

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

**Company Complaining About:** AT&T

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### **Description**

2302 Ellsworth Rd Apt 101 asian person calls and ask do we have windows, up until this point computern is operating good a copu[ple of days later because we refuse to pay for asian services coputer is blocked for 1-2 days cannot get online

---

[Ticket: # 860225 - A City Municipality and Internet services](#)

**Date:** 3/11/2016 6:13:16 PM

**City/State/Zip:** Sallisaw, Oklahoma 74955

**Company Complaining About:** Csweb

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## **Description**

Can a City Municipality go outside City limits to establish and offer wireless Broadband services to the outside community other townships and communities, using funds received from taxpayers, as well as equipment and personnel in order to compete with the private sector? Can the Municipality approach customers of the private sector and soliciting them offering free services if they will just quit their present ISP provider?

What options would a private sector business have to keep the competition fair?

---

**Ticket: # 860526 - OPTOUT COMPLAINT**

**Date:** 3/12/2016 8:13:52 AM

**City/State/Zip:** Burlington, North Carolina 27215

**Company Complaining About:** Time Warner

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### **Description**

Receiving 15 advertising email per day. For over 3 weeks I have been opting out and sending letters. Some stop, but new one keep coming and coming, it is just impossible to keep up with opting out. Of course there is the 7-10 day waiting period of the same one every day. Please help this is just out of control advertising with no end in sight. Thank you for your time and Please help.

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[Ticket: # 860523 - Windows 10 upgrade](#)

**Date:** 3/12/2016 6:33:09 AM

**City/State/Zip:** Enfield, Connecticut 06082

**Company Complaining About:** Frontier Communications

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### **Description**

windows 10 upgrade is blocking my desktop screen bad enough so I can't use my icons to get get to my programs without upgrading to windows 10 can I start a class action against them?Last week I woke up at 2:30am went to use my pc and windows 10 was loading by it self?I'm 68 and have a neighbor who is a computer tech he was coming down to install it correctly I don't do anything without his help,please stop them from this harassment

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[Ticket: # 860569 - Blocking of phone internet](#)

**Date:** 3/12/2016 11:10:19 AM

**City/State/Zip:** Houston, Texas 77018

**Company Complaining About:** AT&T

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## **Description**

It seems like the Omni hotel in fort wort Texas is somehow blocking people from using their internet on their cell phones. In the building, signal is cut down from lte to 2 bars of 4g service, barely enough to make phone calls. As soon as you step out side of the building, , 4 or 5 bars of lte service is available. It seems suspicious because they want you to pay \$15 a day to use the in hotel wifi.

---

## Ticket: # 860857 - Comcast Tech Support Lies, Devious Activity

**Date:** 3/12/2016 7:31:13 PM

**City/State/Zip:** Gurnee, Illinois 60031

**Company Complaining About:** Comcast

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### Description

Comcast service representatives lie in order to force you to lease their equipment or they purposely inject signals or information to disrupt your service and/or disable or impair consumers hardware for their financial benefit.

I was advised and told I need a new modem, twice now, in less than 1 week. Both cable modems worked absolutely fine, until Comcast sent injections, firmware, software or signals to KILL my modem, effectively disabling it from normal connection stability.

Modem #1 SB6121 was connected for up to a year with no issues like this.

Then comcast changed something (I'm guessing enabled some "EOL setting" for my modem on my account, probably for my account being past due one or twice). I am an IT person for over 17+ years, and can confirm nothing changed on my end. So I was advised by comcast that this modem was EOL. Their website shows that to be a contradiction (images attached / links below). So comcast tech support advise me to buy a new modem. so i buy the sb6141, connect it and call comcast to activate it. it works for around 72 hours no problems. then i noticed there are firmware updates attempting to be installed on my modem and things happening to my modem. all of a sudden the brand new modem is not functioning. my connection is intermittent again. just like last modem. i call comcast they tell me this BRAND NEW modem is EOF.

This is completely misleading the consumer.

I have a SB6121 + SB6141. On Comcast's website, both cable modems show they are NOT at EOL (end of life) status. Yet, their support tech's from another country insist that is the issue and advise you to go out and buy hardware you don't require and/or lease equipment from them.

<http://mydeviceinfo.xfinity.com/device.php?devid=365>

<http://mydeviceinfo.xfinity.com/device.php?devid=336>

I believe Comcast has "software" settings that are enabled on clients accounts to cause these types of issues, with the intent, on forcing hardware changes and/or additional expenditure for the consumer via leasing "approved" or "comcast" equipment.

Now, we already know Comcast is capable and regularly instantaneously disconnects users for non-payment. So the ability and technology is there and proven, and Comcast implements this probably thousands of times a day "automatically" via computer settings, to users accounts.

Not only do they disconnect service without warning, they then hijack and redirect your browser with a "Pay To Get Your Services Restored" screen - that doesn't even WORK!

I also believe comcast may be doing this as a way to force people to call in and/or force a payment on their account, like days before your payment is due, or if your payment is late already, they implement these protocols. or once you do call their staff and complain or ge out of line, then they enable these settings.

Comcast should be regulated as a UTILITY service in America.

I now own an additinal 79.99+IL tax modem I NEVER NEEDED!

I have been mislead and am locked into a 2 year contract.

I am a low income household, and should be paying for their low income internet service. but instead i have one of their more expensive plans/accounts because i run my business from my home and want/expected better quality service.

How many people have filed complaints against this company? How many pay-offs have taken place? How many lawsuits settled out of court?

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**Ticket: # 860858 - Does Not Care About Customers or Quality of Product**

**Date:** 3/12/2016 7:32:57 PM

**City/State/Zip:** Nashville, Tennessee 37208

**Company Complaining About:** Comcast

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## **Description**

I have been put on hold for the last 45 minutes after having asked to be transferred to a supervisor on the phone; they are obviously waiting for me to hang up instead of dealing with my problem. Comcast completely disregards their customers and their issues with service. I have called every day this week because I am tired of dealing with intermittent internet connections. I filed one complaint already, and someone called me, but they never returned my call after I called them several times. Also, there is no reason for a data cap at all, yet they charge me even more money when I go over which happens a lot these days because I work from home as well as video chat with family members. .

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[Ticket: # 860952 - Centurylink Internet connection problems](#)

**Date:** 3/13/2016 12:54:22 AM

**City/State/Zip:** Ridgeland, South Carolina 29936

**Company Complaining About:** Centurylink

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## **Description**

I've been a customer with centrylink 8n ridgeland, sc for about 2 months now. I have a problem with my internet staying connected. It drops in and out ever few mins. I've call many times to centrylink to a dress the problem and they run through the basic line checks and what not. I've been calling them 1 to 2 times a week and I've had line techs out about 5 times. I'm getting tired of this.

---

[Ticket: # 861041 - ISP interference with VOip system calls to 1-800 and other outgoing toll-free numbers](#)

**Date:** 3/13/2016 1:58:51 PM

**City/State/Zip:** Sedona, Arizona 86336-3206

**Company Complaining About:** Sudden Link

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## **Description**

Sudden Link cable internet ISP continues to interfere with toll-free outgoing calls (1-800, etc.). Dialing a toll-free results in a busy signal every time, no exception. It has been this way for a couple years, awaiting some one else complaining. Several years ago I complained about Sudden Link blocking intercity phone calls, which you passed on to them. While they vehemently denied this, the blocking soon stopped and they never responded again. Now they're blocking toll-free calls in the same manner.

---

[Ticket: # 861099 - Complaint against Xfinity Internet](#)

**Date:** 3/13/2016 4:24:39 PM

**City/State/Zip:** Lake Forest, Illinois 60045

**Company Complaining About:** AT&T

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## **Description**

We have had Xfinity since August 2015 and it has never worked properly. We are always kicked off the Internet and it is very very slow though we are paying for high speed. We seldom achieve the 75 MB speed rating or even close to that. If we call, the speed rises for a few hours and then drops off until we call again. They have refused to have a technician come to the house to help fix the problem.

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[Ticket: # 861126 - Cyber-bullying. ..No phone call list](#)

**Date:** 3/13/2016 6:01:28 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Centurylink

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## **Description**

Wounded Warrior project. ..Tuesday Morning. ..Build a Bear. ..American dolls.

.NBC...ABC...CBs...AMC

..History Channel. ..TLC network....Mtv...BYU t.v..the shark..HarperCollins. ..Seagull Books

production studio...Missionary training Center...My Utah T.v...KSL

.KuTV...ABC utah...I refuse wireless tapping

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**Ticket: # 861290 - Unresolved Issues - Comcast****Date:** 3/14/2016 2:34:25 AM**City/State/Zip:** Mobile, Alabama 36617**Company Complaining About:** Comcast

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**Description**

I have had several issues with my services which includes internet ( speed issues - degraded, interference) security (due to internet issues services degraded), and cable (being frozen screen or unable to load intermittently) well as overbilling issues. It began four months ago of intermittent / degraded services, several technicians have come to my home in regards to this issue, I have called several times and I have been told that a supervisor will follow up to my complaints, I have not received any updates or follow ups. The issues have not been resolved. I have even received various ticket numbers ( escalations) well as spoke to a few supervisors who all reassured me that I would get a callback following up on the issues. The issue is in the "line" more specifically noise in the line which is interfering with the signal being delivered to my home not with the equipment or with devices in the home, according to several techs that have been out to my home . Additionally, I after trying to resolved this issue, I found that Comcast had been overcharging me for a box for five months, had I not found that error, Comcast would have continue to overcharge me. Also, Comcast have two contracts for home security one is 29.95 for 1 yr and then 39.95 yr 2 which is what I agreed to... then it is another contract that states 39.95 for 1 and 39.5 for yr 2 which I did not agree to; both service agreements have the same dates. I called and report that and I have not got anything follow up as to what is going on. I have expressed that I am been overcharged for services that do not work properly/ degraded. My internet do not work properly as a result I am not able to monitor my camera and at times my camera is getting froze. I have screen shot various error that have received while on the phone with tech support and they are telling me that it is no problem. Additionally, I have had a few techs who I have correspond with via text, I have enclosed those as well. I also requested over the phone that all my calls and request be replayed and investigated as I was told several different things nothing was the same and the issues is still not resolved

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**Ticket: # 861312 - Comcast cable**

**Date:** 3/14/2016 8:19:04 AM

**City/State/Zip:** Rome, Georgia 30165

**Company Complaining About:** Comcast

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## **Description**

I have had wifi with Comcast 6-8 mths and I have issues with it daily. I was told to call ever time it went out but I have 4 kids to care for. And when I call the reps are busy cutting up with other employees as last night Paul started laughing while I was explaining the problem for the 2nd time in 2 days. All I received the first call was a \$3.46 credit for my problem. I pay over \$140 a mth for basic cable and internet but never have reliable service with either. As the cable will sometimes have pictures with no sound or sound with no picture. And to top it off my oldest daughters school has switched to online books so she has to have Internet access for homework so now I have to load up all 4 kids DAILY to go to someone's house for her to complete homework without interruptions. This is unacceptable!!

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[Ticket: # 861420 - interference](#)

**Date:** 3/14/2016 10:40:02 AM

**City/State/Zip:** Clinton, Tennessee 37716

**Company Complaining About:** Comcast

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## **Description**

She has bundled service with Comcast for cable, internet and phone. Comcast has been out to her house several times because she is having interference on her phone, tv and internet. She has not had internet for over 5 weeks and her phone is a captioned phone. Comcast is telling her that her neighbor, David is blocking her signal with his CB equipment. She has talked to the neighbor and he has done nothing. He just keeps making his antenna higher. The neighbor lives on the corner of Beets and Rogers St. She thinks his address is 501 Beets St. She wants us to investigate this interference so she is can use all of her services she is paying Comcast for.

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**Ticket: # 861975 - Microsoft windows 10 Upgrade**

**Date:** 3/14/2016 5:05:11 PM

**City/State/Zip:** Fnfield, Connecticut 06082

**Company Complaining About:** Frontier Communications

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### **Description**

Microsoft Windows 10 is stuck on my desktop It is blocking my use of icons behind it,I was blaming my internet provider but may people have this same Microsoft Window 10 problem Many,many people all over the U.S. PLEASE HELP US

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**Ticket: # 861487 - Network Protocols of specific Online Game can interfere with phone communications**

**Date:** 3/14/2016 11:36:42 AM

**City/State/Zip:** Chesterfield, Virginia 23838

**Company Complaining About:** Ubisoft

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**Description**

Ubisoft recently released a game called "The Division", in attempting to use this software, it was determined that after 5 minutes of in game actions, activity between the game and centralized servers at Ubisoft would cause a severe and repeatable internet disruption to the home. After a week of investigating and testing, a support article was discovered (<https://support.ubi.com/en-GB/FAQ/43/3502/connectivity-issues-in-the-division-on-xbox-one/kA030000000tiKACAY>) outlining that they are in fact using non standard XBox One networking ports that needed to be forwarded to the device in our home. Once this was done, internet stability improved. However, I am filing this complaint since the issue occurred at all. For those people who did not take the time to investigate and resolve the issue, they could still be having issues. The problem is amplified by the fact that many people have IP Based phones and alarm systems in their homes now, and outages caused by the use of this software could affect crucial emergency communications from within a home. I have notified Ubisoft of this issue, however they have not yet responded. My primary complaint is that by using these non standard ports, and failing to adequately notify people of the possible network configuration requirements, Ubi acted negligently and caused disruption to regulated services.

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[Ticket: # 867917 - interference on computer](#)

**Date:** 3/19/2016 11:39:45 AM

**City/State/Zip:** Chapel Hill, North Carolina 27514

**Company Complaining About:** AT&T

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## **Description**

My computer is being attacked by a company trying to sell me protection. They give a phone number 1 888 399 1467 as the number to call to fix the problem. I am unable to reach my normal functions on the computer until I go through several steps to eliminate the intrusion.

---

Ticket: # 861909 - My phone is being tapped,also my lap top computer is being wire tapped.

**Date:** 3/14/2016 4:17:49 PM

**City/State/Zip:** Sunrise, Florida 33322

**Company Complaining About:** Comcast

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## Description

(b) (6)

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**Ticket: # 861979 - My Company is being hostage by Yahoo Inc.**

**Date:** 3/14/2016 5:07:48 PM

**City/State/Zip:** Olympia, Washington 98501

**Company Complaining About:** Comcast

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## **Description**

I contacted BBB of CA they directed me to you. I have a yahoo email account I used as a business since 2002. I have changed over to outlook email in 2011 but I still monitor my yahoo email through outlook. From time to Time I send out specials to some of my customers through outlook email not yahoo and in doing so Yahoo has tagged my business phone number, fax number address, logo, website, etc.. as spam. So I am no longer receiving emails that have my phone numbers in my signature and removed my logo and fax number which I have removed for all future emails and I'm not receiving emails from customers if they are responding from an older email with my business phone number in the signature. As of now I don't have a business as of 95% of my business is through emails. I have emailed Yahoo they replied with how to send an email etc. I pressed other and explained my situation but have not heard from them. I don't know what else to do. Please help!

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**Ticket: # 862158 - xfinity**

**Date:** 3/14/2016 6:50:57 PM

**City/State/Zip:** Delray Beach, Florida 33484

**Company Complaining About:** Comcast

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### **Description**

Xfinity has TAKEN OVER the AT&T Uvers in this house. In the middle of a program and in the middle of my working on my computer the AT&T suddenly disappears and when trying to reconnect Xfinity show up and I cant get rid of it. It is then very difficult to get connected back to my provider. I would prefer Xfinity be put totally OUT OF BUSINESS - they are disgusting crap to deal with.

---

**Ticket: # 862188 - wifi hotspot blocking**

**Date:** 3/14/2016 7:26:46 PM

**City/State/Zip:** Plymouth, Minnesota 55441

**Company Complaining About:** Verizon

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## **Description**

I stayed at Harrah's on the Las Vegas Strip, 3475 S Las Vegas Blvd, Las Vegas, NV from March 9th thru March 13, 2016. Room 426 Mardi Gras Tower. My Mobile Hot Spot was continuously blocked and I could not get internet access. The Wi-Fi on the phone and computer worked perfectly outside the casino, but in the room it would start, then quit after a short time, and indicate a broken connection. The signal for the phone strength was very strong- not a Verizon coverage problem. And I could link to the hotspot, get a strong signal strength reading for the connection with the computer, and after a few moments, the signal would fade and I would lose the internet. The mobile hotspot indicator on the phone would gray out at that time. I repeated this daily, and at different times of the day, for all four days. Also, as a test, tried my hotspot just outside the hotel (restaurant next door) with the internet working fine with no problems.

I am convinced they are blocking the mobile hot spot.

---

[Ticket: # 862367 - Unsolicited Emails that they Won't unsubscribe me from](#)

**Date:** 3/15/2016 12:29:37 AM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17055

**Company Complaining About:** Verizon

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## **Description**

Atlanta Advertising , 160 Quarry Park Blvd, Suite 300, Calgary, Alberta T2C 3G3 will not let me unsubscribe from unsolicited emails. They require a code along with the email address. No matter how many times I enter the code, they say it is incorrect even though I can see that it is correct. I am fed up with these marketers wasting my time.

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**Ticket: # 862372 - Internet/TV/Cellphones**

**Date:** 3/15/2016 1:02:50 AM

**City/State/Zip:** Germantown, Tennessee 38183

**Company Complaining About:** AT&T

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## **Description**

I have been writing since March of 2013 and now I clearly understand why I haven't received any assistance. My network providers in the past has made sure that communications from me were redirected. They used my IP Address as a front runner for various businesses in Memphis and Olive Branch MS to conduct their day to day business. I just recently discovered that Doctors in the area have been running software off my television. DM Software should not be running off a home television. ATT U' Verse technician's have basically used my home as a port to do whatever . Cardinal Health in Olive Branch, Smith & Nephew in Memphis, Bank of America, State Farm and just to name a few have been operating their businesses from my IP Address. I listen to various companies give a website to reference and I think to myself what about the people in society that internet providers purposely redirect pages to misleading information. Could this be the reason for Employers and Doctor Offices going to only online access ? To cheat the consumers . The cellphones my husband and myself have had in the past the browser was hijacked by the City of Memphis Police Dept. I was subjected to being asked if I was five 0 when I went to certain businesses and it wasn't until Fox 13 News did a report that I realized why I was being asked that question. Someone has had unauthorized software hacking my car as well as my husband car. I purchased a new car in 2011 and has been in the shop 47 times for a oil leak and it still leaking. This complaint will probably not land with the FCC just as the others did not, but one can only hope. I will address my complaints again with the Attorney General Office here in Memphis . I have also sent a folder to the Department of Justice. In closing , how can Apple deny the FBI when I personally went to the Apple Store in Germantown TN 42 times in less than a year because the Memphis Police Dept. was hacking my iPhone. Little did I know they continued to swap my iPhone in order for them to pass it on. ATT was fully aware that my wireless was being accessed via NAT GAMING which allowed the companies to access my network and use my IP Address as a front running to run their businesses. I have taken a picture of someone watching me through my television . This is wide spread corruption in the Memphis , TN area. Technicians will use a paying customer IP Address and spread it among hundreds of other customers that pay them 60 .00 a month and bypass ATT and Xfinity. Basically they have been cloning routers fir Residential and Businesses. The hacking is not coming from China its right here in the USA. I'm a witness I have medical software running off my TV that is for medical offices. ATT ,Xfinity, Sprint , Apple have just made me out to be a joke. Repair after repair ,repair ,repair . Bank of America has been hiding behind my IP address as well. Employee thief with Debit Cards not deactivating old cards only suspending for employee use later on. Redirecting their log in pages etc

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**Ticket: # 862860 - Re: Request received: Re: Request received: ELECTRONIC HARASSMENT ELF JAMMING FREQUENCY**

**Date:** 3/15/2016 12:54:14 PM

**City/State/Zip:** Upper Marlboro, Maryland 20774

**Company Complaining About:** Verizon

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## **Description**

This is a follow-up to your previous request #808223 "Re: Request received: ELECT..."

Please send all correspondence to

(b) (6) [REDACTED]

[REDACTED]

Capitol Heights, MD 20791

If mail has been sent from the carrier to the place of residence please inform me. The woman who I left has totally compromised my investigation.  
808223

Please send all correspondence to

(b) (6) [REDACTED]

[REDACTED]

Capitol Heights MD 20791

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[Ticket: # 862965 - xfinity](#)

**Date:** 3/15/2016 1:50:59 PM

**City/State/Zip:** Delray Beach, Florida 33484

**Company Complaining About:** Comcast

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## **Description**

Xfinity has TAKEN OVER the AT&T Uvers in this house. In the middle of a program and in the middle of my working on my computer the AT&T suddenly disappears and when trying to reconnect Xfinity show up and I cant get rid of it. It is then very difficult to get connected back to my provider. I would prefer Xfinity be put totally OUT OF BUSINESS - they are disgusting crap to deal with.

---

[Ticket: # 863312 - Interference Complaint](#)

**Date:** 3/15/2016 5:29:35 PM

**City/State/Zip:** Los Angeles, California 90004

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 863074 - Spams -- i.e unwanted messages -- keep coming back](#)

**Date:** 3/15/2016 3:01:53 PM

**City/State/Zip:** Garden Grove, California 92845

**Company Complaining About:** Verizon

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## **Description**

What used to be Verizon.net now has "migrated" to AOL. E-mails are now under AOL.

But the same predicament exists for me : the same spams, although marked as spams and also deleted afterwards -- keep coming back.

---

[Ticket: # 863316 - Tablet-Privacy](#)

**Date:** 3/15/2016 5:31:06 PM

**City/State/Zip:** Red Rock, Oklahoma 74651

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 863540 - Sexual Harassment, cyberbully & civil rights violation**

**Date:** 3/15/2016 8:30:54 PM

**City/State/Zip:** Columbus, Ohio 43205

**Company Complaining About:** Wow Cable Phone And Internet

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## Description

(b) (6)

(b) (6)

Columbus Ohio, 43205

I would like to file sexual harassment charges and cyberbully charges and violation of my civil rights on a Whitehall police officer by the name of Myron. As I remember this incident started back in 2013, I meet Myron on duty as a police officer at Kroger grocery store at the entrance, he was an officer on duty doing security for Kroger grocery store on Broad Street back in 2012 to 2013. We spoke to each other and I gave him and other people at Kroger grocery store, a business card to my business and he called me and came to my beauty salon and got a haircut, then offered me to go on a date with him, I told him I don't know him like that. Also, in the conversation I found out he was married and we both enjoy the water. I told him I don't date married men, but he was still persistent. Then one day he popped up to A Touch of beauty (b) (6) telling me he reserved a cottage for me and him and he got all the water toys for us, and I refused, and he said, I spend my money for nothing. I told him I did not say I was going anywhere with you. Plus, I don't go out with married guys, there is plenty of single guys. I gathered he got mad at me because I refused his offer or surprise. Then he said he had to get back to work. My income slowed down tremendously, my phone stop ringing, and I kept seeing the sides of my TV go black. I was getting followed by police officers for no reason, also, I noticed the Whitehall police did not sit back in the lot close to A Touch of beauty for a good while. Finally I called 6 on your side Terry Sullivan came out, done a report on A Touch of beauty phone not ringing around January 2015, we filled a complaint against Time Warner cable company because that was the phone provider, then we switched to WOW and the same problem is still going on, the phone not ringing, customers keep coming to the shop asking what is wrong with the phone, the calls keep getting dropped or ring busy when no one on the phone, also, I filled a complaint to the Whitehall police Dept. and IC3.gov after I sent it off I picked up the phone dialed a number I was still getting a dial tone, then I used someone cell phone in the shop and the shop wrong busy.

I called Sgt. Randy Snider and asked him why is my TV blacking out on the sides and I am still having phone and internet problems, I thought he was going to say He don't know, Instead he said he was doing it, because I have not paid him taxes. I have been trying to contact chief of Police for Whitehall I have left over 20 messages, saying this was urgent, never got a call back, finally I call Whitehall March 14, around 3pm, got in contact with Chief assistant, I told her I was being cyberbully by Randall Snider and I filed a police report she said they received the police report the I heard them all bust out laughing in the back ground, then she said that the Chief of police would get back with me, and leave a message, I have never heard back from the Chief Of Whitehall. I have been trying to contact him for over 6 months, once I had found out I was being cyberbully by Randall Snider when He had admitted that he know what is going on with my phone, TV and internet, there is intentional white collar crime and civil right corruption. I feel Randall Snider and Myron at the Whitehall police

dept. is trying to make me lose my business, I have lost over 2 years of income from being cyberbully by Whitehall officer(s)

I have over 20 complaints from customers that there is something wrong with my phone, and it don't have anything to do with the provider, because they constantly keep coming out, then we get calls for a day or 2, then back to calls being dropped and line ringing busy when no one on the phone. I can hear them constantly listening to my phone conversation, pushing buttons and laughing in the background. I block all collect phone calls, those call come through, and I ask them how did they get through they said they don't know, they just dialed the number and it rung.

I have been getting internet bully by Randy Snider, he interfere while I am doing my homework, I took an exam Sunday march 6, I save it and submitted it, the professor said he did not receive it. I have been having number of problems when doing my homework online and my advertising with google sites and websites. Just recently one of my gmail accounts was deactivated and I can't put a password in. I did not deactivate my gmail.

When we home in bed I constantly see the TV go black on the sides and the picture shrink and the top and bottom of the TV go black. I noticed I am being watched by the police even when I am sleep. I noticed everywhere I go, people TV go black on the sides or start acting up. I am being tracked and followed everywhere I go. All my pictures in my computer constantly being tampered with and rearranged. The password constantly keep getting changed on my computer. I have changed my password and save it, still could not get back in my computer. I have replaced 2 computers, I have a brand new computer now, I am still having the same problems. My security is being tampered with also.

The Onstar in my car constantly keep going deem when they are looking in my car. There is a tracking device on my car. I seen letters being typed in my on star device, very creepy. I am not a criminal, I don't deal with people unless I am at work or school, I do relate with people in a positive and productive way only. I am not a criminal and I don't hurt people, I respect the law as a US citizen. I am trying to give back to the community and Whitehall police officer(s) is violating my rights. I am being conspicuous surveillance and man marked.

I had to get rid of my mobile cell phone, calls was getting dropped picture problems, all kind of uncomfortable activities was going on, my blue tooth, I turned it off, they turned it back on. So I disconnected both.

This is a difficult situation, because the abuser is police officer(s), that admitted they doing this to me, very disappointing and frustrating.

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**Ticket: # 863466 - Comcast refuses to communicate with us**

**Date:** 3/15/2016 7:10:36 PM

**City/State/Zip:** N. Charleston, South Carolina 29406

**Company Complaining About:** Comcast

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## **Description**

Hello, We have had issues with comcast for a while now, but this is really getting bad. We have a Business account, and we are NEVER able to get ahold of someone. The comcast activation page keeps coming up and we are a business account. Comcast will NOT fix this issue, we are not supposed to get the activation page due to us being a business account. Again, we are put on hold by their phone system and then hung up on.

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**Ticket: # 863474 - Skype/Microsoft**

**Date:** 3/15/2016 7:18:48 PM

**City/State/Zip:** Hopewell Junction, New York 12533

**Company Complaining About:** Boost Mobile

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## **Description**

My Skype account was hacked and as a result most of my contacts were approached and some unfortunately were scammed. When I realised my Skype account was hacked I attempted to get back into my account but of course could not. I then attempted to contact both Skype and Microsoft to have my account cancelled but was totally unable to contact either of them by phone or email and I consider this as totally negligent customer care and hold them liable for the damages caused by not being able to cancel my hacked account. I have details of the attempted and successful scam attempts and feel that the FCC should investigate and fine Skype/Microsoft as having been negligent.

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**Ticket: # 863479 - Privacy Invasion/Wirless Interference**

**Date:** 3/15/2016 7:23:51 PM

**City/State/Zip:** Brookhaven, Georgia 30329

**Company Complaining About:** MetroPCS

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## **Description**

I have experienced various interference and privacy issues with my email and cellphone activity. This includes text messages, going through my apps (Instagram), listening to my phone calls. Prior to the phone number i had now, this activity happened on my old AT&T iphone and phone number. So it is not unique to the phone number. I believe someone is using a spyware application and or spoofing application. I have filed a police report as of late.

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**Ticket: # 863481 - Service disruption and no same day restoration service**

**Date:** 3/15/2016 7:24:13 PM

**City/State/Zip:** Baldwin Park, California 91706

**Company Complaining About:** Verizon

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## **Description**

Within the last 4 months, there were total 4 service interruption to my home. I have TV & Internet service with Verizon and there is no other service provider in my area. Everytime I call them to report the issue, they only respond me stating no same day restoration service for residential customer.

No matter what time I report the issue (unless in the morning), their service restoration seems to be done next day and I lose whole service almost 12 hours.

As for the service, each technician who showed up told me different story and all they do is plug a cable back in to ONT box although there is a persist problem.

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**Ticket: # 863512 - civil rights, arts and entertainment, beyonce. and Jay-Z and mom's and Gladys Peters...**

**Date:** 3/15/2016 8:01:49 PM

**City/State/Zip:** Fort Myers, New Jersey 33908

**Company Complaining About:** Straight Talk

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## **Description**

East Orange, NJ constituency and from the front door ...HUD

[Organizational charts for organization connected to Dept. of Justice or HUD

and the Property mgmt. for retarded persons and

(especially concerning the private gated restraining order for with in regards to HUD domestic abuse and phycal abuse and verbal abuse with Rudy Ludanaza cornering what was openly said on the wiretap surveilled with or without? the police? law enforcement..conceding the abuse or Rudy Ludanza who pinned me down on the concern and nearly tried or nameplate to suffocate me and then i prayed and dialed my not bated phone and the officer..blond came in the infernece ( she called it) the officer here from the Baker Act) and

he got off me, and got up abruptly and looked around I heard a voice as if it were God saying, he is looking for me, he had my shoe in his hands, oh yea I screamed for self defense, and again I was wiretapped up there the officer is stating as having a MA or two masters and not enough practical experience, having said openly or personally here connected to some surveillance not seemingly policed that he was a victim of rape or sexual assault in the or his dad's home in his k-12 and it was some undocumented Indian women whose sect could be close to USHA A who was connected to some unlawful wiretap and home in Clifton? his dad was and maybe still is a officer of the law, she had oral sex with him so hard...etc. and there were other boys then males her now men who claimed the same experience dealing with that time periods they are working from prison, ffwom/ffmwoc or the lee county sheriff. and then the pastorate at the church...es are not degree or high schooled late or not at all. where is the sheriff dept> thanks.

and window dressing and wiretapping...connect with privacy and the FTC for avialbiyt and privacy interference and disruption in talking and communication making one another talk and hearing impaired overlay abuse and making fun and assuming abuse and from neighbors to neighborhood and private gated comm. here and also for missing more (private gated) phones in the home and then using the US marines wiretaps because of a lack of phones and needing one at least plug in, thank you.

(b) (6)

cc

stuck wiretaps disallowing me to continue editing thank-you Lord Jesus for the Goggle search...put in

(b) (6)

county Courts..domestic violence kit! help

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[Ticket: # 864399 - service issues](#)

**Date:** 3/16/2016 4:40:55 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15210

**Company Complaining About:** Verizon

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## **Description**

Consumer said that he is getting interference on his home equipment. He said that he is getting interference on his internet and he contacted his provider many times however it cannot be resolved. He said that he is not paying for a service so it can be interfered with. He said that he isn't sure who in his complex has the device which is causing interference but he would like to get this resolved.

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[Ticket: # 865452 - Internet Connectivity](#)

**Date:** 3/17/2016 4:08:21 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Time Warner

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## **Description**

At random intervals throughout the day, my home internet will cut out, stopping anything my wife and I are doing online in the process. I have been in contact with Time Warner Cable 3+ times since this issue started, and they still cannot resolve it, yet promise it is fixed every time.

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**Ticket: # 865242 - Mediacom Internet Connectivity****Date:** 3/17/2016 1:46:01 PM**City/State/Zip:** Nappanee, Indiana 46550**Company Complaining About:** Mediacom

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**Description**

Several neighborhood residents have called to let Mediacom know that there seems to be a area issue with our internet connectivity. They continually acknowledge there is a potential issue and send a technician to one of our locations to check out that individual's issue - saying only at that point can the technician declare there is a bigger issue and call in Mediacom maintenance. This has happened multiple times to me as well as several of our neighbors. The technician usually arrives uninformed of the overall issues, but seems to follow their protocol and we are told it will be handled. The problem obviously has continued. We are without internet connections between 5%-20% of the time - one neighbor bought connection tracking software. The problem seems to be getting worse - meaning the drop out times seem to be getting longer. I contacted again last evening and this whole frustrating process would be started again if I want to make yet another appointment to miss work and wait around to be available in my 4 hour window, for them to say that there is no issue at my location... I know what Einstein's definition of insanity is, but I think Mediacom's bet is that if we keep doing the same thing over again maybe I will go insane...I guess I am close. My issue is that while this happens the went ahead and increased my monthly charge because my yearly "contract" was up. I have to call and ask to get the same rate etc... Probably bad timing as far as they are concerned, but made me wonder and now contact you - I am not getting the service that has been promised 1) Unreliable 2) Speeds hardly ever what they claim (I pay more for higher speed) 3) Drops while I am trying to work. Why should I have to pay for a service that is not living up to it end. I am sure if I do not pay my monthly invoice they will not have to send a tech out to see what is going on - they will flat out shut me off. Basically I am paying for a service not rendered, and Mediacom as a company is doing its best to not hear any of our legitimate complaints. PLEASE HELP

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[Ticket: # 865486 - Hijacking Browser Request](#)

**Date:** 3/17/2016 4:30:41 PM

**City/State/Zip:** Ladson, South Carolina 29456

**Company Complaining About:** Wide Open West

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## **Description**

ISP is hijacking browser requests and injecting code.

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**Ticket: # 865871 - Persistent internet server issues & Cell Phone \_Verizon Wireless issues**

**Date:** 3/18/2016 2:36:15 AM

**City/State/Zip:** Thornton, Colorado 80233

**Company Complaining About:** Comcast

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## **Description**

Comcast is my internet service provider. I have had persistent server issues while working online: pages don't load, pages time-out without fully loading, speed is slow, internet connection issues. For first several months I had internet/cable services, I was unable to do basic things like search the internet, banking, bill-paying, my children have been unable to consistently do school research on line, or benefit from an enhanced learning online tools they school offers and are falling behind. When I call Comcast, it seems like I am talking to the same person, over and over again, but nothing gets resolved. There is constant interference while working online in bill payment, banking, educational and it is having a significant impact on my ability to do work online, communicate and take care of my family and give my children access to additional educational opportunities. I have incur late fees, had my children's insurance at work cancelled because the files I tried to upload would not upload, emails sent to a know contacts are returned routinely. I am beginning to feel that my internet connections are not secure even though I have always had up-to-date antivirus software. These issues seem more expansive that just a simple "server" issue. At times, I get emails sent to me that don't show up in my mail box for a prolong period of time, affecting my ability to get timely communications and respond to them in a timely manner. Please assist as these internet issues have occurred with my old internet provider Time Warner Cable and now with Comcast/Xfinity. I noticed that my computer is being access from other locations other than at my house. I am not sure why. Additionally, I also have similar communications issue with my cell phone with Verizon Wireless with interference, necessary voice and text messages delayed for days, google maps issues, etc.

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**Ticket: # 865936 - Interference to Wireless ISP by Unauthorized Operations**

**Date:** 3/18/2016 9:31:28 AM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Winchester Wireless

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**Description**

See attached.

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**Ticket: # 866290 - Comcast charging for 75 mbps but providing 2 mbps**

**Date:** 3/18/2016 12:05:56 PM

**City/State/Zip:** Pompano Beach, Florida 33064

**Company Complaining About:** Comcast

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## **Description**

I have spent 7 hours on the phone with comcast (4 hours on 3/16/2016 and 3 hours+ on 3/17/2016). I hold my CompTIA Network+ certification. I have tested all of my equipment and the issue is not on my side. Comcast continually told me it was my equipment. I swapped out the entire network and when I still receive 2-4 mbps Comcast hung up on me. I was hung up on multiple times by Comcast reps in Singapore, Columbia, Washington, Maine, and no one could resolve my issue. I had 40-50 mbps on 3/16 and then it dropped to 2-4 mbps. After working with Comcast twice I lost my internet connection entirely and they simply hung up on me. The issue was never escalated to anyone only "tech support" and "device activation" even though my modem was activated and working, just working at 2-4 mbps. I went to the xfinity store and waited an hour. They said all they could do is send someone to my home 2 days later within a 2 hour window and it will cost \$95. I work and go to school online and can barely load webpages. Our connection keeps dropping and constantly getting "no internet connection" messages.

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[Ticket: # 866320 - Hotel Internet Hotspot Blocking](#)

**Date:** 3/18/2016 12:18:05 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** Hilton

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## Description

I attended a conference recently and I felt like my cell phone and internet were blocked. Obviously, I cannot be sure. But I think they were. Here is the hotel. Hilton Houston Westchase

(b) (6) [REDACTED] Houston, Texas, 77042-3802, USA

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**Ticket: # 866435 - In app purchases**

**Date:** 3/18/2016 12:51:05 PM

**City/State/Zip:** Omaha, Nebraska 68164

**Company Complaining About:** Sprint

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## **Description**

The mobile game "summoners war:sky arena" free game on Google Play and apple platforms developed by com2us pushes users to make in app purchases which buys stones. The stones are then used in the game item shop to buy summon packs. The summon packs give 11 pulls (like a slot machine in Vegas) to summon a "random" monster graded 3 to 5. The payer most often loses by drawing all 3s. This is gambling. It takes cash to buy stones to buy packs to gamble with. Most players and payers are kids. I'd ask you to file a suit in federal court seeking a n injunction on Google and apple to cease and desist in app purchases until they can be federally regulated!

None of your fields beyond this window fit my complaint so sprint being my carrier has nothing to do with Google or apple markets. You need to update or point me to a different government agency to whistle-blower too.

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**Ticket: # 866685 - SKYPE / MICROSOFT to end support for SMART TVs (SAMSUNG, LG, etc)**

**Date:** 3/18/2016 2:14:31 PM

**City/State/Zip:** Bethlehem, Pennsylvania 18017

**Company Complaining About:** Service Electric

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## **Description**

I purchased 3 Smart TV's with built in video cameras in the past two years for my elderly parents who live in a nursing home and myself from SAMSUNG and BEST BUY that advertised SKYPE capabilities for video conferencing. I have now been advised that SKYPE / MICROSOFT and SAMSUNG will no longer support the application after June 2nd and that the APP it will be removed from our sets by SAMSUNG. No alternative was given. I know that a number of families communicate with their loved ones through this method across the country. There does not seem to be an alternative method provided by SAMSUNG or SKYPE/MICROSOFT and no real feedback provided. It just says on the Skype website that they are focusing on Mobile devices. I feel I was totally sold a false bill of goods by both companies and their customer service is unresponsive. Please help. My parents love seeing their children and grandchildren through this technology. To be abandoned by both SKYPE/MICROSOFT and SAMSUNG seems like a bait and switch and frankly cruel practice. Again, please help. Thank you.

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[Ticket: # 866896 - internet service](#)

**Date:** 3/18/2016 3:30:18 PM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

Internet service always down. Techs have been here over a dozen times. Nothing ever helps

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**Ticket: # 867324 - DeAuth packets on wireless network since Feb 29th, 2016**

**Date:** 3/18/2016 6:19:56 PM

**City/State/Zip:** San Francisco, California 94102

**Company Complaining About:** Don't Know

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## **Description**

Our office at (b) (6) in San Francisco since Feb 29th 2016 has been getting constant deauth jams on several of our access points. We have asked the property managers contact all the tenants but have had no luck.

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**Ticket: # 867662 - Slow Speed - Billing - Tech Service**

**Date:** 3/18/2016 11:04:54 PM

**City/State/Zip:** Fayetteville, Georgia 30215

**Company Complaining About:** Comcast

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**Description**

Internet service has been unavailable or extremely unstable for the last month. Diagnosed problem multiple times with technical support. Drove to a Comcast service center to have the modem replaced. Issue not resolved. Modem diagnostics show a very unstable connection with service. Technician is sent but does not show up for scheduled appointment. Provided technical support to reach us ALTERNATE PHONE because the phone service is tied in with the modem.

There was supposed to be a \$40 credit to prior month's bill. Only \$20 credit applied + was billed \$20 on the issue that the courtesy credits were given for. It was a wash.

Bandwidth usage issue still persists even though the service hasn't been used for the month of March. Relied on cellphone service for basic internet. Comcast internet will not sustain a connection for long enough to stream, download, or even browse most web pages. Equipment has not worked.

Do not need HBO or any courtesy subscriptions turned into payments. Need to return unused equipment.

Issue with bundle pricing + equipment cost. EXPENSIVE. ESPECIALLY GIVEN TIME AND PERSISTENT ISSUES THAT CONTINUE TO GO UNRESOLVED.

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**Ticket: # 867714 - COX + Zenimax + Activision + Copyright Office + many others are spying on my torrent downloads without a prepaid permit**

**Date:** 3/19/2016 1:33:29 AM

**City/State/Zip:** Phoenix, Arizona 85012

**Company Complaining About:** Cox

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## **Description**

Zenimax + Activision + COX + others love to screw around using DMCA scams on my private internet connection. They didn't notice that DMCA is illegal in my bedroom plus they also need to have a 600 trillion dollars prepaid permit paid directly to me before they are allowed to say "DMCA" in my bedroom or on my internet connection or in my private territory.

Make sure they pay damages calculated per second for every single second of interference that was not authorized by me.

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**Ticket: # 867866 - Internet**

**Date:** 3/19/2016 10:36:29 AM

**City/State/Zip:** West Monroe, Louisiana 71291

**Company Complaining About:** Comcast

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## **Description**

My policy states that I am to have 75 mbps download and 10 mbps upload speed.

Rarely do I even reach these levels. I called multiple times, 7 times to be exact and was sent through the troubleshoot process rendering me 30 minutes offline every time. I was then told that I simply "wont get those speeds because that is a maximum speed". REALLY? I pay for this policy to have it not in hopes of having it.

I had a tech scheduled last week with a no show to have her come out a day later which was during our church hours but this was the only time they would come. I missed my service to have a tech tell me why I won't get the speeds I desire. I do not understand why I pay for this policy if I am to never get what I pay for.

Oh and to top it all off they hit me with an extra \$100 charge along with upping my monthly billing by \$10 because I didn't "finish out my policy online".

I had preached to people for many years that xfinity/comcast was the best service I had ever had. That as soon as I was in an area that would provide me this service I would drop AT&T despite the good service I got from Uverse.

If I don't have these issues resolved I will have no option but to resume my policy with AT&T.

**UPDATE:**

Just now able to submit this because internet remained cranky.

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**Ticket: # 868100 - Very poor Comcast Service in Albuquerque, NM**

**Date:** 3/19/2016 2:16:46 PM

**City/State/Zip:** Albuquerque, New Mexico 87108

**Company Complaining About:** Comcast

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## **Description**

I am a student at the University of New Mexico, living with three other students. We decided to subscribe to the best available speed from Comcast as we anticipated four people using it simultaneously for studying. Our service was fine in the first few months, but since about October it has been extremely poor. The speed is usually not the problem, but the Wifi does not work at all about 50-75% of the day. This is absolutely ridiculous and I can't tell you how many online quizzes or tests my roommates and I have missed or failed due to the wifi failing in the middle of them. It's gotten to the point that I have to leave my house and find Wifi elsewhere if I'm doing anything more serious than just email or web browsing. I can't remember the last time I had an hour of uninterrupted internet service. I've called and left about three messages for Comcast with no response whatsoever. The fact that they would treat any customers like this and be okay with providing this poor of quality is just shocking, especially students in my opinion. Comcast should be paying me at this point for how bad the service is.

FYI the account is under my roommate's name, (b) [REDACTED]

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**Ticket: # 868447 - Not receiving what I'm paying for**

**Date:** 3/19/2016 8:16:16 PM

**City/State/Zip:** Brownstown, Indiana 47220

**Company Complaining About:** Comcast

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## **Description**

On or about February 14, 2016, I moved into a new residence bringing my Comcast service with me. I was told a technician would come on 2/16/2016 to install the new X1 system. All this happened, but since then I have had constant problems.

My internet service either disconnects or does not deliver the speed (150 Mbps) I'm paying for. I have made multiple calls, and they even sent a technician out to make a repair. The technician told me all the lines in my area are being replaced, and this is why the horrible service. The representatives online have done everything from promising me credits to my account to telling me there really is no problem.

In the meantime, I was hit with a bill of about \$634, which included my final bill from my previous residence, installation fees, plus a bill for my current residence. I'm not sure how they came to that total, but it was so confusing I couldn't even argue. Despite being promised credits for the lack of service, I was only credited about \$17, and only given until 3/28/2016 to pay that outrageous amount. I make my living tutoring online, writing, and editing. My son is trying to build a livestream for himself so he can make a living, too. Just on 3/19/2016, Comcast's horrible service for which I pay horrible amounts cost me \$60 worth of lost tutoring time. I was actually disconnect 3 times from one client who eventually never returned to our chat. At this rate, I will lose my contract with the tutoring service and won't even have a job with which to pay that huge bill.

I'm sick to death of this service I pay for but do not receive. In my area, there really is no other choice than Comcast for internet service. They hold us hostage here. We can complain, but to no avail. A call to their help center is painstakingly difficult with less than helpful representatives, some of whom are curt and rude. I am over giving my money to predators. Done. I feel violated. I feel as though I am paying for a service I either do not receive at all, or only partly receive. For all their promises, most are not delivered. I've even had them cancel sending out a tech without notice. He just didn't show. I'm told the entire area is having this same issue, but no one else I've talked with who lives close to me has had this problem. I feel like there is a problem they are either denying or unaware of. I really cannot afford to continue being ripped off. My livelihood is on the line. What's worse, I'm sure if they do it to me, they do it to others.

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[Ticket: # 868518 - blocked mac address](#)

**Date:** 3/19/2016 10:42:51 PM

**City/State/Zip:** Tampa, Florida 33635

**Company Complaining About:** Bay Bayou Rv Resort

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## **Description**

Is it legal for the owner of an RV park to disable the MAC address of its guest's wireless devices, for e.g. leaving them unable to use their wireless printers?

The owner is also threatening to block guest's personal hot spot usage.

THIS IS NOT A COMPLAINT, yet. I just need to know if it's legal for them to do this-block MAC addresses. I'm hoping we can take care of this on our own by informing them with accurate information. That's why I'm writing you...for the accurate information. Thank you!

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[Ticket: # 868582 - Blocked from applying for a job.](#)

**Date:** 3/20/2016 3:17:15 AM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Verizon Wireless

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## **Description**

I found this job on indeed .com. I pressed apply and after entering all my information and background information, then last submit button would not go through due to red astericks in the wrong places, i took photos to show you how someone is spying on my ipad.

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**Ticket: # 868600 - AT&T Gross Negligence**

**Date:** 3/20/2016 6:21:28 AM

**City/State/Zip:** Sunnyvale, California 94086

**Company Complaining About:** AT&T

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### **Description**

Called to request termination of service for 04/09/2016 and they, negligently, terminated it at end of phone call today (03/19/2016). I have prepaid for the service PAST the requested termination date in April. ATT REFUSES to turn service back on unless I submit to credit report. UNETHICAL. Their negligence, service is already paid, they need to cure their breach immediately. I am a remote contractor and am losing income from the inability to access the internet.

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**Ticket: # 868620 - SOUND FROM SOME SURFING EVENT UNWANTED**

**Date:** 3/20/2016 8:35:53 AM

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

**Company Complaining About:** Freedom Pop (using Sprint 'hotspot')

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**Description**

A FEW DAYS AGO, UNWANTED SOUND WAS COMING FROM MY APPLE MACBOOK COMPUTER.

THIS SOUND FROM SOME SAMSUNG SPONSORED SURFING EVENT WAS HEARD REGARDLESS OF WHETHER MY COMPUTER WAS CONNECTED TO INTERNET .

THIS SOUND WAS LOUDLY HEARD SOMETIMES-- EVEN WHEN MY COMPUTER WAS IN SLEEP MODE. PLEASE INVESTIGATE HOW THIS IS HAPPENING, HOW MANY OTHER COMPLAINTS YOU HAVE GOT RE THIS GRIPE, AND WHAT I SHOULD DO RE THIS.

CORDIALLY,

(b) (6)

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[Ticket: # 868671 - WIFI Blocking](#)

**Date:** 3/20/2016 11:08:59 AM

**City/State/Zip:** Downers Grove, Illinois 60516

**Company Complaining About:** Grand Sheraton Hotel Chicago II

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## **Description**

Myself and several other people are having issues using our wireless hotspots in the main ballroom. When using a cellphone to deploy a wifi hotspot network we get no internet access from the hotspot even though we can access the internet on our phones. If we go to a wired tether between our phone and computer we have no problems at all. They charge for to have a WIFI network in the ballrooms and they block the free internet thats available in the lobby and guest room floors from being able to reach the ballroom.

---

[Ticket: # 868681 - HBO Now app](#)

**Date:** 3/20/2016 12:00:35 PM

**City/State/Zip:** Greensboro, North Carolina 27410

**Company Complaining About:** Sprint

---

## **Description**

HBO has launched a subscription service in the Google app store. After purchasing, I and others are not able to access the content. After many logins, HBO freezes the subscriber's access though they charged \$15 to the subscriber's card.

---

[Ticket: # 869064 - Blocked from accessing internet by Expedia ads for hours](#)

**Date:** 3/20/2016 11:25:23 PM

**City/State/Zip:** San Francisco, California 94117

**Company Complaining About:** Comcast

---

## **Description**

For several HOURS today (March 20, 1016) I was blocked from accessing the internet (including email of course) by pop-up ads from Expedia. The ads made it impossible for me to get on-line at all. I would be delighted to join in a suit against this public-gouging, manipulative corporation. I want them to fail at their attempts to victimize the public.

---

[Ticket: # 869638 - signal jammer](#)

**Date:** 3/21/2016 12:41:28 PM

**City/State/Zip:** Newmarket, Alabama 35761

**Company Complaining About:** Mediacom

---

## **Description**

something is jamming my signal to router and phone

---

[Ticket: # 869913 - Spam From UC-Irvine Law School Admissions](#)

**Date:** 3/21/2016 2:11:50 PM

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

**Company Complaining About:** Comcast

---

### **Description**

UCI has continually sent me spam regarding their admissions process following my general opt-in to such messages when taking the LSATs five years ago. They offer no unsubscribe option.

---

[Ticket: # 879594 - Internet](#)

**Date:** 3/26/2016 9:10:46 PM

**City/State/Zip:** Chicago, Illinois 60652

**Company Complaining About:** AT&T

---

### **Description**

I have problems with Internet for several months, I called last year about too many cords and bad service now I have 12 cords and I still have horrible service. Please help me.

---

[Ticket: # 870328 - Signal jamming](#)

**Date:** 3/21/2016 4:18:48 PM

**City/State/Zip:** New Market, Alabama 35761

**Company Complaining About:** Mediacom

---

### **Description**

My phone and Internet is being jammed you hi you guys sent me an e-mail and it got deleted accidentally can you resend it please. Thank you have a great day

---

**Ticket: # 870482 - fraud/extorsion**

**Date:** 3/21/2016 4:52:08 PM

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

**Company Complaining About:** Comcast

---

### **Description**

received on my computer a message saying my PC was infected by malware and not to buy anything on line until fixed. the web site to call was hostingsearchnow.org and domainsearchnow.org phone number of 844-438-9402. checked the number on 411.com. all responses indicated it was a scam.

---

**Ticket: # 870539 - Health concerns**

**Date:** 3/21/2016 5:08:41 PM

**City/State/Zip:** Dayton, Tennessee 37321

**Company Complaining About:** AT&T

---

## **Description**

It started a year ago and caused a loud ringing on both ears. Caused irritation in one ear and it caused a lot of pain in that ear. It's been going on now for over a year. It's coming from outside the house I go outside and still hear it close to the house even sometimes walking out to the road. When I go into Dayton the noise is not there. When I come in the noise is here it's not coming from the house tv, radio or stuff like that I've had those for years and they've never done that. This was sudden onsite. Damaged my ear in high frequency wen to Dr. and recommendation to get two hearing aids. The noise if I sit in one spot for long period of time it seems to quiet down when I move around in the room seems to get louder. CTR98-phone

---

**Ticket: # 871111 - Long Outage without Notice**

**Date:** 3/21/2016 10:57:46 PM

**City/State/Zip:** York, South Carolina 29745

**Company Complaining About:** AT&T

---

## **Description**

Thinking there was something wrong with my ATT DSL I called technical support. After going through all the automated prompts I finally spoke to someone . Had me on the another several minutes running test and having me doing things, to be told that there was an outage in the area. The outage would be for at least 2 days. I questioned as to why there was no notice and an answer could not be provided. Gave me billing department number to call and get a credit. It won't be enough credit for the amount of money and time lost. This would go for all others in the area.

---

[Ticket: # 871181 - Potential cellphone jammer at Sheraton.](#)

**Date:** 3/22/2016 1:10:15 AM

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

**Company Complaining About:** AT&T

---

## **Description**

I am staying on the top (26th) floor of the Sheraton hotel on Pike and 6th in Seattle, and I barely have a bar of service. I get a very weak signal throughout (-98dB per the field test app) the building and even placing my iPhone 6 Plus against the window, my signal does not increase. When I am at street level, my signal strength is fine, but only when I take a few steps outside of the building.

---

[Ticket: # 871718 - Follow up to 672938 & 540225](#)

**Date:** 3/22/2016 12:19:29 PM

**City/State/Zip:** Greenwood, Mississippi 38930-3604

**Company Complaining About:** AT&T

---

## **Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 876221 - Complaint #2\\_Hughesnet](#)

**Date:** 3/24/2016 2:16:36 PM

**City/State/Zip:** Forest, Virginia 24551

**Company Complaining About:** Hughes Net

---

## **Description**

I have a previous complaint with a ticket no. 856381 against Hughesnet. I was informed by your organization that I would be contacted within 7-10 business days from March 11 2016 via postal mail regarding this case by the provider, which I have not. I would like for these complaints to be sent via postal mail due to the sensitivity of the actions that I may have to take.

---

**Ticket: # 872356 - interference of service**

**Date:** 3/22/2016 3:26:58 PM

**City/State/Zip:** Kent, Washington 98030

**Company Complaining About:** Comcast

---

### **Description**

Comcast disrupted my workday today by inadvertently disconnecting my internet services. I work remotely and heavily depend on the internet to get my work done. This is a loss of productivity that can cause my company hundred thousand dollars by not addressing urgent issues in our field. Comcast is so unreliable but there are only a few choices of service providers.

---

**Ticket: # 872781 - INTERNET GOES IN & OUT**

**Date:** 3/22/2016 5:38:20 PM

**City/State/Zip:** Tylerton, Maryland 21866

**Company Complaining About:** Verizon

---

### **Description**

THE INTERNET IS OFF MORE THAN ON AND THEY STILL CHARGE 45 dollars a month. This issue has been going on for weeks, they're over loading their system because they don't want to properly fix the issue. I use this internet for my living, I'm a waterman & I check several different weather services before I go out each day. Plus other things. They have no plans on fixing something that is broke, they just bandaid it by putting us on an already overloaded system.

---

[Ticket: # 873182 - Internet high-jack scam](#)

**Date:** 3/22/2016 8:35:12 PM

**City/State/Zip:** Raymondville, Texas 78580

**Company Complaining About:** Under The Name Of Microsoft But Was Not

---

## **Description**

I received a pop up message saying it was from Microsoft and that there is suspicious activity from my ip to call them immediately .I called and was told to go to my key systems, which this person lead me to command prompt.He then showed me that my computer security system was not on.He circled my information with a red courser marker on his computer.This meant he had access to my computer.I ask him to get out of my computer system , he went on to a password logon and logged me out of my computer, saying that it would cost 232.00 dollars to fix this issue.I then hung up realizing my computer now was damaged.The number i called was 1-877-275-2965

---

[Ticket: # 873297 - neighbor's WiFi heavily amplified](#)

**Date:** 3/22/2016 9:39:36 PM

**City/State/Zip:** San Luis Obispo, California 93401

**Company Complaining About:** Ubee Interactive

---

## **Description**

Our neighbor's WiFi signal is over twice as strong as my EIRP...

(generally greater than -25dbm)

I am measuring my signal strength from about a foot from the antenna and measuring theirs from the center of my home. Also, we can walk multiple blocks in any direction and still receive signal from their device.

The SSID in question is DDW365.87EA1D-2.4G

---

[Ticket: # 873320 - Harrassing Spammer](#)

**Date:** 3/22/2016 9:53:08 PM

**City/State/Zip:** New, New York 10038

**Company Complaining About:** Verizon

---

## **Description**

Email doesn't contain required unsubscribe details and when requested to be removed, person instead emailed me to ask me who my supplier is because he wants to sell me something.

---

**Ticket: # 873436 - Re: Request received: harass customer**

**Date:** 3/23/2016 12:25:06 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19104

**Company Complaining About:** Verizon Wireless

---

## **Description**

This is a follow-up to your previous request #812622 "harass customer"

Error 404--Not Found

From RFC 2068 Hypertext Transfer Protocol -- HTTP/1.1:

10.4.5 404 Not Found

The server has not found anything matching the Request-URI. No indication is given of whether the condition i

I am not able to access movie instead I'm getting the message above.

---

[Ticket: # 882595 - Philadelphia flyers event center emails](#)

**Date:** 3/29/2016 11:22:47 AM

**City/State/Zip:** Westminster, Colorado 80234

**Company Complaining About:** Philadelphia Flyers

---

## **Description**

Unsubscribe does not unsubscribe. I attempted to email them directly to stop the spam. It continues.

emails originate from here:

updates@events.comcast-spectacor.com

---

**Ticket: # 873908 - Blocked Sites**

**Date:** 3/23/2016 11:59:55 AM

**City/State/Zip:** Keller, Texas 76137

**Company Complaining About:** Fossil Ridfge

---

### **Description**

Aye yo my games r blocked and i get bored w/o them can you help pls. im fr fr crying rn i just wanna play sum cool math games nothing innapropriate about tht home skillet. maybe i wanna play some andkon arcade theres nothing sexual about that homey i wanna listen to soundcloud i like my music it helps me not die on the inside while i do school work and i cant use my phone battery cuz me and my homies r texting all the time.

PLS HELP

(b) (6), Senior at Fossil Ridge High School, Keller, TX

---

**Ticket: # 874771 - Directv intentionally interfering with my programming via add sales**

**Date:** 3/23/2016 4:46:22 PM

**City/State/Zip:** Ithica, Nebraska 68033

---

### **Description**

they sell adds to H & H chevrolet and it locks up my directv reciever so i loose all control and programming. it happens on all channels all programming they insert local adds into. they have been notified and the SOB's do nothing about it. it's discrimination and fraud.

---

**Ticket: # 874244 - Re: [FCC Complaints] Re: AT&T are unethical and comitting fraud!**

**Date:** 3/23/2016 1:51:54 PM

**City/State/Zip:** Greenwood, Mississippi 38930-3604

**Company Complaining About:** AT&T

---

## **Description**

This is a follow-up to your previous request #672938 "AT&T are unethical and comi..."

You are encouraging me to contact at&t directly to solve my problem. Contacting them IS THE PROBLEM! I can not get a list of officers and addresses! They hide behind low level clerks in "Customer Services". The clerks are only given the power to refuse any concessions!!!!

SEND ME THE LIST OF OFFICERS AND ADDRESSES OF AT&T.

---

**Ticket: # 874362 - attempting to force upgrade to a more expensive account**

**Date:** 3/23/2016 2:35:11 PM

**City/State/Zip:** Aurora, Colorado 80014

**Company Complaining About:** Hostmonster.com

---

## **Description**

Hostmonster.com is running their mod\_security rules for shared hosting customers running WordPress sites in such a way that the mod\_security interferes with bulletproofsecurity wordpress security plugin. Their response is you can upgrade to a VPS account and run your own security rules. This is fraudulent because why would someone pay more money to do the server work the web host should be doing.

---

[Ticket: # 874412 - horrible & intermittant internet connection](#)

**Date:** 3/23/2016 2:49:02 PM

**City/State/Zip:** Springboro, Ohio 45066

**Company Complaining About:** Time Warner

---

## **Description**

I pay Time Warner cable >\$70 a month for a high-speed internet connection.

Despite re-booting my modem multiple times, I experience frequent outages that last for >10 seconds in many cases. I have a VOIP phone connection in my home office, and these outages make it impossible for me to carry on a discussion and do business.

I've complained to TWC on multiple occasions and they tell me that there is nothing they can do.

---

**Ticket: # 874515 - Frontier Communications/Internet**

**Date:** 3/23/2016 3:20:24 PM

**City/State/Zip:** Georgetown, South Carolina 29442

**Company Complaining About:** Frontier Communications

---

## **Description**

Dear Sir or Madam:

I am contacting you about the following:

First Google constantly becomes locked out of use along with other internet search capabilities. If you try to exit out of the Frontier Communications portal that opens automatically and use the internet as one normally would, an internet error page appears and says a connection cannot be made. Then, a suspicious web address automatically appears in a new tab, [www.gstatic.com/generate\\_204](http://www.gstatic.com/generate_204). Next, a Frontier Communications Portal follows and asks for my Account Number and my Pin Number.

Beneath that request it says, "If you want to browse without completing this form, click here." When clicking on the bottom tab where it says "click here" another page says that will have anywhere from 7, 8, or sometimes 12 hours before the process repeats and that I have until Friday March 25, 2016 to complete what Frontier Communications is requesting via the suspicious portal.

I contacted Frontier Communications March 14, 2016 to report the suspicious action that had hijacked my internet service and that suspicious web address appears along with a suspicious looking Frontier Communications portal followed by another suspicious Frontier Communications page. I spoke to the First Frontier Communications Employee in Customer Relations, David he said, "It's for Modem Security and it's happening to everyone. It was the only way to get everyone's attention." I asked why it isn't on the Official Frontier Communications Website and why wasn't there a public announcement or an Official Press Release for my area? Then David said, "I can get a supervisor on the line and do a conference call." Then a second employee for Frontier Communications' Chris, Frontier Supervisor said, "The portal automatically pops up because it's for service enhancement features. Well, I'm not exactly sure what it's for I'll have Tom explain it." Then the third employee who identified himself as, Tom Novy, Frontier Communications' Security said, "We need the MAC Number underneath your modem in-order-to apply an I.D. Number in the modem instead of having to use Email Address for identification in the future." At this point I'm not sure what they're attempting to do because I did not get a straight answer. Besides they already have the information they claim to be demanding. It still doesn't make sense that I was told by each of the three men that come Friday if I didn't give my account number and pin via the method above I will not have any internet service. I am a home school educator and we rely on being able to use the internet.

I don't know if this relates to internet speed and an issue that involved West Virginia found in the attachments below.

I hope that you will stop the internet hacking and cyber bullying practice that Frontier has plagued us with for the past two weeks. I look forward to hearing from you. Thank you.

Sincerely,

(b) (6)

---

**Ticket: # 874628 - Frontier Communications-Internet**

**Date:** 3/23/2016 4:00:13 PM

**City/State/Zip:** Georgetown, South Carolina 29442

**Company Complaining About:** Frontier Communications

---

## **Description**

Dear Sir or Madam:

I am contacting you about the following:

First Google constantly becomes locked out of use along with other internet search capabilities.

If you try to exit out of the Frontier Communications portal and use the internet as one normally would, an internet error page appears and says a connection cannot be made.

Then, a suspicious web address automatically appears in a new tab, [www.gstatic.com/generate\\_204](http://www.gstatic.com/generate_204).

Next, a Frontier Communications Portal follows and asks for my Account Number and my Pin Number.

Beneath that request it says, "If you want to browse without completing this form, click here." When clicking on the bottom tab where it says "click here" another page says that will have anywhere from 7, 8, or sometimes 12 hours before the process repeats and that I have until Friday March 25, 2016 to complete what Frontier Communications is requesting via the suspicious portal.

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I don't know if this relates to internet speed and an issue that involved West Virginia found in the attachments below.

I hope that you will stop the internet hacking and cyber bullying practice that Frontier has plagued us with for the past two weeks. I look forward to hearing from you. Thank you.

Sincerely,

(b) (6)

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[Ticket: # 874898 - email](#)

**Date:** 3/23/2016 5:25:39 PM

**City/State/Zip:** Lubbock, Texas 79411

**Company Complaining About:** Sudden Link

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## **Description**

Barracuda networks constantly blocks emails from our company. We are a legit business and have been since 1944. We have registered with emailreg.org like they suggest and they still block us. To me they are practically demanding we subscribe to their service then this will stop.

---

**Ticket: # 874920 - Wireless**

**Date:** 3/23/2016 5:36:41 PM

**City/State/Zip:** South Gate, California 90280

**Company Complaining About:** AT&T

---

## **Description**

I live in South Gate ca, in the line of the flight Path for Arrivals into LAX. Every time a plane flies over it knocks out all of the wifi, it is measurable and costiant and has always done this The airlines say no this isnt not true...but just come on down and you will see that the entire area loses or has diminished wifi and diminished cell service every time a plane passes.

---

**Ticket: # 875019 - Internet Service****Date:** 3/23/2016 6:20:09 PM**City/State/Zip:** Fairmont, Nebraska 68354**Company Complaining About:** Zito Media

---

**Description**

It appears that my current internet service provider is restricting my access to some Democratic Political Organizations and News Groups. About 2-1/2 to 3 years ago I changed my internet provider. Prior to that change I was a member of a number of primarily Democratic Organizations such as "Moveon.org" (as one example). I did forward my new email address to my contacts. After some time with the new provider I noticed that I wasn't receiving my newsletters and emails from some groups as I had in the past. (?) Over the past couple years I have Attempted to "rejoin" these groups through my new i.s.p. I've done this numerous times and have not ever received a response from any of the "leftist" groups. Finally, as an experiment, I went through my JUNK email address at Yahoo. From there I have been able to once again gain access and receive newsletters from these "left-leaning" political organizations.

---

**Ticket: # 875043 - FRN 00 00 73368 Claiming REPORT**

**Date:** 3/23/2016 6:35:17 PM

**City/State/Zip:** Kissimmee, Florida 34758

**Company Complaining About:** AT&T

---

## **Description**

\_Base and knowledges of the claimed  
FRN 00-00-73368 registered at the  
Federal Communication Commission from  
31March2006 by the user (b) (6)  
with the address: "(b) (6)" and,  
with the updates: "(b) (6)",  
(b) (6) " in the same  
profile. I apologize my credit  
repairs from a identity theft11 by the  
Insurdaerrorism666.  
Thanks.

[HIGH: CREATIVE COMMONS=ATTRIBUTIONS!=  
NON COMMERCIAL].

©F.C.C. co/ (b) (6), trade  
profile identity; Mar.23/2016; all rights  
reserved.

[Privacy Policy6251212], [Warning DC VAP].

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**Ticket: # 875193 - Internet Interference and Lies**

**Date:** 3/23/2016 8:34:39 PM

**City/State/Zip:** Jacksonville, Florida 32277

**Company Complaining About:** Comcast

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## **Description**

Comcast has sent out multiple contractors to solve problems with slow and dropped internet. Only the last noticed the interference and that a box that was supposed to be installed wasn't. This individual then said a lineman would be out later that day and only much later did we learn he lied and that Comcast contractors often lie about when linemen come out. Additionally the contractor left the back gate open allowing my dog to run away. And, what is especially odd about this 'interference' is that Netflix works fine but other, more basic, services fail.

---

[Ticket: # 875225 - Email account deletion](#)

**Date:** 3/23/2016 8:57:43 PM

**City/State/Zip:** Annapolis, Maryland 21409

**Company Complaining About:** Centurylink

---

## **Description**

About 1 month ago Comcast deleted my entire email account. I lost 10 years of important emails that I need for work and personal matters. I did not initiate any action to cause Comcast to do delete my account and am up to date on all billing with them. I have spoken to their tech people several times and they have not been willing or able to restore my lost emails. My email address is working again, but my entire history of emails was deleted without my consent and without any action from me.

---

[Ticket: # 875361 - Hulu bypasses the volume control with some ads.](#)

**Date:** 3/23/2016 11:53:23 PM

**City/State/Zip:** Greenville, North Carolina 27834

**Company Complaining About:** Sudden Link

---

## **Description**

They now have ads that bypass the volume control on the video player. Instead of using the player volume control, you now have to use the computer volume control which is not usually as convenient. I have folks in proximity that I prefer to not bother with my watching of video, so I use the player volume control to keep the video/film volume relatively even, and also with commercials. This is for paid Hulu service with ads. Now, intermittently and regardless of browser, various commercials at random will have the volume control on the player bypassed. This causes quite a disturbance. The internet provider is NOT the issue. The issue resides with Hulu.

---

[Ticket: # 875379 - Ticketmaster](#)

**Date:** 3/24/2016 12:54:16 AM

**City/State/Zip:** Austin, Texas 78741

**Company Complaining About:** Ticketmaster

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## **Description**

I have attempted to unsubscribe from emails from ticketmaster over a period of 3 months. When emails come, I click the unsubscribe link and am directed to their site where I check a box to be unsubscribed from all emails yet they still keep coming. I would like to file a complaint to ask that the emails stop coming.

---

**Ticket: # 875430 - Skype/Microsoft**

**Date:** 3/24/2016 5:54:22 AM

**City/State/Zip:** Hopewell Junction, New York 12533

**Company Complaining About:** Skype

---

## **Description**

Reference to ticket number 863474. I have twice followed up this complaint following the service on Boost without any reply or acknowledgement. My complaint refers to Skype, whereby my account was hacked and having realised this I wished to cancel it but was unable to do so as neither the Skype website nor the Microsoft website had any facility to contact customer service. My old account is in the hands of a third party who is approaching all of my contact list in an effort to extort money and have succeeded on more than one occasion. I believe it is against the public interest that there is no facility to effectively get the account removed and is an abuse of the internet. This has nothing at all to do with the internet provider. DO NOT use the phone number below as I am abroad use (b) (6)

██████████

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[Ticket: # 875607 - Verizon DSL](#)

**Date:** 3/24/2016 10:34:57 AM

**City/State/Zip:** Honesdale, Pennsylvania 18431

**Company Complaining About:** Verizon

---

## **Description**

I am a subscriber to Verizon's DSL service. The internet service is terrible and a nearly constant source of frustration. Two to three times every year, we experience an internet outage that lasts for days. Even at best the rest of the time service is always unpredictable. I have to reboot the router at least once a day so that we get any service at all. I am an engineer for a group of nine broadcast stations up here in NE Pennsylvania. I care for multiple private networks, over 75 PCs many studios and dozens of automation PC systems. I know what I am talking about.

---

**Ticket: # 875679 - AT&T is invading our private HOA without our permission**

**Date:** 3/24/2016 11:08:03 AM

**City/State/Zip:** Miami, Florida 33185

**Company Complaining About:** AT&T

---

## **Description**

We are a HOA located in Miami-Dade county. Our name is: Grand Lakes Phase III HOA, Inc. AT&T is renovating his optical fiber cable and without our consent is broken driveways, landscaping and perturbing our peace.

We are located from (b) (6).

We asked them to stop the weird until send by writing an agreement with rational requirements to left all our community in the same conditions they found.

They stop the works, but do not give us an agreement and we ask for your help in this matter, because our road and community is PRIVATE.

We hope you can help us to avoid demand AT&T and Mastec, the subcontractor company.

Thanks in advance,

(b) (6)

President Board of Directors

Grand Lakes Phase III HOA, Inc.

---

[Ticket: # 875726 - Hacked by two corporations and Whois sent information](#)

**Date:** 3/24/2016 11:25:46 AM

**City/State/Zip:** Jackson, Georgia 30233

**Company Complaining About:** Charter

---

## **Description**

My new iPhone 6S is locked because these people created a new Apple ID and used mine as back up email. I bought a new Apple device until Apple says they can unlock my phone from CA and I'm in GA and the Apple Store in Atlanta said take it to the PD they have the tools to unlock it well the Feds can't unlock that killers phone so that was the dumbest thing I've ever heard! My husbands phone they replaced and both under warranty and I will not have anything with Google or affiliated and I told Apple to get them off their devices and I deleted safari and turned off java script, turned cell data off and wifi and blocked these people and they still showed in webdata on phone and I'm paying for a phone I can't use and my husband has stage four cancer! I need my phone and they need to replace it locked or not! I yanked out routers and my provider is aware of the problem and I have ip addresses, domains, ports used and the idiots left their contacts in my devices as well as the devices used to do this with model, serial and registration number. I would attach file but they are own disk in my bank safety deposit box

---

**Ticket: # 884781 - AT&T U-Verse Service - Damage Consumer Computer**

**Date:** 3/30/2016 10:53:40 AM

**City/State/Zip:** San Leandro, California 94579

**Company Complaining About:** AT&T

---

**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 876214 - Comcast Cable Complaint****Date:** 3/24/2016 2:13:46 PM**City/State/Zip:** Wellington, Florida 33414**Company Complaining About:** Comcast

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**Description**

On 3-19-16 I had a Comcast technician come to my home to "fix" a problem I had been having with my cable TV service. Previously when I had called I was told that the service call to determine the problem would be a \$40 charge to me. Since there was an additional issue with my cable, this time I was told it would be "free" for them to diagnose why my cable frequently and several times per day at times stops for no apparent reason and takes from 10-15 minutes to reload. The technician named Nicco arrived at the later end of the time frame around 5PM on Sunday. He checked my outlets and said he would need to check the wiring in my attic as he was getting a "reading" that there was a LOT of noise in my lines. Of course this means nothing to me, and really could not even describe to me what he meant by this. He concluded that just as I had told him the lines were very old and had a "lot of noise" and needed to be replaced, he scheduled an appointment for this service for today 3/24/16 between 10-12:00 PM. Additionally Nicco was supposed to replace one of my cable boxes with a "basic only" box as I no longer wanted additional services. He explained that due to the "noise" on my lines it may cause further interruption of my cable service and would have the technicians scheduled for the 3/24/16 visit bring the new basic only service box (when I called for this service call I specifically asked that a NEW basic only box be brought by the technician). It was apparent to me that he gave a very poor excuse for not having the equipment that I had requested!

Today the technician arrived, I watched him sit in his truck for about 20 minutes prior to coming to my door. Once in the door he had NO IDEA what he was supposed to do!!! He said that there was NO instruction provided to him about replacing wires and that he could not do that. Additionally he was never instructed to bring me a new cable box, although he did have an extra on his truck.

I took the day off from work to have this service completed, only to realize that there is a HUGE lack of communication with Comcast and apparently it is standard operating procedure for this type of screw up as today's technician told me that his previous stop this morning again was never properly reported and he was not prepared to fix their problem either. Needless to say I was somewhat irate at the loss of a days work and no solution to a problem that has been an issue for some time. I called to speak to a supervisor and the initial customer service rep Tharij, was rather curt with me and told me he could solve anything that a supervisor could and I should speak to him. He was not very professional in his conversation with me, frequently interrupting me. I was then put on hold as I insisted on speaking to a supervisor. Robin (ID #1209529) came on the line and was less than helpful with my concerns and all she could say repeatedly is that "she understood my concern". She could not explain why my service could not be fixed today nor why there was such POOR service provided,

Comcast will turn service off if you do not pay your bill but does not stand behind their services. How can they continually provide sub standard service and not have any sanctions for doing so. They have the edge on the market here and due to my condo association, I am forced to use them as it is covered under my condo association fees. Why should I be forced to switch to another provider when basically I am paying for their services.

The condo I live in is over 30 years old and EVERYONE in the community is having the same issues as me. We are stuck with Comcast as they are a contracted provider and included in our home owners fees. WHY if they know this exists do they ignore and send incompetent technicians to waste

our time. My neighbors below my apartment had the same issue as I, they were told the lines are ALL old and need replacing. Comcast needs to address the way they are treating the consumer and perhaps TRAIN their people properly to deal with issues.

PLEASE help us here at Sheffield Woods Condominium, Wellington, FL to resolve these issues as we are stuck with POOR at best service and attention from Comcast. Clearly they need to provide better training and customer service. The supervisor I spoke to today was clueless.

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**Ticket: # 876313 - Rf**

**Date:** 3/24/2016 2:39:27 PM

**City/State/Zip:** Carson City, Nevada 89706

**Company Complaining About:** Xxx

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**Description**

High RF

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**Ticket: # 876314 - Rf**

**Date:** 3/24/2016 2:39:32 PM

**City/State/Zip:** Carson City, Nevada 89706

**Company Complaining About:** Xxx

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**Description**

High RF

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[Ticket: # 876432 - Internet connection](#)

**Date:** 3/24/2016 3:16:21 PM

**City/State/Zip:** Fort Myers, Florida 33912

**Company Complaining About:** Comcast

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## **Description**

We have been battling with Comcast for over three months and they are working on the issue but it never gets resolved. We have spoken with the local and national level offices and no one can help us.

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**Ticket: # 877512 - Possible wifi jamming in and around Hynes Convention Center and Sheraton Boston Hotel**

**Date:** 3/25/2016 9:13:59 AM

**City/State/Zip:** East Meadow, New York 11554

**Company Complaining About:** Verizon

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## **Description**

Have a very unique problem that I don't usually have when I go on vacation. That being no signal on my Verizon Jetpack. Being on the 28th floor of the Sheraton Boston Hotel I should obviously have full service. I suspect property either at the hotel or convention center is jamming signals.

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**Ticket: # 877748 - Comcast Marketing Strategy Inteference**

**Date:** 3/25/2016 11:47:55 AM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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**Description**

I like for file a formal complaint against Comcast. Their internet service is interfering with my wireless service. I believe the IP address in question is 172.20.20.20.

Comcast Xfinity window appears every time I open my laptop computer. I don't want anything to do with Comcast service. This marketing strategy is an infringement on my privacy.

Each time I have to close the Xfinity window before doing any functions on my laptop.

I have included photos of Comcast greeting.

Your assistance in resolving this matter is greatly appreciated.

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[Ticket: # 877928 - Unwanted text message](#)

**Date:** 3/25/2016 12:49:01 PM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** AT&T

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### **Description**

Received 2 texts from some number to support Bernie sanders. I texted them back saying to stop texting me then blocked the number. Then I get another message saying the same thing.

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[Ticket: # 879565 - No connection](#)

**Date:** 3/26/2016 8:18:03 PM

**City/State/Zip:** Rolling Hills, California 90274

**Company Complaining About:** AT&T

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## **Description**

Same problem no connection over the last year and a half

Over 60 calls to att, with over 35 hours of my time with att on the phone

Over 20 service calls to my house

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[Ticket: # 878452 - internet hacking](#)

**Date:** 3/25/2016 3:56:43 PM

**City/State/Zip:** Elko, Nevada 89803

**Company Complaining About:** AT&T

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### **Description**

I am a interstate truck driver. I find that no matter where I go, I am constantly being hacked. Even when at home I am hacked. I don't have the equipment to find out who it is

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**Ticket: # 878779 - Internet Interference****Date:** 3/25/2016 7:18:31 PM**City/State/Zip:** Austin, Texas 78755**Company Complaining About:** AT&T

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**Description**

I have an internet subscription with Verizon Wireless to use my phone as a modem, and this provided wireless service to my laptop computer. When I utilize the law library, or any other area on the University of Texas at Austin campus, I am unable to utilize my Verizon wireless service with my computer. UT Austin has an agreement with the AT&T to permit AT&T to be the sole internet provider on the UT campus. AT&T uses some form of a jamming equipment to prevent users of other providers from accessing any other provider, other than AT&T. When I try and log onto my computer while on campus to my Verizon service, I am automatically redirected to an AT&T portal that will allow me to gain internet access to AT&T for at a daily price. I believe that by preventing me from accessing my own Verizon service for the UT/AT&T contracted service, this is a violation of trade and a violation of FCC rules. AT&T should be permitted to block my access to Verizon wireless and force me to only use the services of AT&T at a daily rate.

---

**Ticket: # 879105 - Complaint on Twenty Years of Lost Data / Vanished - GMAIL - Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA**

**Date:** 3/26/2016 10:28:08 AM

**City/State/Zip:** Davie, Florida 33317

**Company Complaining About:** Google Inc., 1600 Amphitheatre Parkway, Mountain View, Ca 94043, Usa

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## **Description**

I have been a Gmail client for more than two decades. All my crucial important files were stored as attachments in the Drafts Folders. This was the most reliable and secured source for me to archive and retrieve files on a regular basis. But on March 20, 2016 I needed to refer to my emails and noticed that my entire DRAFT Folder has vanished. Again on March 22, 2016 my entire history of sent emails vanished???? Reported the matter to e-mail support team over the phone and Edward did a remote connect to my home computer and took several investigation screen shots and assured me that he will forward it to the appropriate team for data restoration. But in turn I started getting the generic email responses from GOOGLE with negative replies. See attached files. I work in a I.T. Field and we recover clients data on a regular basis especially crucial information. Even though it is time consuming the data is recovered and restored back to the original location.

GOOGLE is not a small company to ignore the facts and send unprofessional responses.

I am requesting FCC to help me to resolve this issue as I have stored countless documents as attachments and I need them desperately. Upon restoration, I will transferred them to a secured location and will not such risks of loosing documents. FCC Please help !!!!! I need my DRAFT & SENT Folder back on my profile, at this time is just EMPTY?????

---

[Ticket: # 879236 - Fcc Solicitor no phone call](#)

**Date:** 3/26/2016 12:48:01 PM

**City/State/Zip:** Marysville, Washington 98270

**Company Complaining About:** Cable One

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## **Description**

Wireless. ..Wireless Magazine. ..Geek magazine are All on my FCC no contact list. ..The are all Solicitors and I do not want there Wireless-tapping...Identity fraud...or hacking laws. ..with malicious intent. .please Stop the Violence..get this epidemic understood...I assure you it is a class c felony to assault a Social Services worker or School teacher

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**Ticket: # 879562 - hacker**

**Date:** 3/26/2016 8:10:55 PM

**City/State/Zip:** Greenville, South Carolina 29605

**Company Complaining About:** Charter

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## **Description**

I received a pop up which I thought was from my internet company, Charter. When I called after starting to have lock up issues, they told me it was a Hacker & don't open it. My issues were because I did open it. I want to provide that address because it keeps popping up. It is: tandc-browsermessaging.charter.net

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[Ticket: # 879581 - Yahoo mail login with AT&T](#)

**Date:** 3/26/2016 8:43:27 PM

**City/State/Zip:** Sacramento, California 95817

**Company Complaining About:** AT&T

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## **Description**

AT&T locked my free yahoo mail log in which is a free service to my internet service because of a late bill payment. They say they merged my email account to att mail without my knowledge or authority which is illegal. They can legally disconnect my internet service but not my yahoo mail account which I joined as a free email service. AT&T is illegally merging free non ATT email service to their mail account and to their internet service account which is and should be a separate service. Yahoo mail free service is not AT&T internet service and it's illegal to merge them like they're doing.

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[Ticket: # 879762 - DSL](#)

**Date:** 3/27/2016 12:05:07 PM

**City/State/Zip:** Anderson Island, Washington 98303

**Company Complaining About:** Centurylink

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## **Description**

Throttling and blocking of streaming services constantly.

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**Ticket: # 879766 - DIGGING MY FRONT YARD**

**Date:** 3/27/2016 12:10:10 PM

**City/State/Zip:** Lithonia, Georgia 30058

**Company Complaining About:** AT&T

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**Description**

AT & T DIG OUT MY FRONT YARD FOR INSTALLING FIBER OPTIC CABLE ON MARCH 22,2016. THIS COMPANY'S EMPLOYEES RUINED MY GRASS & PLANT IN FRONT YARD. THEY LEFT MY FRONT YARD IN SHABBY CONDITION. THEY NEVER EVER INFORMED ME ABOUT THIS DIGGING. THEIR EMPLOYEE START DIGGING IN MY FRONT YARD ON MARCH 22,2016 WITH MY PERMISSION. I AM VERY UPSET FOR AT & T LEFT MY YARD IN BAD CONDITION.

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**Ticket: # 879808 - Ticket No. 154930**

**Date:** 3/27/2016 2:13:02 PM

**City/State/Zip:** San Diego, California 92108

**Company Complaining About:** Time Warner

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## **Description**

It's nearly a year later and I never got anything from the carrier, yet you closed my complaint without determining if it was actually resolved. Way to side with the carrier and completely blow off a citizen that you are supposedly representing. It's clear that you take bribes from the cable companies' lobbyists because you ignore your constituents' issues. I guess that explains why there is no cable competition. You allow cable companies to have agreements to not encroach on each other's territories. In the real world, that would be illegal. Not in the FCC world.

You must be proud... and rich due to the lobbyists lining your pockets. And, don't tell me you don't get bribes from lobbyists. It's the whole reason TV has switched to crappy digital service that skips, freezes, and crashes; analog was much better. Why else would the FCC think it is so important to go digital that they force it's citizens to have digital TV services? Were our lives in danger because of analog? God forbid I watch something in analog; I might go blind.

The FCC needs to be defunded. I can't imagine what you do all day... other than nap at your desks.

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[Ticket: # 892172 - Ham radio interference](#)

**Date:** 4/3/2016 5:34:14 PM

**City/State/Zip:** Canal Point, Florida 33438

**Company Complaining About:** Comcast

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### **Description**

I can not type a email, and my computer stops working when he's talking, if I have my speaker on I have to listen to it.

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**Ticket: # 879953 - Liberty- choice internet service**

**Date:** 3/27/2016 7:48:46 PM

**City/State/Zip:** Boqueron, Puerto Rico 00623

**Company Complaining About:** Liberty Of Pr Doing Business As Choice

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### **Description**

Every single day, between 6pm to 2am the service is terrible, with shutdown of service every 30 seconds. I call every week And they say they can't do something. I pay for 20 megas \$44 and I just want the service for wich I pay. Years ago I had Choice Cable TV and was NO problem, but the company was sold to Liberty and the service change for bad.

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[Ticket: # 880012 - Internet goes out multiple times per day](#)

**Date:** 3/27/2016 9:43:08 PM

**City/State/Zip:** West Grove, Pennsylvania 19390

**Company Complaining About:** Comcast

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## **Description**

We use Comcast wifi in our home, but unfortunately it "goes out" multiple times per day. Usually for about 5-10 minutes at a time. This has been going on for months!

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[Ticket: # 880630 - Ethics Choice MSN BING](#)

**Date:** 3/28/2016 12:43:03 PM

**City/State/Zip:** Durham, Maine 04222

**Company Complaining About:** Msn Bing

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## **Description**

Microsoft or (MSN) has taken over my Google browser. Their tech help said it is reversable but is set up to coerce public choice. Complaints are all over the internet but solutions are not working. I am an old man, so if young folks are having the same problem.... well you can see I'm at a disadvantage.

---

**Ticket: # 880367 - AOL BILLING AND INTERFERENCE WITH EMAILS**

**Date:** 3/28/2016 11:13:50 AM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Aol

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### **Description**

FOR YEARS I HAVE TOLD AOL THAT I AM DISABLED AND ON FIXED INCOME; THEREFORE I NEED THEM TO DEDUCT \$4.99 FROM MY ACCOUNT ON THE 4TH OF THE MONTH. THEY DO NOT AND THEN SEND ME 5 EMAILS TELLING ME THE PAYMENT DIDN'T GO THROUGH ON THE 20TH OF THE MONTH. THEY SLOW MY CURSOR, UN CHECK ITEMS TO BE MOVED TO A FILE, AND NOW THEY SEND ME A BILL FOR \$\$19.96 TO BE PAID IMMEDIATELY. I PAID THE MONTHS BILL OF \$4.99, SO WHERE IN THE HELL DID 20 DOLLARS COME FROM. AS I STATED THIS HARRASSMENT HAS GONE ON FOR YEARS NOW IT IS MUCH WORSE, THEY NEED TO PAY ME FOR THIS CONSTANT HARRASSMENT.

I DO NOT HAVE ALL OF THE FRILLS JUST THE BASICS. DO SOMETHING!

P.S. THE BILL CAME IN THE MAIL DATED 3/17/2016.

THANK YOU

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**Ticket: # 880370 - Spectrum interference**

**Date:** 3/28/2016 11:14:54 AM

**City/State/Zip:** New Braunfels, Texas 78132

**Company Complaining About:** Time Warner

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## **Description**

For the past 8-12 months I have had very poor wireless in my home, at least eight Time Warner techs have been to my house and the problem continues to occur. I have good signal on wired ethernet, but there are frequent periods of little or no wireless connectivity on multiple devices and operating systems on different wireless modes. More recently, I have noticed that there is a section of my neighborhood where under ideal conditions we lose satellite radio reception (XM/Sirius). Prior to this problem I had no similar problems for the previous nine years that I lived here. There is a large non-cellular communications tower near here that has multiple antennas on it, many likely related to gas pipeline operations. After two months of effort with Time Warner (TW), the issues remain and I do not believe they are related to TW equipment, however, as big as TW is, they do not have any broad band spectrum analysis equipment. I would like an investigation to look for spurious and non-compliant signals that might be occurring in this area.

---

**Ticket: # 880424 - Illegal activity - hacker advertising illegal bank withdrawals from ATMs**

**Date:** 3/28/2016 11:32:54 AM

**City/State/Zip:** Quarryville, Pennsylvania 17566

**Company Complaining About:** Comcast

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## **Description**

This person keeps posting to one of my blogs. Here is his message:

Hack and take money directly from any ATM Machine Vault with the use of ATM Programmed Card which runs in automatic mode. email (b) (6) ) for how to get it and its cost, and how to also hack credit cards and send the money to your self..

..... EXPLANATION OF HOW THESE CARD WORKS.....

You just slot in these card into any ATM Machine and it will automatically bring up a MENU of 1st VAULT #1,000, 2nd VAULT #5,000, RE-PROGRAMMED, EXIT, CANCEL. Just click on either of the VAULTS, and it will take you to another SUB-MENU of ALL, OTHERS, EXIT, CANCEL. Just click on others and type in the amount you wish to withdraw from the ATM and you have it cashed instantly Done....

\*\*\*NOTE: DON'T EVER MAKE THE MISTAKE OF CLICKING THE "ALL" OPTION. BECAUSE IT WILL TAKE OUT ALL THE AMOUNT OF THE SELECTED VAULT. To get the card email

(b) (6) )

Send these few details to the email..

Name:

Age:

Occupation:

Gender:

Country:

State:

Phone number:

await your reply soon...

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**Ticket: # 880792 - RE: [FCC Complaints] Re: 911 Call Service through SIGMAVOIP**

**Date:** 3/28/2016 1:30:53 PM

**City/State/Zip:** Bethesda, Maryland 20817

**Company Complaining About:** Sigmavoip

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## **Description**

This is a follow-up to your previous request #348785 "911 Call Service through SI..."

Is there a reason why this was never followed up on your end. I have reported this company numerous times and told that I would receive a written response. No response has ever been received and I have notified you of this twice.

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[Ticket: # 881036 - Internet service unacceptable](#)

**Date:** 3/28/2016 2:51:16 PM

**City/State/Zip:** Canton, Illinois 61520

**Company Complaining About:** Comcast

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## **Description**

Internet service just stops for hours

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[Ticket: # 881210 - Using satellite communications illegally](#)

**Date:** 3/28/2016 3:55:28 PM

**City/State/Zip:** Phoenix, Arizona 85083

**Company Complaining About:** Comcast

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## Description

High pitch every evening...sound waves decimal over 100

(b) (6) Phoenix as

Please help. We are scared

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**Ticket: # 881426 - Internet Interference by AT&T**

**Date:** 3/28/2016 4:58:00 PM

**City/State/Zip:** Austin, Texas 78755

**Company Complaining About:** AT&T

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**Description**

Amended Complaint: I filed a complaint against AT&T on 3/26/2016, Ticket No. 878779. I stated in my complaint that AT&T interfered with my phone operating as a modem, preventing me from using my Verizon internet service on the University of Texas campus, requiring me to purchase a day pass to utilize on the AT&T service available on campus. This statement is incorrect.

AT&T does block access to other providers to individuals who are on the UT Austin campus. Although, my issue involves AT&T interfering my usage of Time Warner Cable internet service, not the Verizon internet service that I previously claimed in the above reference Ticket No. As part of my home internet service with Time Warner, I also get access to Time Warner wifi service in the City of Austin. AT&T blocks my ability to use the Time Warner wifi while I am on campus, wanting me to purchase the day usage of AT&T. Inquiries with the UT Austin Information Technology Department, has informed me that UT Austin has a contract with AT&T where AT&T is the sole provided of internet service to students, faculty, and guest on the UT Austin campus. AT&T uses a jamming device that prevents me from using my Time Warner access key to the Time Warner wifi that is available in the City of Austin, and that should be available on the UT Austin campus. According to Time Warner, they were unaware that AT&T was jamming Time Warner wifi access on the UT Austin campus, and accordingly, Time Warner has verified that they have the ability to provide services on the UT Austin campus, as their network surrounds the campus and therefore should be available to Time Warner customers.

Please provide AT&T with this amended complaint so that they may address this issue in their response to the above numbered Ticket.

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**Ticket: # 881815 - Malware SCAM - Sophos**

**Date:** 3/28/2016 7:19:38 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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## **Description**

I had add pop ups on my Mac Laptop. All of a sudden a warning box that looked like it came from Apple appeared and told me to call 1-855-833-1439. I could not get off the page and the box told me not to power down as I could cause more damage. I called the 855 833 1439 number. The person identified herself as Marissa Fluxa. I asked if she was from Apple and she told me that she was. She informed me that it would be \$250 to fix my computer and recommended that I get some malware/antivirus she referred me to another person Giovanni Limon who recommended Sophos. The total cost was \$550 for 2 laptops fix and security. Funny thing is the 1-855-833-1439 was Sophos number as well as Apple. I got suspicious and called Apple - Apple said it had nothing to do with them.

---

**Ticket: # 881822 - WINDOWS 10**

**Date:** 3/28/2016 7:22:53 PM

**City/State/Zip:** Onalaska, Washington 98570

**Company Complaining About:** Not Essential In This Case

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## **Description**

Microsoft Windows 10 is upgrading on peoples computers, even without them selecting it, nor wanting it. It is causing frustration and driving up costs for consumers, especially those who do not readily understand computer systems, the need or not need for updates, virus protection, etc. It is overwhelming. My elderly father in law had to spend over 150.00 to repair his computer because Windows 10 somehow came in an update and he didn't understand well enough how to not get the upgrade. When he purchased his computer, he specifically bought one with windows 8 (which is what he now knows how to use and is now very frustrated with all the technology) Another person/client of mine that I know wanted to keep 7, several others have over the past two months complained of this to the point they don't have access to internet because of the changes. What the issue is I do not know more specifically other than windows 10 downloaded and they didn't want nor ask for it. Windows 10 is overriding their wishes, tricking them, and is legally attempting to replace a product that they chose to purchase with another they do not want. Please look into this and prohibit Microsoft from using their control with software updates to change a consumers system, and what has become added costs to those with the least ability to create income and pay for repairs and corrections to their systems.

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**Ticket: # 881912 - scammers**

**Date:** 3/28/2016 7:59:50 PM

**City/State/Zip:** Hanover, Pennsylvania 17331

**Company Complaining About:** Centurylink

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## **Description**

scammers stating my computers were being followed by 3-4 sites for hacking. They said they were a company working for Microsoft. Microsoft emblem was displayed on their web page. wanted copy of my bank check, routing number. I said no that I would mail a check which I didn't do after talking with Microsoft. scammers installed mcaffee antivirus and charged me 1399.95

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[Ticket: # 882005 - Internet Connectivity Issues](#)

**Date:** 3/28/2016 9:01:20 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Time Warner

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## **Description**

Time Warner sent out an individual to fix our issue, and he replaced an old piece of hardware, then told us that there were more hardware issues and he would have someone call to set up an appointment. We never received a call and have continued to have many issues with the internet cutting in and out. This is not providing the service we pay for.

---

**Ticket: # 882024 - Internet Problem**

**Date:** 3/28/2016 9:17:40 PM

**City/State/Zip:** Sandston, Virginia 23150

**Company Complaining About:** Verizon

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### **Description**

I been having an on going problem with verizons internet I have already filed a complant with State Corporation Commission. They got me in touch with a Rita Johnson who works for verizon. She helped me out but now I'm having the same problem and she will not return my call. The internet is for a business witch I run credit cards from when I do not have internet I can NOT run credit cards witch means I lose money. Can you please help!!!

Thank You

(b) (6)

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[Ticket: # 882093 - comcast "open internet" blocks other connections](#)

**Date:** 3/28/2016 10:41:48 PM

**City/State/Zip:** Los Gatos, California 95032

**Company Complaining About:** AT&T

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## **Description**

Comcast uses modem/router to provide "open" internet wifi using customer points of service. The problem is that the "open" wifi access points are not in fact open, rather they are password protected and require a login. They are ubiquitous and prevent access to any other truly open wifi, or your own private wifi as well.

---

**Ticket: # 882212 - Comcast sucks internet never works**

**Date:** 3/29/2016 3:22:26 AM

**City/State/Zip:** New Bedford, Massachusetts 02745

**Company Complaining About:** Comcast

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## **Description**

Comcast sucks! They have not been helpful since the moment we signed up and the only reason being is it's the only [REDACTED]ing service we can get living in an apartment which is why they are probably still in business. Because people are forced to get their shitty service! They are ridiculous with the prices compared to how fast the internet actually is compared to what you're paying for. No one speaks English when you call them. No one knows what the [REDACTED] is going on when they have problems. The internet just shuts off randomly for no reason. I love paying out my ass for shitty service, thank you. But by all means don't shut them down or anything, let them keep robbing people and pissing us off. Just trying to do homework because I work full time and go to school and have all the time to wait until the next day to do what I'm trying to do now...not.

---

**Ticket: # 882300 - Never Dug The Line Up..**

**Date:** 3/29/2016 9:11:06 AM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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## **Description**

My internet comes down about every 10 minutes. This has been going on for over a year. I have wasted countless hours on the phone with them trying to fix it. I do not want anyone to call me from Comcast because I am tired of wasting my time on the phone with them. I am going to file a FCC complaint every time I am trying to work and my internet goes down. To the Comcast Representative that gets this complaint - DO NOT CALL ME, FIX THE PROBLEM. Comcast keeps emailing telling me to make an appointment for someone to come check the inside wiring- THEY HAVE ALREADY DONE THAT AND SAID IT IS FINE. I am not jumping through hoops rearranging my schedule because some Comcast flunky in sitting behind a desk sending out template emails! They said they checked the line outside and replaced it- THEY DID NOT! It is underground and they never dug it up!!

(b)

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[Ticket: # 882362 - poor internet service](#)

**Date:** 3/29/2016 9:58:37 AM

**City/State/Zip:** Talladega, Alabama 35160

**Company Complaining About:** Exede Internet

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## **Description**

Exede internet service installed their services 3/21/16 .I have been having multiple problems with connection to the internet.i have called many times about this issue to avail.unplugging my modem does not solve the problem.why do people in out lying areas have poor satellite service.where people in other countries have better internet service and pay less .something is wrong with this picture. this is my second satellite internet service and they are no better!

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**Ticket: # 882470 - Program Interference**

**Date:** 3/29/2016 10:57:28 AM

**City/State/Zip:** Charlotte, North Carolina 28208

**Company Complaining About:** Time Warner

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## **Description**

For over 3 months, we've had constant disturbance as we do our radio broadcast and telecast on Saturday. This program is 43 years old and we've never had a problem like this. Our computers freeze up. Our radio signal gets confused. The telephone will freeze up. This past Saturday the video signal going out kept turning dark green and then come back on. Time Warner that provides our internet and our own helpers have checked everything about our computers. We are being told it is probably a short wave radio system that is overpowering, maybe intentionally, to disturb our broadcast. It is our understanding that FCC control the frequencies of a shortwave radio systems. We've exhausted our efforts to solve the problem. Our radio and telecast goes all over the world and our audience deserves a solution to this problem. This only happens to our broadcasting systems and computers on Saturday, during 12-2 PM EST. We have a Christian school and are a very busy campus but it never happens during the week. Thank you in advance for your help.

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**Ticket: # 882637 - Internet/email hacking**

**Date:** 3/29/2016 11:35:56 AM

**City/State/Zip:** Fredericksburg, Virginia 22405

**Company Complaining About:** Cox

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## **Description**

I have had repeated problems over the past several months with someone hacking my AOL accounts, my personal computers and my phone. They are neighbors and claim to be using FBI and VA State Police hacking software. They have changed my AOL password numerous times and I must go through Tech Support to have it reset. If someone could look into this I would appreciate it.

(b) (6)

Fredericksburg, VA 22405

(b) (6)

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**Ticket: # 884074 - COMPUTER FRAUD BY IMPERSENTATING MICROSOFT**

**Date:** 3/29/2016 7:05:47 PM

**City/State/Zip:** Tucson, Arizona 85750

**Company Complaining About:** 1-212-897-9874 Said They Were Microsoft Helpers= Fraud

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## **Description**

(b) (6) La Cumbre

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[Ticket: # 884110 - Internet Connectivity Issues](#)

**Date:** 3/29/2016 7:19:03 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Time Warner

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## **Description**

Internet still has issues after initial fix and evaluation. Still not fixing an issue that has been prevalent for months.

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[Ticket: # 884190 - comcast disconnections every 1.5 hrs](#)

**Date:** 3/29/2016 8:03:17 PM

**City/State/Zip:** Hamburg, Pennsylvania 19526

**Company Complaining About:** Comcast

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## **Description**

Every night I run a live stream of video games out of my house on the upload from my ISP. Most people use the download to get videos, games, content. So they dont notice when their upload is not working correctly. Every night, like clockwork my internet provider drops my connection or disrupts my connection every 1.5 hrs in my stream. 5 times a night. This issue was suppose to be fixed months ago. They fixed it for 1 month and now its back to doing it again.

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**Ticket: # 884260 - Internet Issues & Billing Issues****Date:** 3/29/2016 8:41:49 PM**City/State/Zip:** Savannah, Georgia 31405**Company Complaining About:** Comcast

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**Description**

I have several issues with this company. I'm always having a issue with the equipment and representative not knowing how to do their jobs. My bill continues to go up and down. They give me credit on the account to say sorry for issues I've been having. The credits are removed within a blink of a eye. It's not right to give the customer something because of issues then take it back. My second issue is that I'm finding myself calling about my internet every other month. The representative will reboot the system then I'm unable to use my WiFi because they have enabled something. Today I have had online chats with three representative and my issue still hasn't been fixed. I'm unable to do work because of this issue.

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**Ticket: # 884413 - Incredibly Unreliable Comcast Internet Service****Date:** 3/29/2016 11:25:40 PM**City/State/Zip:** Bloomingdale, Illinois 60108**Company Complaining About:** Comcast

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**Description**

I have lived at the same location and been a Comcast customer for over a year and a half now. During that time, my internet service has become increasingly more unreliable. The Internet will lose connection for 2-10 minutes every 15 minutes to 2 hours or so depending on the day. I have called Comcast about this issue multiple times, they have sent a service tech out twice, and they even gave me a \$20 bill credit on 12/22/2015 because they can see all the outages in their system and know the service is unreliable, but the problem has never been resolved. Instead it only continues to get worse as it is happening more and more frequently. At one point they had said I may have a faulty modem/router (one of theirs that I was renting), so I returned theirs and bought my own modem and router in January 2016. This did not resolve the issue either. They have also said it could be wires in my building providing the service as I live in an apartment building. Apparently they refuse to address that issue as I see a Comcast van here servicing at least once a week so I know I'm not the only one with terrible service issues. At this point I don't understand why I am paying \$56 a month for Internet that barely works half the time. I cannot get through streaming a single TV show episode without losing Internet connection, and because of all these outages I have had to rely more on my cell phone data usage which is an enormous inconvenience. If Comcast will not fix this issue then I believe I should be provided with an alternative that will work or my bill should be reduced based on the number of service outages. Please let me know if you require any further information. Thank you.

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[Ticket: # 884499 - DashCamPro interference with rado and GPS device...](#)

**Date:** 3/30/2016 4:59:28 AM

**City/State/Zip:** Amarillo, Texas 79102-2508

**Company Complaining About:** Ama-techtel Po Box 1981 Amarillo, Tx 79105-1981

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## **Description**

Dear FCC: I drive a 1999 Toyota LE. Having experienced a bad traffic accident in another vehicle, I decided to install the InVentel product, DashCamPro on my front and rear windshields. At a point, I noticed a signal disturbance on the 710 and 940 AM radio frequencies. Later I added a Magellan Roadmate 9212T-LM GPS device and it immediately began to cycle back to the "Start" screen about every 3 to 4 seconds, in harmony with the disturbance on my AM radio.

I have contacted InVentel and they do not acknowledge a problem and finally told me to just not use the cameras when I was driving, which negates the purpose of having the cameras.

The DashCamPro cameras do not have any FCC type labeling nor is it mentioned in any of the documentation. Do you all have any advice for me in eliminating the interference problem I have while using the DashCamPro? The device is energized by a cigarette lighter plug-in.

I am an amateur radio operator and can follow any directions that you provide.

Thank you.

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**Ticket: # 884589 - Comcast service**

**Date:** 3/30/2016 9:27:03 AM

**City/State/Zip:** Miami, Florida 33122

**Company Complaining About:** Comcast

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## **Description**

We are filing a complaint with the FCC after many attempts to get Comcast to solve a systemic issue that is crippling our ability to conduct business due to constant services interruptions. We have Internet and phones over the same connection.

For the last 4 months we have suffered service disconnections in average of 1 per week. Sometimes the service disconnect for few minutes and sometimes for hours. It is extremely frustrating having to call Comcast every month for the same issue over and over and hoping that the problem will stop, but instead the disconnections are now more frequent. We have stopped calling them because we see no improvement. They have promised to solve this situation but the reality is that the issue persist and is now worse than ever.

Our IT company has spoken to someone at Comcast and they have said that there is an issue with the Ground or something in the area that's causing this outages. We don't understand why this has not been resolved.

The FCC is our last resort in this case and we really hope to get Comcast attention to solve this problem once in for all.

We thank you in advance for your prompt attention to this matter.

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**Ticket: # 884611 - Internet Dropping and Packet loss**

**Date:** 3/30/2016 9:40:36 AM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

This is the 8th FCC complaint I have submitted about this issue, however the problem is still not fixed. Comcast also apparently do not keep track of FCC complaints, so Customer service has no idea I even make these despite being forwarded to Comcast for action every single time.

I have recently had to have another \$5 price increase, for seemingly no reason. Yet the problem remains.

The problem is that intermittently, I will have around 20% packet loss, and frequent internet drops, the problem is made even worse when uploading data. This makes the internet service almost un-usable a lot of the time, yet I continue to pay my bill on time every month. I know this issue is not just happening to me, as if I connect to any of the Xfinity hotspots in the area they also are experiencing packet loss.

Comcast has sent out technicians multiple times, with the last person to come out admitting to me that Comcast has a lot of problems providing internet to the Memorial City, and Bunker Hill areas. This has confirmed what I have thought all along, that Comcast knows of a problem but will not fix it.

Because the problem is intermittent, and might not come up for a few weeks the technicians all assume its fixed and leave. But then it always comes back a few weeks, or months later and I can never get in contact with the same technician, meaning that they begin the process all over again.

All of this means I have to lose pay, and stay home from work so they can troubleshoot my Modem and network connection despite it not being the problem. My Modem has been blamed multiple times by Comcast, so I replaced it to get them to stop complaining. Yet they still try and blame my equipment even though this issue is happening to everyone in the area

For the past 3 weeks I have been having this problem again, and it does not seem to be resolving itself. I would like my bill adjusted, and the problem resolved.

Please see attached image showing constant packet loss issues logged over the last month, with one hour averages. And also the image showing the last hour with 1 minute averages

If I do not pick up my phone, can you please email me at [seantbond@icloud.com](mailto:seantbond@icloud.com) as I get poor signal at work and may not even know you are calling, or get the voicemail until hours later

Thanks

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[Ticket: # 884985 - Unsatisfactory Service](#)

**Date:** 3/30/2016 11:42:48 AM

**City/State/Zip:** Gaiensville, New York 14066

**Company Complaining About:** Frontier Communications

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## **Description**

For years, we continue to have frequent disconnects for our service - we pay our bills and are told that the service is in a "high volume area" - we are in a rural county with one other business and three homes on our road within 2 miles in either direction - there is no other reason other than the fact the Frontier refuses to upgrade anything and provide reliable service.

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[Ticket: # 885309 - Telmate problems](#)

**Date:** 3/30/2016 1:18:04 PM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Telmate

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## **Description**

March 27th from 9:30 to 10:30 MST I had a video visit with an inmate at a correctional facility. We have no other options than to use Telmate services. The service is horrible and cuts out and needs reconnecting several times, and they said the issue was with my service. I have no other problems at all, and stay logged in their site, however they did not offer credit or any real information to the problem other than place of blame. I do not believe they are supplying a sufficient service, and charging much more than any other commercial competitor. Currently they have a monopoly with the facility and may possibly feel they don't have to offer sufficient services.

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**Ticket: # 886140 - interference**

**Date:** 3/30/2016 5:09:42 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

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## **Description**

When ever I am on my computer i get a loud noise interrupting or freezing my computer my apartment was broken into on 1-6-16 I believe it was the pepole who live above me in apartment 17-0 since the break-in i have had one problem after the other I have called the police , changed my wifi password 10 times added security software I even had to change my landline phone number because i started receiving calls from all over the country as if he's using an app today Frontier reset the modem changed the password again and told me to contact FCC since the police said theres nothing they can do I even had to go to the management office to call 911 as if he has some type of kill stwitch or device

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**Ticket: # 886486 - Malware**

**Date:** 3/30/2016 7:29:37 PM

**City/State/Zip:** Piedmont, Missouri 63957

**Company Complaining About:** Windstream Communications

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## **Description**

On 3/29/16 I was using my computer to look up information for a Bible Kids Club. A message appeared on the screen that I could not clear off. It said it was from Microsoft and said malware had infected my computer. It gave a telephone number to call to have a technician assist with removing this malware. I call 1-855-637-1221. At that time a male with a very thick accent answered and proceeded to tell me that he would assist me with downloading a program to remove the malware. He then told me that it would cost \$179.95 to do this. I told him I could not afford that and I would not pay that. He then hung up the phone. I ran my antivirus software that is on my computer and the message disappeared. I have spoken to several others in my geographical area that have gotten the same message and called the same number. it is a scam.

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**Ticket: # 886981 - excessive spam emails**

**Date:** 3/31/2016 9:17:38 AM

**City/State/Zip:** Whiteville, North Carolina 28472

**Company Complaining About:** Star Communications

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## **Description**

I have recently starting to receive multiple emails from Teecoon.com, offering a free gift. I have contacted them via email 22 times to ask them to stop. Nothing has transpired. I have even emailed Yahoo.com Terms Of Service asking to please stop. I have placed their emails in my spam folder only to return to my inbox. If I have to threaten them personally, I will. Yahoo administrators won't stop the issue. Please stop these aholes from emailing me. My busine depends on my email addre.

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[Ticket: # 886860 - disconnecting internet 6 hours a day](#)

**Date:** 3/31/2016 2:18:35 AM

**City/State/Zip:** West Monroe, Louisiana 71291

**Company Complaining About:** Comcast

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## **Description**

from roughly 12AM to 6AM my internet will not work at all. I have called and had techs come out and there has been stated there is no issue at all until tonight when i called. The rep stated that my device is "end of life" but will still be supported for several more months but due to comcast no longer deciding to support it, i should expect intermittent interruptions just before telling me i will have to start renting one of their modems (i own my own modem). it is still on their list of supported devices.

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**Ticket: # 886927 - Re: [FCC Complaints] Re: Charter land rights and interference with customers service at Wind Shadows Circle**

**Date:** 3/31/2016 8:32:13 AM

**City/State/Zip:** Leicester, North Carolina 28748

**Company Complaining About:** Charter

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## **Description**

This is a follow-up to your previous request #465529 "Charter land rights and int..."

Can you advise me on how to make a formal complaint and a list of attorneys who will take this kind of case?

From: FCC <consumercomplaints@fcc.gov>

To: (b) (6)

Sent: Monday, March 28, 2016 5:57 PM

Subject: [FCC Complaints] Re: Charter land rights and interference with customers service at Wind Shadows Circle

#yiv5075392750 table td {border-collapse:collapse;}#yiv5075392750 body .filtered99999  
.yiv5075392750directional\_text\_wrapper {direction:rtl;unicode-bidi:embed;}

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**Ticket: # 888018 - Comcast lack of fixing service****Date:** 3/31/2016 3:06:02 PM**City/State/Zip:** Brandon, Mississippi 39042**Company Complaining About:** Comcast

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**Description**

For approx 3 months all my services have been messed up due to the box on the pole getting water in it every time it rains. When service techs finally checked pole and saw I was right about what the problem is they made appointments to send special repairmen to fix it. Twice Comcast cancelled these appointments. Today my box went out and after driving to service store got home they "forgot" to give me the right remote control so I had to drive there again. Now the picture is grainy. I made at least 10 calls today. Comcast routes calls overseas and operators cant understand english. I did get a woman in USA and she wanted me to unhook everything and "try this" I am 100% disabled for past 16 yrs. I just hooked it up. I am not stupid. It is the signal coming to the tv. The outside box on pole has 6 other ppl's connection. This is a trailer park so Comcast doesn't care. Poor ppl don't matter. I have had service for over 35 yrs with this company. The owners changed but I kept service. Over a yr ago they offered me a 2 yr contract promising nothing would change. Well they removed channels and my bill is NEVER the same amount. I told them they violated contract by changing channels, charging different amounts and not fixing my service for 3 months. I have emails text facebook messages and proof of calls. When I wanted to cancel they told me I'd have to pay 200 to cancel. If I just wanted internet only it will be 89.95 for what I have now. "Blast" I cant stream movies, the picture is grainy and has lines on side and top bottom like an old TV when you watched a DVD. I have flat screen HDTV. My netflix was paid for nothing I cant watch anything. Pages on my computer (ethernet) load like dial up slow, if at all. My smart phone wont work because WIFI is so messed up. When I check the speed of WIFI the reading is ZERO> It does work a little but not what I pay 170 dollars for. They charged me for the repair man that came and never fixed anything. I had to argue with them and get it taken off. Today while waiting for the Comcast store to open a man was there having the same problem. He said he was told its all the signal comcast sends out. If they are going to take money for services they should be forced to give the service ppl pay for. Comcast bill is more than electricity for a 3 bedroom mobile home. I want them to charge what the contract states, give the services the contract states. The federal gov. passed a law that they cant charge per room so they figured a way around it with boxes. They refuse to sell me a box and wont activate the ones they do sell. Something needs to be done but they are BIG CORPORATION with plenty of money to spread. I have been upset and angry for 3 months. They also own me mental anguish. They think they can treat customers any way they please. If I was not on a contract they'd fix this but they know I cant cancel without a fine so they put me last. Everytime they cancel appointment its 2 more weeks before they can get here. ITS WRONG> I'll be happy to show you emails, phone calls texts facebook whatever you need to make them do right. I think they owe me for gas for not giving me right stuff today but I'll never see it. I pay my bill on time every month. I paid what they said I owed on phone and internet has me owing 17 more dollars!!!~ I cant get this to send now!

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**Ticket: # 888401 - My dad's internet communication being disrupted**

**Date:** 3/31/2016 5:12:22 PM

**City/State/Zip:** Pendleton, Oregon 97801

**Company Complaining About:** Wtech Link

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## **Description**

I've been a witness to (b) (6) my father's attempts to post information on line being disrupted and/or manipulated.

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**Ticket: # 888080 - AT&T**

**Date:** 3/31/2016 3:32:38 PM

**City/State/Zip:** Valdosta, Georgia 31601

**Company Complaining About:** AT&T

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## **Description**

I can provide documented cases and other documents to support my complaint if asked.

AT&T's DSL Internet downtime is outrageous, we never receive remotely close to the speed we are paying for, our bill continues to increase while service continues to decrease. I have lost an important remote job twice because of the company's lack of care, quality of service, and down right refusing to do anything about it. They also slow speeds down majorly around the middle of the billing period, and to the point of not usable 7 days or so before the bill is due. It's like a forced prepayment because if you do not pay the bill EARLY your service is interrupted 90% of the time. Honestly I could write a 100 PAGE complaint on AT&T and my experiences with them, they ONLY reason I am an AT&T customer is simply because no other service is available. I am currently attending college from home, working on my proctored exams is nearly impossible, attending the live lectures, again, nearly impossible. THIS COMPANY NEEDS A MAJOR EYE OPENNER AND DEMANDS TO TREAT CUSTOMERS EQUALLY, FAIRLY AND PROVIDE THE SERVICE WE ARE PAYING FOR!!!

THE "INTERNET ISSUES" TECHNICALLY IS ALL OF THEM, ALTHOUGH I CAN ONLY CHOOSE ONE.

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[Ticket: # 888169 - Interference with our computer business and workability and privacy.](#)

**Date:** 3/31/2016 4:00:08 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73112

**Company Complaining About:** Cox

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## **Description**

Chronic password rejection, even though this has been dealt with through the internet several times, all efforts to correct this problem have been futile. This makes working through the computer next to impossible and blocks our communication. If this is a virus, why do corrective methods through our provider and those supposed to know how a computer works not removed this hindrance to our internet flow and cause us not to even be able to use our computer? We have service with Cox and have had for years. What are the best anti-virus services? But I think this problem may be simply a violation of our First Amendment rights. I have had my mail disrupted from some of my conservative publications and even a huge unjust increase on a former credit card which we paid off and terminated. So, this appears to me to be another instance of vicious harrassment from those who do not want the truth to be written or sent to those who need to be informed of our security issues.

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[Ticket: # 888591 - Internet and Phone service shut off](#)

**Date:** 3/31/2016 6:20:41 PM

**City/State/Zip:** San Jose, California 95118

**Company Complaining About:** Comcast

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### **Description**

Comcast turned off my Internet and Phone service today saying they had " Leakage " on my house and did so without any warning what so ever, I called comcast and was told they haave to send a Tech out to my house is a few days to address the " Leakage " issue, meantime the tech that shut my cable off left parts on the sidewalk ( I have a camera system ).

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[Ticket: # 888705 - AT&T Uverse Data Caps and Gateway Fees](#)

**Date:** 3/31/2016 7:07:56 PM

**City/State/Zip:** Morrisville, North Carolina 27560

**Company Complaining About:** AT&T

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## **Description**

This is a complaint about the direction the internet is headed if we continue to allow monopolies and oligopolies implementing data caps and throttling. What do these caps accomplish? Is there really some technical or hardware necessity here? They seem a money grab while there exists no other competition. Control the system control the market. Control the prices.

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**Ticket: # 889239 - Brighthouse Internet Provider**

**Date:** 4/1/2016 10:02:09 AM

**City/State/Zip:** Ocala, Florida 34474

**Company Complaining About:** Bright House

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**Description**

Brighthouse allowing pop ups that will not let you use Internet Explorer unless you dial the number given and buy their product for \$400.00

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[Ticket: # 889049 - windows 10 continuously comes up on my computer](#)

**Date:** 4/1/2016 12:24:29 AM

**City/State/Zip:** Milwaukee, Wisconsin 53217

**Company Complaining About:** Windows

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## **Description**

I use Internet Explorer and DO NOT WANT WINDOWS 10!! Daily I get web sites smearing over my screen saying they are downloading WINDOWS 10 onto my computer. Quick as I can, I try to delete. No way can I stop this. Windows has no way to stop this. Their site has hundreds of complaints about Windows 10 they do not want. Users I know say they hate Windows 10 and it wrecks many of their programs. Windows says they offer it free-- of course later they start charging you. Can you charge Windows with illegally interfering with our computers, so they can sell a product users DO NOT WANT!! HELP!!

Thank you,

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**Ticket: # 889113 - AVG Internet Security is a virus**

**Date:** 4/1/2016 7:03:19 AM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Avg Internet Security

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### **Description**

It loads updates twenty times a day rendering computer useless for a half hour at a time. When you try to uninstall, it fails, and refuses to delete from computer. I've spent an hour just trying to get it off my computer.

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**Ticket: # 904408 - Comcast Xfinity Internet Service is intermittent and unreliable-but Comcast takes my money each month**

**Date:** 4/10/2016 1:34:28 PM

**City/State/Zip:** Alexandria, Virginia 22302

**Company Complaining About:** Comcast

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## **Description**

FCC Sirs and Madams,

I am writing for the first to for your assistance.

I write to lament the decreasing quality of Comcast Xfinity Wi-Fi Cable service, as well as their interest and customer service on fixing the Wi-Fi signal problems.

I live in Alexandria City, VA, which is totally reliant upon Comcast for internet. I pay my monthly bill of \$254.00 in a timely fashion. Since I opened this account (closed my husband's Xfinity due to it's cost), I have had problems with regular internet signal on both 2.4 (more popular) and 5.0 mega hertz wifi signals. In spite of paying, and in spite of working with Comcast Xfinity Wi-Fi departments for many hours, their Wi-fi signal is harder and harder to stream without interruptions or signal drops. Many Comcast Techs have taken my Wi-fi system down and rebuilt it (in fact last week, less than 5 days ago) without regular improvement. Additionally, we re-boot our Comcast Wi-fi signal usually once per day, in addition to clearing browser and re-booting computers.

A new irritation with which I have spoken with United States Comcast Tech department is the new addition of Comcast Xfinity WiFi HOTSPOTS. Our computers are constantly dropping our PAID FOR PRIVATE line within our house, even in mid use, because suddenly the Comcast Wifi HOTSpot pops up. Thus everything drops that I or other users were working on. I spoke with Comcast and they have said 2 differing answers: a) 'we can fix that here (while on tech support phone)" and b) we can't fix that (while on tech support call).

I pay \$250.00 per month for astonishingly poor cable internet, just a stones through from our nations Capitol. I never miss a payment. In the mean time, Comcast CEO made \$40.6 MILLION dollars in 2015. For my \$250/mo, I get intermittent if any Wifi service when my CONTRACT with Comcast promises me regular cable internet connection!

Please help me resolve this very frustrating problem, not unique to me alone in Alexandria VA 22302. We have moved the modem, rebuilt the system, rebooted daily, and re-directed from their "hotspot wifi". What has Comcast done in exchange for me/my family? Have we come to the point in America of being a 3rd world tech country? It appears so very much, as I/we struggle daily, call Comcast regularly, pay but do without regular internet.

I appreciate your interest into my complaint. It seems to me (what do i know) that Comcast Xfinity free hotspot re-direct by Comcast allows Comcast to use a cable megahertz different from our locked down private megahertz one. Perhaps the Hotspot wifi is cheaper to Comcast, so they re-direct to that while pocketing our private line's unused money. Of course this is supposition only. We never had these problems at 22302 until about 6 mo or so ago.

Thank you for your consideration of helping by investigating my complaint with Comcast Xfinity.

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**Ticket: # 889192 - Ongoing problem**

**Date:** 4/1/2016 9:27:26 AM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

I have complained numerous times and will continue about the Cox Cleveland area. I had to update my internet plan due to these caps and it's still not enough or barely enough to use my internet normally. It is known it is just a way for Cox to put more money in their pockets with already raising costs with the added cost of mini boxes. They want you to get the 200 Mbps plan and then you only get a 2,000 GB data cap which clearly shows they want you to pay more and get less considering they don't have a unlimited plan like their related competitor Comcast. Seriously why should I pay \$99.99 a month to watch 4k Netflix and then video games then I am near the end of my data cap and 50GB isn't enough to surf the internet normally or even load up Netflix again forced to not use my internet until next billing cycle. Studies show people are using more and more data and Cox as the advancement in technology I am not the only person that is going to be blazing past these data caps. Please do something I am willing to help!

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**Ticket: # 889256 - Internet connection**

**Date:** 4/1/2016 10:14:54 AM

**City/State/Zip:** Washington, District Of Columbia 20017

**Company Complaining About:** Comcast

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## **Description**

I have had no less than 4 technicians, beginning with the initial setup, coming to my house to supposedly fix the connection issue, since November. I have never been late with a payment, and provide all the information they request immediately, however, they cannot provide consistent service, despite me providing consistent payment. My internet drops every twenty to thirty minutes (and as I'm typing this a literal TWO MINUTES RIGHT AFTER I'VE GOTTEN OFF THE PHONE WITH THEM; specifically Hayley employee ID #819) if it is being consistently used, and I have to call customer service, navigate through the complicated system, and have them constantly reboot my modem. This is time consuming, makes me late for important meetings/appointments, lose important work while I'm in the process of submitting, and forget enjoying the internet for entertainment. I've had to practically take up residence at the local university or Starbucks just to have consistent service. Why should I have to do that when I pay for my own service??

I've spoken to numerous managers, had techs come here on four, soon to be five separate occasions (multiple techs for multiple days sometimes), and every time they tell me the same thing. "I don't know what's going on." Isn't figuring it out your JOB??

After the tech leaves I have continuous service for three to four weeks, then the cycle repeats itself. It's out of control, and I can't and shouldn't have to take it anymore. The coup de grace is the box is literally NEXT DOOR to my house, attached to my neighbors, and we both have complaints of shoddy service as well as customer service. Companies shouldn't be able to treat their customers like this, and if they won't do anything about it, I'm reaching out to someone who can. I hope you can help. Thank you for your time.

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[Ticket: # 889591 - Unable to send e-mails responding to petitions for good causes](#)

**Date:** 4/1/2016 12:06:46 PM

**City/State/Zip:** Chestnut Hill, Massachusetts 02467

**Company Complaining About:** Comcast

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## **Description**

Today I received several requests for petitions to sign for good "liberal" causes; after I put in all the required information, I was unable to transmit them. Is Comcast censoring those petitions. Otherwise my internet has worked fine.

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**Ticket: # 889610 - Trojan virus**

**Date:** 4/1/2016 12:13:41 PM

**City/State/Zip:** Dallas, Texas 75230

**Company Complaining About:** Yahoo

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## **Description**

Please check these phone numbers: 888-411-1123 (Yahoo web page) 424-328-1755 and 424-238-1844 (when they called back from Yahoo?) Everything was a SCAM, I payed \$399.99 (but after I realized what it was,) I notified my bank and cancel Credit Card. After that received a email saying they were going to refund it? Company name is Codelocke Solutions. Thank you very much.

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**Ticket: # 889892 - Internet Loud Commercials**

**Date:** 4/1/2016 1:57:22 PM

**City/State/Zip:** Glendale, California 91226

**Company Complaining About:** AT&T

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### **Description**

I don't know whether this complaint should be filed under TV or not, but the commercials on Hulu have been consistently louder than the programming they accompany. This has been happening for the past several weeks, and I find myself needing to mute the commercials. The frequency of this issue used to be less, but it seems now every commercial is blaring through my speakers where the programming itself is comfortably audible.

My complaint has nothing to do with interference, but I didn't see a drop down section for Internet programming.

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**Ticket: # 889891 - internet scam**

**Date:** 4/1/2016 1:56:42 PM

**City/State/Zip:** Bracey, Virginia 23919

**Company Complaining About:** Geekdefenders Llc

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## **Description**

On March 31, 2016 my home computer was hacked by a company named GeekDefenders LLC. They insisted that the only way to remove a virus was to allow them to fix it. At the end of their "cleaning" I was told that it would cost me \$349.99. I then found out that this is a known scam and had to pay 199.99 to Best Buy to have their virus removed after having to drive 78 miles to get it repaired. I also had to close out a 40 yr. old checking account and get a new one. I now have to change all passwords and auto pays. I feel that they should reimburse me for the repair cost and forgive their fee, as I have no intention of paying them.

---

**Ticket: # 890281 - Verizon Fios to Frontier debacle**

**Date:** 4/1/2016 3:56:40 PM

**City/State/Zip:** Huntington Beach, California 92649

**Company Complaining About:** Frontier Communications

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## **Description**

Hello

I live in California and as of today my Internet and cable services I had for 3 years had been transferred to Frontier Communications. The first day of the buy out all of California who had Verizon Fios has no Internet services and no time frame when those services will resume. I called to cancel my services today as this is not acceptable to me and waited for over an hour to talk to a customer service rep. She told me she didn't have any information about the disruption and could not pull up my account as it is still in limbo from the Verizon buyout. So I could not even cancel services with them. No one could tell me if I was going to be billed for the days while they see working out the account issues or if they are billing for the days their internet is not working. Also on their Facebook page, people are being told the have to pay \$49.95 to terminate their contract. However for anyone with a contract that was with Verizon not with Frontier. No information is posted on their website about the internet outage. It is a real mess and should be investigated.

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**Ticket: # 890507 - Internet and phone hacking****Date:** 4/1/2016 5:33:05 PM**City/State/Zip:** New Port Richey, Florida 34653**Company Complaining About:** Frontier Communications

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**Description**

For week, month, almost a year now, I have had people hacking into my computer, thus my WIFI. I have made reports to the Pasco Sheriff's department of the situation, and they are aware. I am over this. I pay for a service and people have hacked. Many people within my neighborhood, come to find out have felonies, thus they are not allowed by law to have internet access, they have drug dealing, stealing houses, one with a 793,000 fine, and gun smuggling charges, theft, burglary, drug dealers, etc. you name it. All these people are not supposed to have internet access, well, they do two things, break in peoples houses and hack their system, etc, and do port forwarding or hack their phone lines. I am done with this. I know many of the "possible network names that are a possible issues...FiOS-YGBT1, Capt'n Scotty, Capt'nron, 9FC89, HP-Print-BB-Envy-4500- Series: this one is an open port and likes to link other networks to their own. There is also Hldden Network, FiOS-QR05D, BHNTG862G, Q9X5B. The interference is seemingly both by wifi, wireless, VPN, and DNS, that is what I have noticed. Some of the hackers are also using a powerful phone or ipad, etc. My Verizon, now my Frontair acct. should reflect all the hacking and reports. My wireless router shows all the block reports in security as well.

It has been so bad at time, when I go onto my banking, it will not let me log because it states "unsecure connection" so they are trying to steal peoples information, etc.

It has happened to me, and both neighbors to left and right side. We are done with it.

I have also had my phone hacked, as beeping like the phone is being recorded, no dial tone, verbing, and disconnects while talking, etc. I even had a friend up north state that after our private conversation with her sister over cancer, that she received a text stating for her and her sister to call...., and she was pissed, so was I; so that just proves people are listening into our conversations. That is hacking, invasion of privacy, and they've done it so much that it could be considered domestic terrorism.

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[Ticket: # 890687 - contract / services](#)

**Date:** 4/1/2016 7:16:48 PM

**City/State/Zip:** Fresno, California 93710

**Company Complaining About:** Level 3 Communications

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## **Description**

Level 3 is not allowing us to walk away from a contract we did not sign, they are trying to hold us to a contract that is invalid and are penalizing us wrongfully. Their services are inadequate for the direction our company is headed, we have requested a bid from them to give them a chance to continue to be our providers, please see attachment.

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[Ticket: # 890728 - hacked my laptop](#)

**Date:** 4/1/2016 7:39:54 PM

**City/State/Zip:** Sacramento, California 95825

**Company Complaining About:** AT&T

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## **Description**

Criminals took over my computer, claiming it was "infected". I called the phone number they supplied (855) 534 - 3805. The person I reached gave a long fake explanation of my "problems" which he would fix for \$499.99. When I declined, he reduced the fee to \$299.99. I declined. I reset my computer and have had no problems. I have received these bogus offers at least a dozen times.

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[Ticket: # 890878 - Verizon transitioning services to Frontier](#)

**Date:** 4/1/2016 10:03:19 PM

**City/State/Zip:** Plano, Texas 75074

**Company Complaining About:** Frontier Communications

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### **Description**

I was not notified via mail about this transition. The transition is extremely complex and SLOW. I am being told by Frontier I do not have the same services I had with Verizon. They are asking me to add services. I will say that their web page is VERY good at making sure you can PAY A BILL

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[Ticket: # 891014 - Throttled Internet no remedy, and no support](#)

**Date:** 4/2/2016 2:56:39 AM

**City/State/Zip:** Pomona, California 91766

**Company Complaining About:** Time Warner

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## **Description**

I cant conect to my internet for more than an hour tops and 15 min at least. After that time Time Warner throttles my internet. I have called at least 20 times last month. They say they fix it, then 2 hours later the same thing happens. They have admitted that they offloaded my data to an offsite company. I don't know what to do. This seems illegal.

---

[Ticket: # 891207 - Illegal eavesdropping on my computer, illegal use of my computer remotley](#)

**Date:** 4/2/2016 12:23:00 PM

**City/State/Zip:** San Luis Obispo, California 93406

**Company Complaining About:** Charter

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## **Description**

I had FB for my children and grandkids, i learned that there were severalk very odd intrusions notified by my antivirus, then i was notified by FaceBook as well as mirco soft that my computer, emails, Facebook have been compromised and i need to disconnect from FB since two people later Identified as local Private Investigator Gregory Clayton and his two clients both lawyers Tana Coates and Jeffry Radding who retained him to snoop, eavesdrop, monitor electronically, take photos in my windows record and take information from my private emails, phone accounts and FB.

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[Ticket: # 891663 - Home Network](#)

**Date:** 4/2/2016 8:02:41 PM

**City/State/Zip:** Sacramento, California 95826

**Company Complaining About:** AT&T

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## **Description**

Sometimes at night it seems as if my internet connection goes haywire. I've had an experience ever since switching from Comcast to AT&T U-Verse with random webpages showing up in the Spanish language when on Google. I've never encountered this issue before. Seems like theres some interference with the signal at certain times of the night.

---

**Ticket: # 891671 - How can they get away with THIS**

**Date:** 4/2/2016 8:15:35 PM

**City/State/Zip:** Surfside, South Carolina 29575

**Company Complaining About:** Frontier Communications

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## **Description**

I am hacked so bad by my neighbors they are getting on my computer in front of my eyes and daring me to tell. They are making threats that made me arm myself. The reason is that I have work very hard on getting the proof to turn them in to the police. However i discovered something much worst than i ever suspected. These people are extremely serious criminals. The scam are they running now will make national headlines because it involves a lot of people and it involves politics and SEX. They have built up a large amount of power because they can inflorescence to many people. My name is (b) (6) is my ip you need to see this for yourself (b) (6) i have told the ISP about it as well. hurry up and you will catch some good fish. I have no reason to lie this info is true and huge

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[Ticket: # 891781 - Frontier internet outage](#)

**Date:** 4/2/2016 10:41:22 PM

**City/State/Zip:** North Port, Florida 34288

**Company Complaining About:** Frontier Communications

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## **Description**

An investigation should be started with the Verizon Frontier switch and the massive Internet outage causing millions of dollars in lost revenue for those who work from home

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[Ticket: # 891790 - No Service](#)

**Date:** 4/2/2016 10:52:37 PM

**City/State/Zip:** Palestine, Texas 75801

**Company Complaining About:** Dish Network

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### **Description**

Dish keep turning off my internet every other day.

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**Ticket: # 891803 - Possible exclusivity contract between Marquis apts. And AT&T**

**Date:** 4/2/2016 11:17:07 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** AT&T

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## **Description**

The apartment complex i live in at 14515 briar forest dr. Houston tx 77077 only allows at&t internet and i have been unable to receive internet because the previous tenant has an unpaid bill and at&t wont do anything about setting up my internet until the previous tenants bill is paid. I asked the apartment if i can get internet through another provider and they said that only at&t is allowed. At&t trucks are always parked inside the apartment complex gates to keep other companies out. I am trying to study for a medical certification and have been one hundred percent unable to get internet for studying due to what im assuming from pthe context of what they told me an "exclusivity contract." the name of the apartment complex is The Marquis on Briar Forest in houston tx.

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[Ticket: # 910948 - Frontier Communications Internet](#)

**Date:** 4/13/2016 2:21:04 PM

**City/State/Zip:** Garland, Texas 75044

**Company Complaining About:** Frontier Communications

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### **Description**

My internet has been down 3 days now. I call customer service and get hung up on. Not impressed.

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**Ticket: # 892303 - Issues with Windstream**

**Date:** 4/3/2016 8:39:12 PM

**City/State/Zip:** Winder, Georgia 30680

**Company Complaining About:** Windstream Communications

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## **Description**

Since mid-January I've had unreliable Internet service. At first, we had some guys come out and said they were replacing the line. We had not requested this service. I suppose they were doing an area upgrade. They took out my neighbor's service for a week. When they sent repairmen out, they took out my service. Since then, I can't get more than about 6mbps regularly and I'm being dropped 45+ times a day. I've called eight times. Each time it takes several days for the servicemen to arrive since nobody will actually escalate my ticket as they said they will. The last time, the serviceman said he was experienced enough to diagnose the problem to the line and the box. If he saw an issue with the cable itself, he would report that for me. Nothing. I had to call back again and it's another three days to get someone out here. I was finally able to talk to a dispatcher, but I have no idea if she was just an office worker or someone who actually understood what could be the problem. Each time I call, they say they can hear noise on the line and they can track the drops in service. I don't understand why they aren't taking this seriously and getting a tech out here who can actually fix my Internet.

---

**Ticket: # 892680 - Frontier Communication massive internet outage cost the public millions (Again!)**

**Date:** 4/4/2016 10:53:10 AM

**City/State/Zip:** Winter Haven, Florida 33880

**Company Complaining About:** Frontier Communications

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## **Description**

Hi-

The internet outage caused by Frontier Communications taking control of Verizon (with no notification to the millions of affected customers) was reported on by

(b) (6) of WTVT in Tampa and the Tampa Tribune. I hope you will pursue this issue, it seems enormous.

My friend runs businesses in Winter have and Lakeland. Since his hundreds of customers were unable to swipe their credit cards last night, he lost between 4 to 6 thousand dollars yesterday, and it was still not working this morning.

The Tribune story cited the massive multi-state effects of Frontier's errors in Florida covering 5 counties, 220,000 businesses and 2 million home subscribers (many running businesses from home). If each business only lost a thousand dollars, you are talking 220 million dollars of lost income. And this is just Florida, the day also saw outages in Texas and New York as well. Please note, a similar act was committed the last time Frontier assumed control of another network. This is outrageous, and Frontier's admonition that their customers exercise patience borders the unbelievable.

it is doubtful losses can be recouped, but it seems something needs to be done about this, consumers should not be injured by a corporate giant that merely walks away from the crime.

<http://www.tbo.com/news/politics/frontier-customers-still-having-problems-after-verizon-switchover-20160402/>

Thank you for your time and consideration.

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**Ticket: # 892758 - Blocking Services**

**Date:** 4/4/2016 11:30:58 AM

**City/State/Zip:** New Port Richey, Florida 34655

**Company Complaining About:** Frontier Communications

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## **Description**

I'm at the end of my rope dealing with Frontier (Verizon Fios) and Bright House.

From my Fios network I am unable to access the Bright House e-mail Service (mail.brighthouse.com). This only happens through the Fios network. If I use my laptop and hotspot to my iPhone, I'm able to access the service without any blockage. Using the same laptop and connecting through the fios network prevents me from accessing the e-mail service.

I've contacted both Bright House and Verizon Fios (now Frontier) and both companies blame each other leaving me stuck in the middle. This has cost me countless hours and thousands of dollars. I need these two carriers to play nice with each other and provide me the services I paid for.

---

**Ticket: # 892779 - Frontier Take Over of Verizon in Florida causing massive issues**

**Date:** 4/4/2016 11:42:58 AM

**City/State/Zip:** Sarasota, Florida 34237

**Company Complaining About:** Frontier Communications

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## **Description**

With Frontier Communications taking over customers in Florida, Texas and California, there have been major issues in business practice and customer resolution. I myself was a Verizon DSL client who was caught up in this and it's taken more than 3 days for services to be reinstated - this after my first call into Frontier ended with being hung up on by their agent when I asked to speak to someone else.

Frontier has admitted on social media and to other callers that they did not have all of the new clients loaded into their systems. They have stated to local media that they did not believe that the outages were wide-spread - yet enumerable people on social media from all three states can state otherwise.

Even with an apparent abundance of time, it is obvious that not only did Frontier not properly plan for the merger, but they have been incapable of keeping up on the demands these failures have created.

All responses I've received from Frontier representatives on both social media and directly to me have been the same - send us your account info and we'll look into it. There has been no direct contact by them after sending said information to follow up nor has there been any response to my inquiry about what sort of compensation I, as a client who has been inadvertently disposed of services that keep me from being able to conduct business, attend school and communicate with family have experienced due to their inherent lack of planning, preparation and execution will receive. Multiple DAYS without services I'm paying for is simply unacceptable - not to count the businesses affected both small and larger.

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[Ticket: # 892987 - verizon/aol](#)

**Date:** 4/4/2016 12:52:20 PM

**City/State/Zip:** New Portrichey, Florida 34653

**Company Complaining About:** Frontier Communications

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## **Description**

I just found out that our emails had to be switched from verizon to aol by march 15th, what if we didn't want to go with aol, now all lost! weddind picture, important documents, we are more than upset to say the least. how can they do this and get away with it! we were not given any deadline and because we didn't want to receive text messages by giving our cell phone number out we are screwed!!! its insane!

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[Ticket: # 893162 - Internet issues](#)

**Date:** 4/4/2016 1:55:58 PM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

Internet is going out every 10 minutes for the last 48 hours

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[Ticket: # 894545 - Internet cutting out](#)

**Date:** 4/4/2016 11:08:20 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Time Warner

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## **Description**

The Internet service provided to us has been cutting out continuously for a few months. We have tried many times to resolve this issue and still haven't been compensated, or had this issue resolved for us.

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[Ticket: # 893309 - Re: \[FCC Complaints\] Re: Follow up to 672938 & 540225](#)

**Date:** 4/4/2016 2:44:16 PM

**City/State/Zip:** Greenwood, Mississippi 38930-3604

**Company Complaining About:** AT&T

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## **Description**

This is a follow-up to your previous request #871718 "Follow up to 672938 & 540225"

You have asked me continuously to contact AT&T myself. I am unable to do that because I do NOT have the name of the officers or their addresses!!! AT&T hide all contacts from customers except a "customer service agent". That person can NOT solve my problem; they have only the power to refuse me.

PLEASE send me AT&T president or vice president name and address. Nothing else will work.

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[Ticket: # 893424 - Comcast's poor latency/packet loss are causing issues for deaf consumer using video relay](#)

**Date:** 4/4/2016 3:12:04 PM

**City/State/Zip:** Mooresville, Indiana 46158

**Company Complaining About:** Comcast

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## **Description**

(CTR 364) Ms. Ray, who is deaf, states that issues with her Comcast connection (possible poor latency and/or packet loss) are causing problems with her ability to use video relay service, which provides access for her to telephone network and 911 emergency services. Ms. Ray is requesting that Comcast do a site line check and monitor her connection to identify/address any issues with her connection as such.

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[Ticket: # 893464 - Comcast internet problems](#)

**Date:** 4/4/2016 3:20:54 PM

**City/State/Zip:** Saugus, Massachusetts 01906

**Company Complaining About:** Comcast

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## **Description**

Internet connection continues to drop out. Sometimes up to 12 or more times in a day. Comcast has replaced the modem more than once and run new lines yet the problem continues. This has been going on for over a year and Comcast now refuses to get the problem fixed. Claiming they can't find a problem. A quick view of Comcast's own FB shows complaints of this nature all over the US posted on a daily basis.

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**Ticket: # 893692 - CAN-SPAM violation**

**Date:** 4/4/2016 4:33:26 PM

**City/State/Zip:** Magnolia, Texas 77355

**Company Complaining About:** This Is Not About The Isp -- Why Don't You Have A Can-spam Complaint Selection???

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## **Description**

This website (<http://iop.msgfocus.com/c/1w29YAQvXIPR5ybeGb7Kbk58>, which redirects to <http://nanotechweb.org/cws/my-profile>) does not "[...] provide easily-accessible, legitimate and free ways for you to reject future messages from that sender." Instead, the website requires one to sign into a (possibly non-existent) account in order to get off the mailing list.

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**Ticket: # 893744 - Poor speeds with Cox Cable**

**Date:** 4/4/2016 4:46:24 PM

**City/State/Zip:** Tulsa, Oklahoma 74315

**Company Complaining About:** Cox

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**Description**

(CTR 364) (b) (6), who is deaf, depends on video relay service in order to access the telephone network and 911 emergency services. She states that she is receiving very poor Internet speeds/service from Cox at her home, and pays around \$140/mo for the service. (b) (6) states that she visited Cox's office in Tulsa to see if she could get this resolved, but states that the Cox worker was very rude and dismissive of her - which she feels was very discriminatory behavior due to her deafness.

(b) (6) states that she carried out a speed test, and states that she is receiving .5 Mbps download speeds and 5.6 Mbps upload speeds with 78ms ping times - and she wishes for this to be looked into, along with possible packet loss / latency issues. She feels that she has not been receiving the level of service she had been paying for, and wishes for Cox to do a line check and line monitoring of her service to ensure that her service is worth what she pays for.

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**Ticket: # 893864 - Cell Phone/ GPS Jammer**

**Date:** 4/4/2016 5:21:57 PM

**City/State/Zip:** Dallas, Texas 75220

**Company Complaining About:** AT&T

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## **Description**

I am tired of my neighbors cellphone/GPS and wifi jammer constantly stopping my mobile devices capabilities (b) (6) Dallas TX 75220 If you drive past their house it will kill your cell phone and they have it in their office room. This device is illegal and it is effecting our neighborhood through services we pay for. Criminals use this device only.

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**Ticket: # 893887 - Frontier Comm intermittent Internet**

**Date:** 4/4/2016 5:25:05 PM

**City/State/Zip:** Rancho Cucamonga, California 91730

**Company Complaining About:** Frontier Communications

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## **Description**

I am a Verizon customer, or rather I was. Frontier comm with basically no notice has began to transition thousands of Verizon customers and they were not ready. I have issues with my TV service (FIOS), Demand service, landline phone service and occasional disruption of internet and slowing. customers cannot register or link accounts based on Frontiers lack of PINS numbers. I am not getting the service I paid for and due to government regulations we are held hostage to what is only offered per city. Chat live or phoning customer service has not been able to resolve issues. Doesn't this type of sell need to be approved by some government agency and isn't there requirement of the new company to provide at least the same level that existing customers had received from Verizon? Please take the time to read Frontiers Facebook page and the hundreds and hundred of complaints that are being posted. This is happening in all 3 states that were transitioned. California, Florida and Texas. The only response that the majority of us are receiving is canned responses. I realize that most government agencies do not care about this type of issue but who do we have to turn to? We did not ask for this. At lease when ATT and Direct TV merged the issues were short lived and resolved quickly.

---

[Ticket: # 894354 - WIFI 2.4Ghz Interference](#)

**Date:** 4/4/2016 8:45:07 PM

**City/State/Zip:** Berryville, Virginia 22611

**Company Complaining About:** Comcast

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### **Description**

Having 2.4Ghz interference in my neighborhood preventing my wifi router from working. My neighbors have tried their routers as well.

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[Ticket: # 898142 - Verizon switching to fronteir communication](#)

**Date:** 4/6/2016 3:29:01 PM

**City/State/Zip:** Murrieta, California 92563

**Company Complaining About:** Frontier Communications

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### **Description**

I have been having interrupted service all week with none of my premium channels working as well. We pay a lot of money for such poor service

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**Ticket: # 894369 - The mental stress and abuse of Verizon's Personnel****Date:** 4/4/2016 8:53:44 PM**City/State/Zip:** Cambria Heights, New York 11413**Company Complaining About:** Verizon

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**Description**

I applied for service for a small church and the request was phone and internet to be installed on a Saturday because there is no one at the church during the week. On March 8, 2016 where I was transferred to at least 5 people who were not able to help me. I requested a supervisor who came on the phone after I spent 2 hours trying to resolve the problem. His name was Raymond and he came on the line at 9 PM and we spent an hour over the phone trying to resolve the issue. The problem was never resolved and so he told me a technician will return to fix the problem. The technician came and the problem was fixed after many hours. However, this never solved the problem. The problem continues and I called Verizon again on Thursday 3/31/2016 and the customer service rep, Dennis was unable to assist me. He told me he has to send a technician out to fix the problem because there is a problem with the phone line why the internet does not work properly. Appointment was made for 4/2/2016 between 8 AM - 1 PM. I specified that I wanted the first appointment and it was no problem. I got to the church at 8 AM and I waited until about 10:48 AM before calling Verizon. I spent 43 minutes on the phone asking for a supervisor because the representative could not help me. She finally gave a supervisor who actually sounded like the rep who told me she was sorry because it depends on when my appointment was made I could be the 3rd person so that is the reason why no one was there as yet. I explained to her that I spoke to a rep on 4/1/2016 who told me a technician will be there. I told her I do not live in Queens and my day is totally wasted. I could have cleaned my house, picked up my grandchild so my daughter could go to work and be here at 12:30 PM to wait for the technician. I explained to her that they all have my number and should have contacted me if he was going to run late. I told her I would be making a complaint and she go ahead because this is what the technician does, they do not follow orders. When the technician finally called me, he explained that he started work at 11 AM and they should have given the job to a technician who started work at 7:30 AM. He told me I do not need to be at the church because the cable is bad from the outside so the tech support department will remove the phone line to a working cable and then the internet should work. Can you imagine these inconsiderate personnel of Verizon, a bunch of liars, and incompetent workers? On the work it was specified that the technician needs to return to the church to tack the wires that he left lying loosely in the office. My whole day was shattered!!! My daughter lost a day from work because of Verizon. There should never be any monopoly in an essential service and yet Verizon controls 98% of the communication business in America. I have been searching the web to file a complaint about them but there is no avenue for same, why? Because of their monopolization of the communication business. I need this to be resolved. The internet is still very slow and it works intermittently. The wires need to be tacked and I need to be compensated for the service that I was never able to use.

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[Ticket: # 894511 - Unreasonably high Ping](#)

**Date:** 4/4/2016 10:43:08 PM

**City/State/Zip:** Rochester, New York 14624

**Company Complaining About:** Time Warner

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## **Description**

At seemingly random times while I'm playing my video gaming system, my ping number on Speedtest reads over 600ms at times. Whenever there is a spike in ping, it is always over 400ms. This is at times where my internet is barely being used, and this rarely, if ever, happened before.

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**Ticket: # 894505 - Internet service**

**Date:** 4/4/2016 10:39:14 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** Direcpath

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**Description**

We have internet problems for 8 days, the company lie, every day said something different.

We are tired of these abuse every day

Thanks

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**Ticket: # 894582 - Unwanted emails from Universal Orlando Resort**

**Date:** 4/4/2016 11:51:36 PM

**City/State/Zip:** Cincinnati, Ohio 45241

**Company Complaining About:** Time Warner

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## **Description**

Universal Orlando Resort obtained my email from a survey I took after visiting their parks. At the end of the survey I made sure to uncheck the option to receive promotional emails. I soon noticed they had ignored this request and had begun emailing me their spam. This request was made approximately a month ago, and did include unchecking all the boxes on the link they provided. This solution did not work however, so I tried again twice more. Still seeing no resolution I decided to contact their support. I made the request for support on March 18, 2016 and received a response from the park on March 23, 2016. The response will be attached to this complaint (with personal information edited out as this form requests), and shows their guest services telling me they had removed my email from their mailing list.

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[Ticket: # 894705 - Internet goes down every 5 minutes in bad weather](#)

**Date:** 4/5/2016 8:43:18 AM

**City/State/Zip:** Hillsborough, New Jersey 08844

**Company Complaining About:** Comcast

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## **Description**

My internet goes down every 5 minutes or less in bad weather. Comcast said they dug up the lines outside and changed the- THEY DID NOT.

They keep on insisting that I make a tech appointment for a tech to come inside and check the lines- I DID ALREADY AND THE TECH CAME AND SAID THE LINES INSIDE ARE FINE AND THE PROBLEM IS OUTSIDE.

The idiots at Comcast headquarters cannot comprehend that.

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**Ticket: # 894805 - Internet Connection Resolution****Date:** 4/5/2016 9:22:12 AM**City/State/Zip:** Mount Arlington, New Jersey 07856**Company Complaining About:** Cablevision / Optimum Business

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**Description**

We have been experiencing constant service interruptions for the last 6 months. Optimum has come out numerous times and has yet to resolve the issue. We are in a corporate park and every time Optimum comes out they provide another excuse. We are paying for business class high-speed internet and have NEVER received the promised speeds. Several outside escalated management technicians have also been called on site to check the line coming into the building "Tap" and they all have noticed issues with download and upload speed. Average download speed being 22 bps and upload speed being 3 bps, are paying for 100 down/ 50up Mbps up. We have also been told that managers have respond to field technicians as "No contest" to field technician's recommendations to further troubleshoot this issue and nothing has been done. This is directly affecting the operations of our organization and has cost us in the area of \$100K in lost productivity revenue. This directly affects the QoS of our phone service and prevents my employees from making or receiving phone calls. We recently opened a new case on 3/29/ 2016 Case # 91154966 around 3pm and a technician came onsite and eventually escalated to outside management work 3/30/2016 7:30 am #00091165854. We have yet to get an actual resolution or suggestion from the cable company.

---

[Ticket: # 894884 - Refusal to properly address or resolve connectivity issues](#)

**Date:** 4/5/2016 10:13:39 AM

**City/State/Zip:** Augusta, Georgia 30907

**Company Complaining About:** Comcast

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## **Description**

We had Comcast installed May 18, 2015 and since then we have made at least half a dozen requests for technical assistance as we have intermittent connectivity- the service is in and out, undependable and down more than it is up. Even though this issue continues, we continue to be billed full price for Comcast "service." All technician visits have found no issues with the wiring to our home or devices, and we have replaced both modem and router . In fact, two technicians have told us that it is a Comcast issue that they refuse to deal with locally- nodes, signals strength, etc. To add insult to injury, we are unable to access another isp in our area due to governmental regulations.

---

**Ticket: # 895204 - Verizon fios or Frontier communication**

**Date:** 4/5/2016 12:23:42 PM

**City/State/Zip:** Pomona, California 91767

**Company Complaining About:** Frontier Communications

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## **Description**

On April 1 2016 my servie of internet was cut off

i trying to reach all departaments from verizon fios as they are called now Frontier and they are not able to assist me . i am losing money i do home work in my house this is costing me . i do have a 2 year contract with them since the time past is been 1 year left i believe , i ask them over social media if i can cancel or they can remove me so i can move forward and find some other carrier , they told me i have to pay early cancellation fees . i dont agree i need help i need to get my family online back againg but i dont want to pay there cancelation fee. is there any solution for my problem?

---

**Ticket: # 895499 - Interference from another ISP in area**

**Date:** 4/5/2016 1:47:38 PM

**City/State/Zip:** Paoli, Indiana 47454

**Company Complaining About:** Netsurfusa

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## **Description**

Apparently there are locations in our rural area that the frequencies of Netsurfusa and Blue River interfere with each others service to their customers. I am a subscriber to Netsurfusa but have talked to Blue River about their availability. They stated that their signal could not reach me because of surrounding hills. However, I believe that Blue River's signal or frequency crosses or interferes with my Netsurfusa's signal or frequency. My son has also overheard a Blue River customer complaining about the same problems I am having. Therefore, I am concluding that their frequencies are too close together or that they are overlapping.

Said problems include constantly being knocked off line or freezing up until the system can digest the command. This have been going on for more than six months. These problems multiplied when Blue River installed their antenna on top of grain bins to the NE and NW of me. My access to Netsurfusa can be seen from my yard....there is a clear path from my receiver to their tower (antenna). And yet I can not access the internet without problems.

---

**Ticket: # 896229 - Hacking**

**Date:** 4/5/2016 5:19:44 PM

**City/State/Zip:** 231 Oliver Way, Connecticut 06002

**Company Complaining About:** Other

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## **Description**

4/5/2016

Dear FCC:

On the behalf of (b) (6), three perpetrators from a YouTube account with criminal activity have been continuously harassing the victim mentioned above through electronic means since March, 2016.

The harassment is included is as followed:

The use of hacking, death-threats, and intimidation via both cell-phone, pc, and other electronic equipment via digital and analog frequencies as an access point to infect nearby electronic equipment. The perpetrators in question have also stolen information entered via credit card upon (b) (6) Apple ID account.

Several times (b) (6) has stated that he has received death threats including "Die in 6 months" and "You have 36 hours to comply".

The perpetrators are as followed:

IP: 217.23.11, 236 port: 80

Attack URL: Fistristy.com/aa/nn

Youtube Account Name: The\_Nerdy\_Effect

Youtube Names:

Att\_deadnaughts

Marked\_4\_Lfye

Youtube Accounts:

Main: Toy Group Alliance

( includes 13 Sub Groups)

Your expedited response to this matter is crucial. Please contact me at (b) (6),  
(b) (6)

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**Ticket: # 902907 - Internet data usage**

**Date:** 4/8/2016 5:26:40 PM

**City/State/Zip:** Fenton, Missouri 63026

**Company Complaining About:** AT&T

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## **Description**

We have had AT&T for many years. Recently, my husband retired. To cut back on costs we gave up our U-Verse TV and kept internet service with AT&T, so we could stream. We have repeatedly received letters and email from AT&T asking us to sign up for Direct tv or Dish, or Uverse DSL again, and we ignore them because we cannot afford the unnecessary costs. We have noticed over time that they have been throttling our internet service to the point that we could not stream a movie or show at all. We have an application that we can test the service/strength of our internet connection. We are on a smaller budget. Now, as you can see from the email I have attached that AT&T will be moving to limit our internet access, or penalize us for anything over a certain data amount. According to this email they say we have a limit already of 250GB a month, which we were not aware of. We live in a location where we do not have access to Charter, or anyone else to replace AT&T. We think this is interference of us being allowed to have access to a public entity. We feel we are being targeted because we will now be a low income family who are trying to cut corners and they are punishing us because of that and because we gave up their Uverse tv and they are trying to force us to purchase Uverse DSL tv again, or punish us. If we don't buy the UVerse tv then they want to charge us a outrageous usury amount for using a certain amount of internet data. We also have terrible cell phone service and do not get many of our calls. We have complained about the internet service and cell phone service before to no avail. Please advise us as to what we can do, or if the FCC can intervene.

Regards,

(b) (6)

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**Ticket: # 896343 - Internet interruptions**

**Date:** 4/5/2016 5:57:48 PM

**City/State/Zip:** Huntingdon, Pennsylvania 16652

**Company Complaining About:** Verizon

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## **Description**

I have called Verizon to have an issue with my internet fixed. I have called using the telephone and the live chat since June of 2015. Verizon has been to my residence at least more than 7 times. The problem is stated "fixed" when it never is. I keep getting billed for full service when I am unable to use my service 100% of the time. At times, I have been out for weeks with no compensation.

---

[Ticket: # 896486 - Email unwanted and won't unsubscribe me](#)

**Date:** 4/5/2016 7:16:18 PM

**City/State/Zip:** Prairieville, Louisiana 70769

**Company Complaining About:** AT&T

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## **Description**

I have asked this emailer (b) (6) three times to stop emailing me and have I subscribed and they email me still every day

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**Ticket: # 896705 - Comcast Internet Disconnects****Date:** 4/5/2016 9:26:01 PM**City/State/Zip:** Naples, Florida 34116**Company Complaining About:** Comcast

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**Description**

My internet from Comcast (150mb Extreme) disconnects every single day at least 10 times and slows down at 6 pm to about 80mbps every single day. I have had like 5 technicians come and do absolutely nothing to fix my issue and comcast is still charging me \$110 for a service that is not worth that. The issue has been happening now for a couple months with no sign of it being fixed and quite frankly I'm losing complete hope. I need the FCC to help me set this straight because I feel like Comcast won't help me at all and I pay way too much to NOT have a reliable internet service. I use the internet for my daily business and not having it be reliable and have it disconnect over 10+ times a day (every single day) and slow down to less than half of the speed that I'm paying for is pretty ridiculous if you ask me. I will never recommend Comcast to anyone and quite frankly think the FCC really needs to throw the book at them because they are getting away with some very scummy stuff.

---

[Ticket: # 896742 - Verizon cancelled my internet w/o my permission and now I can't get it reconnected.](#)

**Date:** 4/5/2016 10:02:08 PM

**City/State/Zip:** Lafayette, New York 13084

**Company Complaining About:** Verizon

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## **Description**

Verizon disconnected DSL and gave the phone number to my neighbor. I have talked to 8 different people in the Taughton MA affine and one person in NY today. I have been given many different stories. I need the DSL service turned back on. The account that was turned off was 315-677-3108. I did not request a disconnect. I have tried to get it reconnected unsuccessfully. Everything is ready the line to the building and the router/ moden is still there. The service is poor and the people are rude and disrespectful.

---

**Ticket: # 896836 - INTERFERENCE**

**Date:** 4/5/2016 11:48:03 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

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## **Description**

Cyberstalking and Internet operations: slowing the channel, byte reate reduction. CONTROL virtually all aspects of the Internet.

We know our harassers. CYBER STALKING Messing with our ordinary usage of our Internet.

Controlling MOUSE and Disabling portions of Keyboard.

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**Ticket: # 896921 - Hacking, Cyber Stalking causing failure of electrical equipment**

**Date:** 4/6/2016 2:57:37 AM

**City/State/Zip:** Santa Ana, California 92706

**Company Complaining About:** Time Warner

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## **Description**

Honestly, Im not sure this is the correct forum, I'd appreciate guidance if not. Since 2012 or thereabouts, I never had any issues or glitches I couldn't figure out myself. Until a neighbor, working for ABM reacted in certain ways to me, which were negative. Hes an electrical technician for ABM and has been on a campaign to ruin my equipment. Therefore I ask if this is the correct forum to right the many wrongs. One example is how the internal microphone was jumping on and off the screen without any prompt.

His yard and my bedroom face each other therefore making it easier for the interruption of my service. This was also done to my Samsung smart tv and was on the phone with them many times. Lastly, I have considered obtaining a restraining order but haven't yet as I wanted all the facts first before taking such action. BTW-he is aware of my first complaint and I believe this is his payback to me. How would he find out? And now what can I do outside of going thru the legal system.

---

**Ticket: # 897038 - Blocking Services**

**Date:** 4/6/2016 9:17:11 AM

**City/State/Zip:** New Port Richey, Florida 34655

**Company Complaining About:** Frontier Communications

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## **Description**

I'm at the end of my rope dealing with Frontier (Verizon Fios) and Bright House.

From my Fios network I am unable to access the Bright House e-mail Service (mail.brighthouse.com). This only happens through the Fios network. If I use my laptop and hotspot to my iPhone, I'm able to access the service without any blockage. Using the same laptop and connecting through the fios network prevents me from accessing the e-mail service.

I've contacted both Bright House and Verizon Fios (now Frontier) and both companies blame each other leaving me stuck in the middle. This has cost me countless hours and thousands of dollars. I need these two carriers to play nice with each other and provide me the services I paid for.

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[Ticket: # 897488 - people watching](#)

**Date:** 4/6/2016 12:16:50 PM

**City/State/Zip:** Winchester, Virginia 22601

**Company Complaining About:** Verizon

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## **Description**

There are people watching using a home address. Some may be using a cell phone to submit them.

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**Ticket: # 897555 - Never was notified Verizon switch over to Frontier communication**

**Date:** 4/6/2016 12:31:00 PM

**City/State/Zip:** Whittier, California 90602

**Company Complaining About:** Frontier Communications

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### **Description**

My DVR is not recording, Internet is not working and was never notified that verizon fios was switching to another company. I call the new company "Frontier communication" to let them know my service is not working they told me my service is not expected to work until 4/7/2016. Neither company verizon or Frontier communication never notified me of the switch.

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[Ticket: # 899391 - Internet Interference Complaint](#)

**Date:** 4/7/2016 9:09:05 AM

**City/State/Zip:** Houston, Texas 77081

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 897938 - Frontier acquisition of Verizon FiOS**

**Date:** 4/6/2016 2:31:39 PM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Frontier Communications

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## **Description**

It has been well over a week since the take over/acquisition and virtually everything is muddled or non-performing.

- TV service(s) changed unbeknownst to us
- telephone service only functional at basic level, Caller ID, call blocking, and on set ID non functioning
- Internet service is only performing at about half the speed it is supposed to be
- Internet Live TV [streaming] still does not work: starts and then freezes requiring a system reboot; and when it does run it will not work with any other internet application.
- customer service is an oxymoron since there isn't any: endless loop of on-line help, "Live Cha"t is useless, and when you do get someone on the phone they are too busy or incapable of addressing the problem [technically and language]

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**Ticket: # 898534 - Domain Host Billing Issues**

**Date:** 4/6/2016 5:22:54 PM

**City/State/Zip:** Peoria, Arizona 85345

**Company Complaining About:** Go Daddy

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**Description**

I have proof of purchase of my domain with hosting for free and Go Daddy is telling me I have to pay more when their own account website says otherwise. I took a screenshot of my account status which is current and the service they call website builder to keep the domain hosted (which says "free with domain") and the website being down.

I have lost 3 major private events because of this and that is just of jobs that I heard about, I estimate this mistake has yielded more than \$10,000 in lost revenue.

---

**Ticket: # 898767 - INTERFERENCE CYBER STALKING** Messing with our ordinary usage of our Internet

**Date:** 4/6/2016 6:39:10 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

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## Description

Cyberstalking by a group of rouge LAPD or other criminal informants who are interfering in our Internet. And the operation of using our computer.

LEAD INFORMANT is (b) (6) who is a former robbery convict. (b) (6) is his one of his collaborators. A number of informants do a lot more than Cyberstalking. ALSO (b) (6) (a former partner in business) works very closely with this group. HE is part of the harasser group. (b) (6) is in dispute with me and has used hate-crime speech against me. The same hate-crime speech has been used by lead criminal informant and they live practically next to each other.

HUMAN RIGHTS violations have occurred by this group under the direction of (b) (6), whom, (b) (6) appear to be backing.

THUS cyberstalking, interference in our communication is part of a larger set of (crimes, illegal activities) by this group.

This group lies to local and state officials, organizations, in order to cover up their activities.

The harassment, torment and torture by this group is now into its 7th year.

WE APPRECIATE IF FCC WOULD DOCUMENT THE ACTIVITIES OF THIS GROUP AS IT RELATES TO INTERFERENCE.

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[Ticket: # 898799 - Frontier takeover of verizon](#)

**Date:** 4/6/2016 6:49:21 PM

**City/State/Zip:** Argyle, Texas 76226

**Company Complaining About:** Frontier Communications

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### **Description**

Frontier was ill equipped for the take over and Verizon did not assist to ensure everything was ready for the takeover. This situation has caused serious issue for home workers and business owners and BOTH companies should be looked into!

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[Ticket: # 899028 - Time Warner Cable refusing to acknowledge internet issue](#)

**Date:** 4/6/2016 8:42:15 PM

**City/State/Zip:** Loveland, Ohio 45140

**Company Complaining About:** Time Warner

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## **Description**

I have called in multiple times for the last 6+ months with the same issue. 1-2% packet loss. I have been through so many different people and none of them have done anything to help. I know the issue is with the line but Time Warner refuses to do anything about it because I am the only one that is complaining. I was told by a Level 3 tech that since I am only one customer that they would not put me as a priority because they don't want to take the time to check their hub for just 1 person.

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[Ticket: # 899033 - Internet Interruptions](#)

**Date:** 4/6/2016 8:44:26 PM

**City/State/Zip:** Lake Havasu City, Arizona 86406

**Company Complaining About:** Frontier Communications

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## **Description**

Constant internet interruptions with no explanation, just the run-a-round. The most recent interruption was yesterday and today for over two hours each time. Last week it was a three hour interruption. All in the middle of the day. This has been going on since last summer off and on. Extremely poor customer service. No warning or apologies given to customers.

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[Ticket: # 899231 - copy of license](#)

**Date:** 4/7/2016 12:15:49 AM

**City/State/Zip:** Bellflower, California 90706

**Company Complaining About:** Boost Mobile

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## **Description**

ai want is a copy of my license so i can take the upgrade exam on the 15th to be a general  
kd6jqn

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**Ticket: # 899147 - Cox Cable 10% of promised upload for months**

**Date:** 4/6/2016 10:45:15 PM

**City/State/Zip:** Mclean, Virginia 22102

**Company Complaining About:** Cox

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## **Description**

I've been using Cox Cable internet service for 6 months. My plan is for 20 mbps upload speed, but for most of those 6 months I have usually been receiving 2 mbps or less. Sometimes as low as 500 kbps. In addition, the signal fluctuates wildly in such a way that causes spikes of no upload at all that last several seconds. I am unable to use the very services that I purchased this plan for, such as streaming to the website twitch.tv. Therefore I feel that my money is wasted on a product that does not deliver.

In addition, download is also a very small % of the promised speed, but not slow enough for it to dramatically affect my life as the upload speed does (it ruins my one and only favorite hobby).

Download speed is advertised as up to 300 mbps, but as you'll see in the attached files I'm getting 10 mbps right now.

Technicians have admitted to it being the fault of Cox Cable, not of any equipment or cable lines on my end. This admission comes from the technicians that come to my house, but representatives on the phone insist they see no problem at all. The technicians verified that the signal is weak before it arrives at my tap, ensuring that this is no fault of my own.

On March 1st, after 5 months of pleading with Cox to do something about the upload speeds, they sent a more advanced team to the power lines outside my apartment, where they did work that fixed the problem. This increased the upload speed to the promised speed (though they offered me no refund for the months of wasted money).

On April 4th, 1 month after the problem was fixed, the problem returned. I currently am getting 500 kbps of upload speed after all the routine modem resetting. I contacted Cox explaining that it was the same problem I've become so experienced with, but they will not send out the team of technicians that actually knew how to fix the problem. Instead, they want to again send the low level technicians that do nothing but look at my modem and cables. They simply will not listen to my story and treat this as the same support ticket that was worked on before. I have to go through all the hurdles again.

I strongly feel that Cox has wronged me, and stolen my money by failing to deliver the promised service. I believe it is bad practice that they will not simply treat this as a continuation of the previous support ticket and send the proper team out right away. Many others experience the same issues and have complained about receiving small fractions of the promised upload speed. Some suspect Cox of secretly throttling users of the service twitch.tv, which uses a lot of upload bandwidth for prolonged periods of time. I'd really like to get this issue escalated not just for my sake, but for the sake of many others who are not getting the upload speeds they deserve.

---

[Ticket: # 899208 - verizon/frontier](#)

**Date:** 4/6/2016 11:37:48 PM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Frontier Communications

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## **Description**

My internet with Verizon / frontier has not been working for a week now, yet they still say I am responsible for paying the bill for a product that doesn't even work. This is false advertisement and ridiculous. When you advertise a product and it does not work I expect to be compensated, or given the option to leave the company to get another one that works. I was never notified of the interruption of my service and gave them a week knowing they were switching companies.

---

[Ticket: # 899250 - Mediacom intercepting bank website](#)

**Date:** 4/7/2016 12:50:43 AM

**City/State/Zip:** Ames, Iowa 50010

**Company Complaining About:** Mediacom

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## **Description**

This is my third complaint about Mediacom's interception of web traffic in order to insert their own content, amounting to a man-in-the-middle attack. Today's violation was especially egregious as they intercepted my bank's website (see attached screenshot). ISPs cannot be allowed to misuse their privileged position in this manner. It would not be acceptable for UPS to open packages and insert notices, nor for the phone company to interrupt your call to alert you to upcoming maintenance. I ask the FCC to ensure that the data requested by an Internet user be unmolested by the ISP.

---

**Ticket: # 899309 - DOS attack**

**Date:** 4/7/2016 7:54:47 AM

**City/State/Zip:** Burlingame, California 94010

**Company Complaining About:** Waves

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## **Description**

Dear FCC:

April 7, 2016

My complaint isn't about my carrier, it's about MSNBC's Morning Joe official web site. They are heavily censoring their chat room on the page. If they don't like your positions (while not insulting anyone, nor using any fowl language) your computer shows a "glitch" and suddenly you are tossed into a "ghost chatroom". It's very obvious due to the number of comments show, the names of the posters, not seeing your prior posts, etc. I was in a chat this morning and there was over 1,600 comments in it. Certain people were attacking me using insults and when I kept calm and simply stated facts, my computer "glitches" and suddenly I'm being sent script by the tons to the point where My computer froze. I think it's called a Denial of Service attack, or 'booting". I think it's illegal.

I cleared all my caches, rebooted and cleared my caches again, rebooted my computer and when I return to their web site, I'm in a ghost chat with only 30 comments in it and entirely different posters. When I post about the DOS attack, my computer "glitches again" and suddenly I'm in yet another Ghost Chat room with only 5 comments in it and utterly different names in it.

Back a few months ago, they simply blocked me from accessing their web site all together which I have on screen capture to prove they actually did it (shown below). So, they keep track per IP addresses and are carefully censoring their web pages and chat rooms on those pages.

Blocking is one thing. Sending a DOS attack is entirely a different subject and I suspect it is an illegal act with can be confirmed through internet logs from my carrier WAVES.

PLEASE INVESTIGATE AND INFORM MSNBC THAT DOS ATTACKS ARE NOT ACCEPTABLE.

Many thanks in advance for your prompt attention to this matter.

Sincerely,

(b) (6)

[Redacted signature block]

Burlingame, CA 94010

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**Ticket: # 899316 - Disconnected internet and phone service due to Line leakage**

**Date:** 4/7/2016 8:03:41 AM

**City/State/Zip:** Poestenkill, New York 12140

**Company Complaining About:** Time Warner

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## **Description**

My internet and phone service were disconnected due to "Line Leakage - an FCC violation during routine maintenance in the area. This is the second time they have done this. No phone call, no note on the door. They wanted to come back in 2 weeks to address the issue. It has been 2 days and still nothing. I'm pretty sure you guys care about interference going out over the air, not their stupid cable system. I bet there are protocols they have to follow when claiming FCC violations.

I hope you can put an end to this nonsense.

---

[Ticket: # 901562 - Bright House Network](#)

**Date:** 4/8/2016 7:28:24 AM

**City/State/Zip:** Ocala, Florida 34474

**Company Complaining About:** Bright House

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 899681 - Yahoo comments are being undermined**

**Date:** 4/7/2016 11:27:22 AM

**City/State/Zip:** Mountainhome, Arkansas 72653-4115

**Company Complaining About:** Sudden Link

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## **Description**

I often post political comments on Yahoo after major stories, Lately somebody had under my moniker and sign in name been adding snide remarks and it appears that I wrote it when in fact I did not. I want it stopped. This is an infringement on my free speech. Example follows:

OwenP 1 hour ago

Oh bite ME! You don't know who is producing that product. As far as price, it's called capitalism. You charge for your product or services what the public is willing to pay what the market will bare. Nothing more and nothing less. Products are made in China for a reason. The Federl, State and Property taxes, environmental restrictions and unfair binding Union contracts are the reasons corporations are running for the doors. All of these restriction are killing revenue to the point that CEO's are asking themselves why am I in business. That is one of the reasons that Donald Trump is wanting to become president, to make doing business in America fair and once again prosperous. Your comments reflect just how little you know about the crisis that faces this nation. I just wonder who in the hell ties your shoelaces for you. (Mexico. That's the point. Even a Trump Fascist can understand that, even though they would never admit it. Move your manufacturing to America Mr. Trump. Lead by example. Or eff off and stay there.) That which is in parenthesis is not my comment and is not part of the main body of my original message.

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**Ticket: # 899743 - internet Service and Billing**

**Date:** 4/7/2016 11:43:03 AM

**City/State/Zip:** Hartsel, Colorado 80449

**Company Complaining About:** Hughes Net

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## **Description**

I have only been a customer for less than 45 days and have had constant issues with being able to access the internet, constant reloading of pages and videos, unable to do any Video conferencing due to quality of audio. Unable to send email from my laptop, must use their email and server which was not explained to me. I work from home from time to time and I have a company email I must use and its branded. I have called and explained these issues without a successful resolution. My package was changed by a gentleman to help and he stated it would not cost me any additional money. It has. Plus, they bill you \$5.00 for a paper bill instead of allowing an emailed bill. And the termination fee is \$400 which is astounding. Then you are trapped in a 2 year contract. There should be a trial period of 30-90 days to see if this service will even work. There is more problems being able to access the internet through this provided than it actually working. I would like to terminate this service without. I asked for a supervisor to call me back and no supervisor has to date.

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[Ticket: # 899945 - Comcast](#)

**Date:** 4/7/2016 12:33:10 PM

**City/State/Zip:** Fremont, California 94538

**Company Complaining About:** Comcast

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### **Description**

Charging me for disconnecting cable that never worked properly . I had them out to my home over the past two years at least 20 times . When they told me they were charging me \$90 for canceling service, I couldn't believe it . I know it's not much money but it's the principle and I'm tired of Comcast getting away with murder. Sincerely, (b) [REDACTED]

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**Ticket: # 900012 - Cox communication**

**Date:** 4/7/2016 12:53:58 PM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** Cox

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## **Description**

This site can't be reached

I.email.allrecipes.com's server DNS address could not be found. this kind of thing they doing to stop contacts in San Diego and stop San Diego from using the e file on Orange county web site like Rapid legal I called them and said it all right on their side the problem was with the provider and got see page 21 of the CAFR 2015 on city of san diego web site maybe you can not call me and that my compliant with the FCC with AT&T

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[Ticket: # 900050 - interference](#)

**Date:** 4/7/2016 1:04:44 PM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Hackers

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## **Description**

There is an interference on my property someone is trying to take over my security router and trying to make a conduction to it with a bigger antenna, FBI

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**Ticket: # 900141 - RABBIT TV Relentless Spaming**

**Date:** 4/7/2016 1:33:55 PM

**City/State/Zip:** Naalehu, Hawaii 96772

**Company Complaining About:** Rabbit Tv

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### **Description**

RABBIT TV continues to send at least 6 spam mails even after I have opted out at least 4 times on their unsubscribe button. Furthermore, I don't even have their service anymore. Bought their sorry device and took it back to store.

It is beyond annoying! I have lots of spam, but none continue to send after unsubscribing. This company is over the top. Please help me. Thank you.

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[Ticket: # 901762 - Internet unavailable while making a phone call](#)

**Date:** 4/8/2016 10:25:55 AM

**City/State/Zip:** Chicago, Illinois 60634

**Company Complaining About:** Sprint

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## **Description**

This issue happens on my iPhone 6 Plus on this Company only. I'm unable to connect to Internet when I'm currently on a phone call. Older phones this feature was available. They have removed this essentially from all new phones.

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[Ticket: # 900640 - Frontier Communication/ Verizon switchover](#)

**Date:** 4/7/2016 3:55:40 PM

**City/State/Zip:** Irving, Texas 75060

**Company Complaining About:** Frontier Communications

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## **Description**

I was not aware that Verizon sold my account to Verizon. I learned last Friday when my cable and Internet services were not working properly. It is almost a week later and none of my premium services are working!!!! This is unacceptable!!! We pay over \$300 per month and to go a week without is just not right. They tell me to be patient and it'll be fixed soon. I'd like to know what "soon" means!!!



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**Ticket: # 900618 - ATT Uverse Internet**

**Date:** 4/7/2016 3:45:35 PM

**City/State/Zip:** Charlotte, North Carolina 28270

**Company Complaining About:** AT&T

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## **Description**

AT&T is imposing additional charges on usage over an unclear and unspecified amount on their Uverse Internet service unless you bundle your service with a DirectTV subscription. If banks are regulated such that "Tying" is illegal, why should telecom companies be allowed to practice these predatory actions? This is not the right way for America, a country where you should have free choice . If AT&T wanted to charge more for internet service, that is an option, but to put limits and add manipulative pricing packages that are predatory. Additionally, this is being forced upon people who may not have originally agreed to this sort of pricing scheme.

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[Ticket: # 903817 - interference](#)

**Date:** 4/9/2016 3:32:23 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

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## **Description**

I recently filed a complaint regarding interference when I'm using my computer this is an ongoing problem its as if my upstairs neighbor had some type of kill switch or jamming device I had to get a new landline phone number also it is my belief that he hacked into my WiFi because I was informed my frontier that my old landline number was,my WiFi password

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[Ticket: # 910027 - Time Warner Cable](#)

**Date:** 4/13/2016 9:48:16 AM

**City/State/Zip:** New York, New York 10014

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**Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 901475 - Centurylink throttling packets on my internet service**

**Date:** 4/8/2016 12:49:09 AM

**City/State/Zip:** Grants, New Mexico 87020

**Company Complaining About:** Centurylink

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## **Description**

Centurylink for some time has been throttling packets on my internet service and reducing my internet speed much lower than I pay for. This has been a ongoing problem for some time. When I call there support line to ask about the problem, the support staff claims they don't have a understanding of what I'm talking about and want to send a technician to see what the problem is, and I am a network technician, and they just want to add additional charges. I believe they already know the problem and its them stealing some of my service during peek hours.

I hope you can help with this problem and thank you for your help.

(b) (6)

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[Ticket: # 901504 - Comcast Scheduled outages without customer notification](#)

**Date:** 4/8/2016 1:47:28 AM

**City/State/Zip:** Clark, New Jersey 07066

**Company Complaining About:** Comcast

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## **Description**

All services lost from Comcast cable, checked the Comcast iphone app and it stated planned maintenance. If Comcast plans to have customer outages, why are customers not notified. Called Comcast customer service and was hung up n 4 times. Planned outages means customer notification.

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**Ticket: # 901709 - Verizon Executive Relations****Date:** 4/8/2016 10:00:01 AM**City/State/Zip:** Lafayette, New York 13084**Company Complaining About:** Verizon

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**Description**

I received a call from verizon executive relations ( Mindy). She refused to connect my service without performing a credit check and required a \$250.00 deposit which I found unusual. Let me first say I always pay my bills and my credit is excellent. If she were to perform a credit check, that would bring my score down a few points. I suggested she check my other accounts. I have a very large business account with verizon wireless, a verizon fios account and a verizon dsl account at different homes that I own in New York state. If she checked those accounts as well as the account history of the internet and phone they disconnected without my permission, they would see that I always pay my bill on time. Mindy wanted me to know that verizons records their telephone conversations. I advised her that I would then be recording her as well and at that point she said she was hanging up because she didn't want to be recorded. I tried to call her back and I got a voice message. She was a very poor example of a customer relations specialist.

I still don't have the internet hooked back up and they didn't ask for a deposit the first time, they only asked they pay for the installation of the service and to have the line buried from the pole at the road to the building.

I paid for all of that the first time and now someone by the name of Mark has my number and internet and verizon just can't figure it out. I have owned and lived at this house for 16 years with my family. I am appalled by the way verizon is treating me. They are disrespectful and they have caused my family and I a lot of aggravation. I would consider Verizon a "bully" in the communications industry, just as you would consider another person a bully who was treating you the same way. If there was another internet option I would have already chosen it, but there is not.

I have some email communication from verizon, which I can forward to you if you provide me with an email. They did not follow through with their email communication and when I responded to them they did not return an email. I have names, dates and times of people I spoke with from both my cell phone and my work phone. I can retrieve all of those calls by going online to the verizon website. It would shock you to see how many hours I have spent trying to get my internet reconnected.

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[Ticket: # 901752 - Bad internet/routing](#)

**Date:** 4/8/2016 10:22:31 AM

**City/State/Zip:** Scranton, Pennsylvania 18509

**Company Complaining About:** Comcast

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## **Description**

This issue through comcast has been going on since march 2015. I cannot stream or play any types on online gaming without high latency or lag all the time. There is a problem in there routing/traffic carriers and they will not fix it.

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**Ticket: # 918128 - Internet service cut off****Date:** 4/17/2016 9:40:01 PM**City/State/Zip:** Kalispell, Montana 59903**Company Complaining About:** Centurylink

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**Description**

April 17, 2016

I need your help! Please accept this complaint to the Federal Communications Commission.

I live in rural Northwest Montana where Internet service outside of the small towns here is basically limited to one provider---Centurylink. I understand that under the 1996 Telecommunications act that Centurylink is required to sell space on their lines to other private Internet and phone providers.

I have had a very slow Internet connection provided by Centurylink for some 20 years. About a dozen residents who along with me live twenty miles outside of Kalispell, Montana rely on a "booster box" at the base of our 3mile+ long rural road to get marginal internet service over our phone lines at a speed of less than a megabyte. After years of poor service for my email with complaints most recently about emails bouncing back as undeliverable when individuals try to contact me, I decided to try another local internet provided who I thought would be more responsive to email issues and complaints---Montanasky. I understood that as Montanasky would be using and buying space on the same limited infrastructure phone lines that Centurylink owned I would not get faster speed but thought I would get better support for problems.

I placed my order for this service with Montanasky the week of April 4th 2016. I told both Centurylink and Montanasky that I wanted to keep my existing phone but to change Internet services. Over the next week with out warning my phone service was cut three times averaging a day or more before service was reinstalled. Each time I called Centurylink to get the service restored they could not explain why it had been cut and I reiterated that I did not want to change my phone service. I checked with my neighbors each time and they did not loose phone service even though they are serviced by the same main line. On April 14th I lost phone service again (note living 20 miles from town this is my only source of emergency phone as I do not have and can not get cell phone service at my house). When I contacted Montanasky, they told me that Centurylink had now told them that they had transferred my phone "port" (not sure that is the correct term) to a service line some 30miles away on their system and had sold to someone else the space on the "booster box" that had for years provided me internet service!

Without competitive access to purchase service on this phone line by other service providers, like Montanasky, to this line and the "booster box" that has been the only way I have been able to get even a slow internet service from Centurylink for years, Montanasky is now unable to provide me internet service. As I understand the 1996 Telecommunications Act required competitive access under federal regulations to prevent nightmares like I am caught in. But because Centurylink moved my phone service to a line so distant that I can only get phone service---no Internet--- I am without Internet that I rely on for many things including my work. Not only that but I had to file a complaint with the Montana Public Service Commission to get my phone service restored when my calls to Centurylink were answered by a response that they couldn't restore my service because there was a service ticket to Montana- sky that prevented my phone service from being restored. (Montanasky

denied that they had requested anything but access to the same line I had been getting service on for some 20 years.)

Please advise me as to what recourse I have to ensure that my internet service is restored and that I am able to contract with a private service provided like Montanasky ( (b) (6) and attention Fred Weber at Montanasky) for this service over lines that have for years provided me similar service.

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[Ticket: # 940536 - Unsolicited/unwanted marketing e-mails](#)

**Date:** 4/29/2016 9:19:07 AM

**City/State/Zip:** Orlando, Florida 32835

**Company Complaining About:** AT&T

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## **Description**

Multiple unsolicited/unwanted marketing e-mails from (b) (6) sent to mobile phone with no opt-out.

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[Ticket: # 902556 - Internet stops working frequently may be 30 times a day](#)

**Date:** 4/8/2016 3:19:49 PM

**City/State/Zip:** Schaumburg, Illinois 60193

**Company Complaining About:** Comcast

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## **Description**

I have called comcast regarding my internet not working properly. I have called them at least three times for the same issue but they are saying its not their fault and telling me to keep changing the modem. I changed modem three time also but same issues. So, please help me on this matter.

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[Ticket: # 902296 - Local internet company](#)

**Date:** 4/8/2016 1:43:02 PM

**City/State/Zip:** Woodsfield, Ohio 43793

**Company Complaining About:** Woodsfield Municipal Cable/internet

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## **Description**

Every day our internet drops offline for 1-5 minutes then comes back. I've contacted tech support and they put in a work order for the local office to come and check our connection and the local office refuses to come and check out our issue. The local office blames our router and that's what they replied to the work order with and closed it. I've bypassed the router several times and hard wired directly into the modem and still lose connection daily.

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**Ticket: # 902362 - I suspect my neighbor is using a jammer on my electronics**

**Date:** 4/8/2016 2:09:12 PM

**City/State/Zip:** Jackson Heights, New York 11372

**Company Complaining About:** Time Warner

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## **Description**

I have been having problems with the neighbor above me, where she continually harasses me with deliberate loud bangs & noises since I moved in this past July. I've complained several times to the landlord who is in his 80's so lately, I've refrained from doing so because I'm afraid this might cause him stress; he truly is sincere in trying to help but whenever he has spoken to her, the attacks are more severe. Not only can she track me from room to room in my apt., she does this blatantly, so I can hear her. When I say this to my friends and family, they think it's not possible, but there is no mistake whatsoever, but now, I'm terrified that if she has the technology to spy on me, what else has she been doing? My internet is always freezing, my tv and radio. The worst is not being able to log onto my bank account because it doesn't recognize the same password I've been using. When this happens, she's right above me, (she steps loud enough for me to hear her) as a direct means of intimidation. It's happened to my other accounts such as walmart and Best buy so now, I refrain from making any purchases on the internet. How is this possible???. I don't even use my phone while at home because I don't know if she can hear my conversations, nor do I feel comfortable opening my emails for fear that too has been compromised. I constantly live in fear, I don't sleep well worrying about what she's doing to me and more so, not knowing how to protect myself, my accounts and information.

I don't know what to do, I've thought about going to the police, but without technical proof how will they believe me. The neighbors name is Lilliana Osorio and she lives above me at (b) (6) Jackson Heights, NY 11372. The internet she uses I believe is under 'Alberto'. I don't know how you can find out, but I'm confident you must have technology to identify what I've explained. Send a drone, or whatever is possible, but please check out my story. Please! I don't know what else to do, but it's really caused many sleepless nights, anxiety and stress not to think about everything else she might do to me financially etc. Unfortunately, moving is not an option at this time.

If you have any suggestions, whether a reputable private investigator that's experienced with these matters, or I can meet with you or anyone in person, please let me know. Thank you very much. I await for your guidance.

Sincerely,

(b) (6)

Jackson Heights, NY 11372

(b) (6)

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**Ticket: # 902371 - Jamming 2.4ghz spectrum blocking wifi cameras from recording**

**Date:** 4/8/2016 2:14:09 PM

**City/State/Zip:** Sunset Beach, California 90742

**Company Complaining About:** Time Warner

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## **Description**

I have 3 arlo cameras (Netgear support) and each time I have gone out of town the cameras are jammed and continue to record, but are useless as the feed is green/gray/vertical lines/skip. I contacted Netgear as this only occurred when we leave town (or last weekend I left town and they worked while my husband was home and then went out within 10 minutes of his leaving all 4 days I was gone). There is no other interference and Netgear has advised me they can identify the jammer (I'm emailing with their support waiting to hear back on how this can work).

I know who would be using the device as I have been reporting drug activity (dealing and what appeared to be manufacturing at one point) to the police and they know it is me who reported it (I work at home due to a car accident so am home most of the time). We have been threatened and followed by one individual who wanted to install security cameras for the entire island we live on until I advised the neighborhood watch to check his background and he was fortunately not allowed. His daughter was just released from jail after spending 6 weeks without bail. He constantly stares me down as he passes me. They all appear to be on meth but fortunately the chemicals to manufacture it are gone pretty close to the time I added the cameras.

I am sure we can recreate the outages as it has happened literally every time we have gone out of town and not since. The address where I believe the jammer is located is 16759 Bayview Drive, Sunset Beach, CA 90742 likely Sherri Bruemmer and Anji Ledent (whose "visitors" have all stopped coming by since the cameras went up). The resident's ex-husband is in law enforcement so they are very aware how to stay just below the radar (for example, the son cocked a shotgun at us last year but because he didn't point it at us, just stared at us a few minutes while holding it. Since he was inside his garage entry the police didn't call it brandishing). The person who has followed and harassed us lives at 16741 Bayview Drive. His name is Jerry Nieto. He has a patent filed to block cameras from recording as well: <http://www.patentbuddy.com/Inventor/Nieto-Jerry/5849981>

What can we do as this is a serious safety issue for not only us, but anyone else's cameras he chooses to jam (or sell his devices to). I filed a complaint last year but had never heard back. This time I have exact times on the cameras and know this is what is occurring including Netgear agreeing with me after seeing the videos.

I have included a video of the camera going out, just after he walks past - after he would have been across the street (he goes there daily and is good friends with them). I have also included where the app just goes to the green screens and the cameras record useless video until the batteries die.

What can be done to detect the origin of the jammer if we can advise you when they are out? We don't mind packing bags and leaving, then contacting you as this has been the case in September, December, February, and April when we left town. Never, any other days, do the cameras go out. Thanks for your help, we really appreciate anything you can do to remedy the situation.

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**Ticket: # 902436 - Phone & Internet Service**

**Date:** 4/8/2016 2:41:51 PM

**City/State/Zip:** Globe, Arizona 85501

**Company Complaining About:** Cable One

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**Description**

Lost internet AGAIN today while I was in the middle of a very important application. Having been having phone and cable outages starting 6 a.m 07 April. This is the 2nd complaint I have filed, quite frankly, I am so tired of this I think I should be refunded some monies for services I have paid for. I feel these problems are so uncalled for, that I am starting to thinking about dropping this crummy company.

How sad. Please help, I am quite tired of this.

---

[Ticket: # 904211 - text spam from online marijuana dealer](#)

**Date:** 4/9/2016 11:58:48 PM

**City/State/Zip:** Calabasas, California 91302

**Company Complaining About:** This Is Not About Any Internet Provider.

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## **Description**

This online marijuana dealer named "420central.org" kept on sending text messages to me. They appear to be spoofing the phone number because each time it is a different number. The numbers they have used recently:

831-346-1687

657-208-4666

520-895-4452

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**Ticket: # 902813 - Advertisement Problem**

**Date:** 4/8/2016 4:42:36 PM

**City/State/Zip:** Palm Springs, California 92262

**Company Complaining About:** Verizon

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### **Description**

FOXIT Phantom PDF has posted an ad on my home page and it cannot be removed.

I called earlier and they told me how to remove the program which seemed to work.

But the ad is back and no matted what I do it is completely ignores and the ad remains on my home page.

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**Ticket: # 902858 - Comcast, extremely unprofessional, and poor product**

**Date:** 4/8/2016 5:03:17 PM

**City/State/Zip:** Montvale, Virginia 24122

**Company Complaining About:** Comcast

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## **Description**

We had trouble with our internet service. It was intermittent. We called Comcast, and after a four day wait a service tech arrived. He said we did have a problem, but he could not fix it. Another tech would come out to fix the issue. He refused to let us know when. Once this was established, which was moments after he arrived, he started getting personal with my wife. He asked her numerous times to call his personal cell and kept asking personal questions to a point where she was uncomfortable. The next day ( April 8th), our internet went completely out and did not return. We called Comcast for an update and they said they tech never called in the follow up. His only priority after seeing a beautiful woman was trying to hook up instead of performing his job. I have been a Comcast customer for a very long time in several states, and while this is a first, bad service is not. We pay hefty fees, receive poor internet service, and get bad customer service to boot. I unfortunately do not have other internet options at my residence for high speed access, or I would immediately switch. My wife and I home school our children, and work from home, and our internet is our lifeline for income and education. I can not explain in any words that would be coherent how upset I am. Please assist myself and others in my position with this massive company that does not value its clients.

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**Ticket: # 903280 - Denied Internet Services/Lied into signing a contract for Cable based on receiving Internet Services.**

**Date:** 4/8/2016 9:45:14 PM

**City/State/Zip:** Hayden, Idaho 83835

**Company Complaining About:** Frontier Communications

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## **Description**

I would like to file a complaint against Frontier Communications 3 High Ridge Park Stamford Connecticut 06905-1390 for tortious interference with Dish Communications (b) (6) Englewood, Co 80112. I had service from Dish Network from August 2014-July 2015 which included Cable and Internet. Due to a divorce, that account was ended and paid off. I waited until the Fall 2015 to inquire about Internet Services. I was told by 3 employees (Sales, Customer Service, and Internet Services) that satellite internet is offered in my area but I would have to get cable turned on first then they can add the Satellite service. I asked how long would that offer be available, Dish Representatives stated that is the new policy and when I am ready to turn my cable back on, I can call or go online. I went online April 2016 to sign up for Cable (because I was told I had to do that first before getting my internet back on, I was also told by Frontier that there is an option for me to get Satellite Internet with their office also). After getting my cable hooked up on April 7, 2016; I called Dish Network on April 8, 2016 to get my internet turned on. After being told in the Philippines that Satellite or DSL is not covered where I live (3985 E. Custer Street Athol, Idaho 83801), I was finally transferred (after spending over 2 hours) to the Office of President Customer Service. I spoke to Segrid in the Arizona Call center. She stated in a very demeaning undertone "Think of my situation as a Snail and all the arms and legs of a Snail are full!" I explained that 3 Representatives told me if I sign up for Cable I could call them to get Satellite Internet hooked (like I did from 2014-2015). She stated she would get back to me in 7 days but she denied me service. I am also requesting that your office investigates Frontier Communications for trying to & keep internet services from me as well (DSL, Satellite) I am on the phone with them currently,, I have been on hold now 80 minutes. The Customer Service Representative (that put me on hold today with Frontier) is named Jeff in Virginia. I was transferred to him by Jen from Asia after she pulled up an old account that I had with Frontier (2015 in good standing), she gave me my old phone and account number. She then did a warm transfer to Customer Service and this person named Jeff hardly said anything. He then stated "We will need to get a tech out to see IF we can turn on the Satellite service." I told him I already checked with Billing and a Manager and they confirmed that Frontier services my address for Satellite Internet. He was silent (he was being silent on purpose) I asked him to transfer me to a Supervisor, he told me Please Hold, that was (91:35 minutes ago which I have taken pictures of the hold time today while I am holding), Jeff never came back online to explain why I would wait or anything. I personally feel that I am being kept on hold to prevent me from ordering service today or for me to hang up. But I am holding on as long as I can and I am sending this to your office for both Dish Network and Frontier Communications to be investigated for denying me services based on me being a disabled consumer. The number that i have been on hold with concerning Frontier is 800-921-8101. I ask that you investigate the Frontier Call Center in Washington State for harassment. Over the past few weeks when I have spoken to Frontier and Internet Services were kept from me; I was transferred to the Washington call Center. I was put on hold for a lengthy time period so they would not have to set up services. The Pacific NW is known for white supremacy and hostility against disabled people especially with disabilities that you are unable to see. Thank

you for investigating both companies for denying me Internet Services, lying to have me sign a contract for Cable before I could obtain Internet Services and then denying me Internet Services, treating me in a discriminatory and demeaning way by long hold times without coming back to me while I was on the phone and explain the hold times. I am also stating that between Frontier and DishNetwork they are denying me Internet so I am not able to do some work at home. I have a disability and they are hindering me from utilizing services to assist me with trying to make improvements that could assist me.

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[Ticket: # 903314 - New Jersey Board of Education](#)

**Date:** 4/8/2016 10:43:06 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Dish Network

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## **Description**

privacy

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[Ticket: # 903322 - Internet Cutting Out](#)

**Date:** 4/8/2016 10:55:37 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Time Warner

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## **Description**

The internet keeps cutting out for no reason, and there has been nothing done to remedy this.

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[Ticket: # 903367 - Internet outages](#)

**Date:** 4/9/2016 12:38:18 AM

**City/State/Zip:** Las Vegas, Nevada 89115

**Company Complaining About:** Cox

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## **Description**

It is very frustrating when every time we need to use the internet that we cannot access it because it is out. It has caused my daughter, who is taking online classes, to have to turn in assignments late. They have come and switched out our modem numerous times. The most recent switch was almost a week ago and here we are without internet again. The router is online, but the internet light on the modem is orange. We have been with Cox for years and recently upgraded our speed, but somehow have continued to have the same issues throughout the years with no real relief.

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[Ticket: # 903482 - No internet service](#)

**Date:** 4/9/2016 10:23:01 AM

**City/State/Zip:** Malibu, California 90265

**Company Complaining About:** Frontier Communications

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## **Description**

No internet service since Frontier Communications took over for Verizon on April 1, 2016. Have sent several emails, two phone calls, two "live chats". Lots is "scripted answers", but bottom line us no follow up, no internet for a week, so resolution in the foreseeable future.

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**Ticket: # 903752 - sistema de telefonía, Internet y tv por cable deficiente.**

**Date:** 4/9/2016 2:49:25 PM

**City/State/Zip:** Barceloneta, Puerto Rico 00617

**Company Complaining About:** Libertypr Cablevisión Of Pr

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## **Description**

Estoy suscrito al liberty Cablevisión of PR.

Tengo un plan de Triple - pack ósea telefonía, Internet y tv. Aunque pago puntualmente por este servicio el mismo es deficiente. Desde Noviembre, 2015 estoy teniendo los mismos problemas, falta de señal la mayor parte del tiempo y/o señal entrecortada cuando esta viene fuerte es por la madrugada y antes de las 8:00 am ya se ha ido. Llamo a la compañía y envían un técnico una semana después ese día tengo señal pero a los pocos días sigue el problema.

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[Ticket: # 904335 - My internet is crap, very spotty](#)

**Date:** 4/10/2016 11:13:04 AM

**City/State/Zip:** East Islip, New York 11730

**Company Complaining About:** Verizon

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## **Description**

I have had my internet for over a year and in the beginning it was great, but it seems as though something has gone wrong or they dialed it down? Idk. I had a technician come out and he suggested to reset it, but it doesn't seem to be working like when I first got it.

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[Ticket: # 904359 - Comcast service unreliable](#)

**Date:** 4/10/2016 11:53:10 AM

**City/State/Zip:** Houston, Texas 77063

**Company Complaining About:** Comcast

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## **Description**

We've had unreliable internet and TV service from Comcast since installation at the end of November 2015. We've tried to work with them to resolve the issues but they are not fixing the problem. The techs that come out consistently say that the problem is not in my home and it is just noise in the area. Please help me get this fixed.

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[Ticket: # 904626 - Frontier communicstion](#)

**Date:** 4/10/2016 6:24:53 PM

**City/State/Zip:** Garland, Texas 75044

**Company Complaining About:** Frontier Communications

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## **Description**

We have been without internet service for 3 days now. It happened after the switch to frontier communications from Verizon. I never had to even call Verizon for help in the 5 years I was with them. Frontier needs to figure out a way to people people their services. I work from home full time and now will have to use my personal time because I still don't have service!

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[Ticket: # 904733 - Constant high latency](#)

**Date:** 4/10/2016 9:42:23 PM

**City/State/Zip:** Scranton, Pennsylvania 18509

**Company Complaining About:** Comcast

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## **Description**

I am a online gamer paying for comcast blast internet where im supposed to be getting up to 150mbps and 10 mbps . I have been experiencing interference/high latency for over a year now and No one on the comcast organization will resolve this issue. They did find a business n my area interfering with my connection, but the problem is still going on. I cannot play games online because of constant lag and disconnects. I have called comcast many many times and nothing is being done about this.

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[Ticket: # 904817 - Messing with destinatin pages](#)

**Date:** 4/11/2016 12:11:14 AM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

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## **Description**

|||| Browsing to LuLu.com page goes to a German language page; and menus are disabled -- also specific functionalities for resource such the mouse is interfered with. AT some point the keyboard was disabled.

Certain pages were hacked or became unavailable. Including FBI page

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[Ticket: # 904861 - Does the GCC have any Americans working for it](#)

**Date:** 4/11/2016 5:04:59 AM

**City/State/Zip:** How Much Money Have Your Staff Made From My/others Torture?, Washington 98105

**Company Complaining About:** Tor: 7 Temple St Cambridge, Ma 02139-2403

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### **Description**

ISS the PCC a matsi program to allow cybercrime, torture for money laundering

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[Ticket: # 905003 - Web Search](#)

**Date:** 4/11/2016 9:54:34 AM

**City/State/Zip:** Claremont, California 91711

**Company Complaining About:** Frontier Communications

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### **Description**

My search engine is Google. Searches on Frontier Communications (formerly Verizon) are hijacked. I did not give them permission to do that and I hope the FCC didn't either. Please tell them to stop intercepting my search requests.

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[Ticket: # 905299 - AT&t Interferrance of Internet \(addition\) Ticket # 749666](#)

**Date:** 4/11/2016 11:51:42 AM

**City/State/Zip:** Forest City, North Carolina 28043

**Company Complaining About:** AT&T

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## **Description**

The interference has happen again! Ticket # 749666. Just as before, I had a ATT tech to come out because my internet was out and this time my house phone stayed on but my Direct TV was out. The tech had to change out my box again. This time I made sure he gave me a copy to show his name and what he did. I have a photo attached to this complaint.

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[Ticket: # 905362 - Cell Signal Blocking](#)

**Date:** 4/11/2016 12:15:25 PM

**City/State/Zip:** San Francisco, California 94123

**Company Complaining About:** Verizon Wireless

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## **Description**

At multiple Safeway Store locations there is little to no cell reception inside the store but the signal returns the farther away you get which seems like they are blocking cell and wireless data signals. I've witnessed this at many locations but specifically the stores in San Francisco in the Marina and the store in Corte Madera both in California.

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**Ticket: # 905880 - Phone, Internet, TV service out for over 2 weeks**

**Date:** 4/11/2016 2:41:40 PM

**City/State/Zip:** Moreno Valley, California 92555

**Company Complaining About:** Frontier Communications

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## **Description**

My service was transitioned from Verizon to Frontier.

On March 28 we moved, and our services were scheduled to be turned off at our old service address, and turned on at the new service address.

They turned it off, but missed the service call to install at the new address. The next day I was told the install date had been changed to April 11.

They sent a tech out to my home to install the service on April 8...but they sent him to the old address.

He said everything would be working April 11. I called on April 11 to confirm an appointment window, no one could find any record for me.

I was told they would try to install the service on April 14.

Still waiting....in the meantime, long wait times (I spent a total of 5 hours on the phone with them), my calls were dropped by their call center agents and by their ACD system 4 times.

Very frustrating.

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[Ticket: # 905898 - Fraudulent email](#)

**Date:** 4/11/2016 2:48:36 PM

**City/State/Zip:** Walton Hills, Ohio 44146

**Company Complaining About:** Expedient

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## **Description**

Fraudulent email request from our company's CEO requesting copies of W2s for all employees. Email communication back and forth, but no personal/confidential information was actually shared. We regularly receive bogus "requests" from our Chairman or CEO asking for personal/confidential information or requests to wire funds using our internal email addresses.

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**Ticket: # 905907 - Complaint against Verizon**

**Date:** 4/11/2016 2:51:58 PM

**City/State/Zip:** Haddonfield, New Jersey 08033

**Company Complaining About:** Verizon

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**Description**

1. Verizon has stated copper-wire will be retired after 3/31/2017 yet Verizon forces me to upgrade by 4/18/2016.
2. Verizon make it hard or impossible to find service plan and rate info on its website.
3. Verizon service rep are sales people instead of customer service rep. I called a few times from 3/11 to 3/18. All their rep wanted to do is to sell Double Play plan (Voice & Internet). They are not willing to give any info in writing or send me web link for the info. They keep pressing me for order instead of giving info so I can make informed choice myself.
4. Verizon has stated in the communication letter (Not promo offer) that Power Reserve (Backup Battery) is free but its service rep want to charge me \$39.99 for it every time I call. One rep agreed to waive it and also shipping fee (\$5.99) but shipping still appears on the order emailed to me.

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**Ticket: # 906330 - MLB.TV**

**Date:** 4/11/2016 5:00:47 PM

**City/State/Zip:** Fort Worth, Texas 76114-3621

**Company Complaining About:** Charter

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## **Description**

Just so you know, I am not alone in this complaint. I do hope other baseball fans, and subscribers to MLB.TV will also complain about the extremely poor service of MLB.TV.

When I try to watch a game, whether it is the home or away feed, the video begins to start freezing up, beginning in the third inning. Does not matter which game I am watching. As the game progresses, the freezing of the video becomes more pronounced, and when the cameras change from one scene to another, there is quite a bit of pixelating. By the time the game enters the seventh inning, and on, the game becomes unwatchable.

The support technicians always read from a script in their supposed help, and I am sure that is all they are allowed to do.

The problems is with the MLB.TV servers. They have not been upgraded in order to handle the traffic they generate. MLB will NOT take responsibility, and will always try to pass the problem off onto the consumer. Please read the complaints, and you will see what I am talking about. It doesn't seem to matter which device a fan is watching, the result is always the same...very poor video feed from MLB.TV.

Thanks for looking into this. I spent too much money to have to deal with this all season long.

**THIS HAS NOTHING TO DO WITH CHARTER SPECTRUM...ONLY MLB.TV!**

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**Ticket: # 906466 - AT&T, THD, and JAG Resources**

**Date:** 4/11/2016 5:45:41 PM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** AT&T

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## **Description**

AT&T recently hired a subcontractor to install fiberoptic cable in my neighborhood, and since the work was completed, they've refused to pay the subcontractor JAG Resources (JAG). JAG has now filed against AT&T and sent certified letters to all the homeowners in my neighborhood. The letters are a first notice of a right to claim a lien against our properties. My husband and I don't even use AT&T, and the subcontractor did zero work on our property. Our notice number is (b) (6) 0584, filed by THD Partners Limited Liability Company on behalf of JAG. I'd like to file a complaint against AT&T for not paying the subcontractor and for causing our property to become legally mired because of their irresponsibility.

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[Ticket: # 906675 - slow internet](#)

**Date:** 4/11/2016 7:19:37 PM

**City/State/Zip:** Canyonville, Oregon 97417

**Company Complaining About:** Frontier Communications

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## **Description**

WE have had this problem for over a year. The internet is suppose to be high speed, which it is not. It constantly shuts down. We were told they over sold for this area. There is a lot of people paying for a service we are not getting.

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**Ticket: # 906813 - Frontier Communications****Date:** 4/11/2016 8:14:24 PM**City/State/Zip:** Redondo Beach, California 90278**Company Complaining About:** Frontier Communications

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**Description**

My contract was with Fios who has now been sold to Frontier. Unable to hear the customer service as too much static and their voice difficult to make out their words in between the static. Not sure if you are at the mercy of Frontier communications which used to be Fios.. This is the nonsense that I have been dealing with over the past 48 hours. Spent 70 minutes with them, was disconnected 2 times.. Then when I called for the 3rd time, was placed on eternal hold waiting to speak with customer service..and of course they disconnected me again..Currently on eternal hold again trying to disconnect the service.

.I am currently on the phone with Frontier now. Had to wait for 25 minutes and still no resolution.. She said that this mess is because of migration service..She could not give me a date for this to be remedied..I agreed to a 2 yr contract when they were Fios not having any idea that Frontier communication would be buying the,.. So hey tell me the contract is binding even though it was with Fios.. frontier has me by the short hairs as no service and no recourse.

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[Ticket: # 907053 - DDoS attack on my ip. Flooded my ip and kicked offline](#)

**Date:** 4/12/2016 12:01:43 AM

**City/State/Zip:** Granite Falls, North Carolina 28630

**Company Complaining About:** Charter

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## **Description**

User on Xbox live flooded my IP address with ddos attacks on April 11th from 6:00 pm EST until midnight EST. Internet was down for hours and it was occurring multiple times.

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[Ticket: # 907067 - internet restriction of download speed](#)

**Date:** 4/12/2016 12:14:53 AM

**City/State/Zip:** Granbury, Texas 76048

**Company Complaining About:** Charter

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## **Description**

Charter Communications is interfering with my download speed of HBO NOW. When using Charter internet, the HBO NOW streaming video is very slow to the point of being unwatchable. When I use other connections thru other carriers, it streams flawlessly. When I use Charter to stream other video, it streams perfectly. It is only when I try to stream thru HBO NOW, which is their competitor, that I have trouble. I believe that Charter is selectively blocking HBO NOW service over the internet. I pay for internet service thru Charter and I expect that service.

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**Ticket: # 907096 - 11 days without internet**

**Date:** 4/12/2016 1:08:03 AM

**City/State/Zip:** Ontario, California 91762

**Company Complaining About:** Frontier Communications

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## **Description**

Today is the 11th day without internet service. It went out on april 1 and til' today no service. I have been calling customer service with no luck. I am a student who needs internet in order to finish homework, case studies, and online tests. My grade has been suffering because of all this chaos that has been created by Frontier. I have called customer service at least 9 times and two times the technicians have come to fix it but no luck doing that. Then I had no option but to cancel the service that has not been working, they said I have to pay \$224 for canceling the contract. I don't think its fair that I have to pay that when I am the on who is suffering because of all this. Please help as I am already paying enough money as it is. Thank you.

---

[Ticket: # 907775 - Company maliciously tampering with wireless signals in an office park](#)

**Date:** 4/12/2016 12:28:07 PM

**City/State/Zip:** Arlington, Virginia 22207

**Company Complaining About:** Ssp America

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## **Description**

A company in an office park is utilizing a piece of Cisco technology to render all wireless networks within range of their office useless.

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[Ticket: # 907336 - Bluecoat](#)

**Date:** 4/12/2016 10:01:35 AM

**City/State/Zip:** Buffalo, New York 14215

**Company Complaining About:** Student.....

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### **Description**

I have been recently surfing the web and have across some issues. For one as a high school student i can't seem to get pass blue coat.. plz help

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[Ticket: # 907338 - issues](#)

**Date:** 4/12/2016 10:01:52 AM

**City/State/Zip:** Champlin, Minnesota 55316

**Company Complaining About:** Unemployed

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## **Description**

Due to your ordinances, I can't watch spicy anime porn at school. Fix that.

Thanks, Barack

-Your friend, (b) (6)

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**Ticket: # 907383 - Ongoing issue with Internet service from Comcast**

**Date:** 4/12/2016 10:34:19 AM

**City/State/Zip:** Jacksonville, Florida 32216

**Company Complaining About:** Comcast

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**Description**

We have been dealing with ongoing no-service from Comcast since these full services were installed. For what we are paying for (\$250.00) a month we have had problems with the Xfinity going in and out, DVR either shutting down or not recording shows, phone services going in and out or no dial tones, Tech appointments either no shows or rescheduling and the biggest one for me is no Internet service and because I work from home, I am talking to a customer on the phone and am constantly getting dropped from my company's VPN and calls. I have constantly had my company's Tech support team referring me right back to Comcast to resolve this ongoing issue, (apparently Line issues)

Because I am responsible for the upkeep of my home office and equipment, this falls back on me and the ISP that I have chosen, which is Comcast!

They are about to cost me my job because of these ongoing issues to maintain my services with them. I work long days and am constantly having to log off the lines to contact them over and over to try to resolve the issues.

I have been promised over and over that a Supervisor will contact me to try to resolve and have only received one call by one only once in the many calls I have made.

This is not acceptable customer service and if they cost me my job because I can't keep my end of the deal with having reliable internet and phone services, I will be looking to obtain a lawyer for compensation for this.

What Comcast needs to understand here is that unlike most people, I have a job that I Truly love and am good at. And I will not have them cost me my position without a fight.

Right now, I am sitting here waiting on them to send a Tech again and what happened I received one of their automated voice calls that said "we're Sorry we missed you". This appointment was supposed to have been scheduled for 8am-10am this morning and no tech called my number But the automated line called to let me know to recall and reschedule if needed. Ok, REALLY!!

I immediately called them to find out that apparently no one was home and that they could reschedule this afternoon from 3pm-5pm. Not acceptable!

Off work once again sitting here waiting on them, and they ask,"is this ok". No this is Not ok!

Now all because of this we have to start searching for another provider and have everything switched over to someone else because this service is not reliable. Enough. already!

Someone needs to check Comcast and follow up with what's going on with them.

Very unsatisfied Customer,

**(b) (6)**

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**Ticket: # 907562 - Frontier Communications**

**Date:** 4/12/2016 11:26:53 AM

**City/State/Zip:** Brandon, Florida 33511

**Company Complaining About:** Frontier Communications

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## **Description**

My internet went out on Saturday evening March 9th and I contacted Frontier Communications Sunday morning March 10th. We could not get it rectified so they said they needed to send out a technician I told them that I would not be home on Tuesday March 12th until 4 p.m. . I contacted friends here again on Tuesday March 12th to find out what time the technician will be there and I was told 12 p.m. I explained the previous conversation I had letting them know I would not be at home until 4 p.m. . I was placed on hold to see if the appointment could be moved and when the representative came back online she said the appointment could not be moved. But she could move it to another day. I work from home and I need internet access so that was not an option. I started explaining all of the issues I was having being as one of my TV's does not work my internet does not work and I don't have a guide on one of my TV's in the representative said okay well we'll move your appointment to March 12th at 7 p.m. and end of the call. I called friends here back to get a different representative to confirm that this appointment was moved to 7 p.m. because that time did not seem right to me and I was told that the appointment had in fact not been moved in the technician would be at my house at 12 p.m. that day. When my service was through Verizon I never had any issues with my TV or my internet service and ever since Frontier took over the past two weeks, we have had nothing but issues with all of our service.

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**Ticket: # 909705 - Business Account & Residential Accounts have been Slammed**

**Date:** 4/12/2016 11:30:57 PM

**City/State/Zip:** Overland Park, Kansas 66212

**Company Complaining About:** AT&T

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**Description**

I had a ATT that was at my home today 4-12-16 at (b) (6) Lenexa, KS, 66220.

I asked him to check my connection, that I was having issues with being able to stay stable and that my account was being accessed by someone that I could not authenticate. When he looked at my account, he asked if I had another account with ATT and I do. It's a business Account at (b) (6) Overland Park KS 66212. He said that my residential account number was reflecting my business account number. I have my system set up with Cisco and the switch is showing my correct information. However, when Travis, the lineman was here he said that he was unable to detect that I had 2 wireless logins, but he could see that I only had one connected device. Which then myself and another person showed him that we were logged into the wifi. That is when we found that my residential was switch over to my business account and that is what is causing all my issues. This has been going on for over 3 years and I have filed many complaints. It was never recognized by the previous technician that this was the issue. What are my rights as a business owner that has suffered with issues and my residential side that has suffered with issues inside ATT. All my accounts have been compromised and I have suffered business loss and personal loss. I would expect this to be a high priority and an official of ATT call me. It makes perfect sense now as to why I have never gotten resolution on the previous issues, I never know if I have talked to a real representative with ATT or if my calls have been redirected.

I need assistance quickly.

Thank you,

(b) (6)

RxSkinCenter (b) (6) which should be my personal account at (b) (6) KS 66220 and (b) (6) which is my business account number that is showing on the residential box put in by ATT at my home, but the actual business address is (b) (6) Overland Park, KS 66212. I also had been charged \$15 a month for a ATT Connect which was not affiliated with either account number that has taken me 2 years to get fixed. This is when I found that I was caught up in the old dial up connection. Please help, I need this fixed immediately. my cell is (b) (6) or work if you can get though is (b) (6). We have a lot of interference which has been proven by Time Warner and Cisco.

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**Ticket: # 908144 - spam emails from single company**

**Date:** 4/12/2016 1:55:41 PM

**City/State/Zip:** Westover, West Virginia 26501

**Company Complaining About:** Town News Mail(?)

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## **Description**

I have unsubscribed multiple times from the email lists being sent through the Pantagraph newspaper in Bloomington, IL (which I used to subscribe to). These emails are originating from a marketing company at <http://broadcaster.townnews-mail.com/>. It has been four years since I lived there, and I have gotten several emails a DAY, in some cases, from the Pantagraph in the last few years. I have even called the newspaper to report this FCC violation for this outsourced company (on March 8, 2016, I spoke to Andrea in the e-edition department of the Pantagraph), but I continue to receive emails from them despite having unsubscribed multiple times. (I am a professor of information and digital literacy, so I know how to successfully unsubscribe from a mailing list.)

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**Ticket: # 908290 - Internet failure**

**Date:** 4/12/2016 2:22:39 PM

**City/State/Zip:** Sarasota, Florida 34236

**Company Complaining About:** Frontier Communications

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## **Description**

I am a previous verizon, now Frontier customer. Since April 1, 2016 i have had completely unreliable internet service. The service will be working and then no internet for an hour, back for 10 minutes and gone for two hours. This has been going on for 12 days.

I am an internet based company and this continued outage is costing me thousands of dollars in lost revenue as well as loss of communications with our current customer base. We monitor system through the internet. If i can not access my clients systems, we can not do our job and are out of business.

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**Ticket: # 908499 - Private hacker David Monje , felony probationer in San Pedro, California, stealing identity,**

**Date:** 4/12/2016 3:17:00 PM

**City/State/Zip:** San Pedro, California 90731

**Company Complaining About:** Boost Mobile

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## **Description**

This felony probationer, is being allowed to use an app called cinet. spcs which has a list of all types of ways to break in to any type phone and use it as spyware or for malicious acts. This felony probationer David Monje has used it to successfully rob over a dozen homes, attack me physically as he knows my wherabouts at all times due to gps tracking, keep me off of my computer, and to dis allow me to search for employment. not to mention use my telephone for emergency calls let alone daily use, I have purchased and he has destroyed over 12 phones from 4 carriers including and iphone. This app need to be considered illegal and not allowed, and This felony Probationer needs to be put in prison for a good amount of time. The police are unable to do so because he must be caught in the act and of course if he is constantly hiding in a room with a computer and drugs, who can find him? Please, Track him with monitering or have the probation officer go after him because hes surely not where he says hes living. Thank you

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**Ticket: # 918023 - Internet hacking**

**Date:** 4/17/2016 7:14:08 PM

**City/State/Zip:** Allen, Texas 75013

**Company Complaining About:** Viande Llc

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## **Description**

my computer directed me to call (b) (6) for help support. They accessed my computer and had control of the screen as a help support company would do but wanted me to pay money to have it fixed. Only would accept a check. No credit cards.

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[Ticket: # 909378 - near constant crossed signals](#)

**Date:** 4/12/2016 8:10:04 PM

**City/State/Zip:** Brunswick, Maryland 21716

**Company Complaining About:** Comcast

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## **Description**

For the last two days Comcast business internet has been severely interfering with signals to/from our tablet. Total 6 times. This is not the first time this has happened. We called before on this several times over the last few months and it is still occurring at least 2-3 times a week.

---

**Ticket: # 909597 - Malware with popups tricking people into calling a number**

**Date:** 4/12/2016 9:48:16 PM

**City/State/Zip:** Columbus, Ohio 43220

**Company Complaining About:** Time Warner

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## **Description**

One of the computers in my household had a browser hijacking that showed popups with a fake virus warning and telling them to call a number. Unfortunately my mother made the mistake of calling them. They claimed the way to fix it was by buying some dubious sounding anti-virus software with a credit card. They were able to remotely connect to the computer without an invite claiming to try and fix a problem that did not exist. The number they provided was 866-629-0548. Attached here are photos. Managed to ping a few ip addresses from that amazon aws instance in the photo. But be careful, these may just be the numbers for amazon aws itself. 54.231.113.211 54.231.97.216

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**Ticket: # 909664 - fake computer virus**

**Date:** 4/12/2016 10:43:31 PM

**City/State/Zip:** Vaughn, Montana 59487

**Company Complaining About:** Rights Help Desk    Phone # (b) (6) In Mansville Mass,

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### **Description**

a fraudulent pop up infects your computer and it act's is if it's failing which locks it up and emits an annoying beeping sound, you then are instructed to call a number for which a fee is charged to you to "fix" your computer to which they caused the problem in the first place. they claim that they are working for Microsoft. I'm not 100% sure if the name is correct but the phone number is.

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**Ticket: # 909744 - Cancelling my internet and telephone service with comcast**

**Date:** 4/13/2016 12:03:25 AM

**City/State/Zip:** Houston, Texas 77043

**Company Complaining About:** Comcast

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## **Description**

On 4/12/16, I called several times to Comcast to try and cancel our internet and telephone services, but to NO avail, only to be told we must wait 24 hours to cancel our internet and telephone services for the order to be processed and receive email confirmation of this action. We downgraded our cable service with Comcast on 4/8/16 and the same day we downgraded our cable service our home number was changed without our consent or authorization. Eventually, our old number was issued back to us on 4/10/16 after calling Comcast several times & now it seems to be a problem cancelling internet and phone service. Talk to a customer service rep by the name of Jessie and he stated he would credit our account in the amount of \$100.00 for our inconvenience only to credit \$10.00. We don't want any credit, but just a piece of mind...Please help for it seems impossible to call and cancel our internet and phone service. Thank you for your assistance.

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**Ticket: # 909748 - no internet service**

**Date:** 4/13/2016 12:06:55 AM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Frontier Communications

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### **Description**

frontier communications took over my verizon fios account. at that time, the internet service became faulty. frontier was informed and chose to blame it on a storm but there had been no storm. then i was told it's because the service provider changed. there would be no information as to when service would be restored, no money given back and no employee can tell me the cost to cancel contract.

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**Ticket: # 909785 - Comcast internet**

**Date:** 4/13/2016 1:38:44 AM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** Comcast

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### **Description**

Every night at 12:30 1:30 and 2:30 am my internet/wi-fi goes down for approximately 10 minutes each occurrence which causes all internet based functions to not operate including my home alarm which I have nothing but problems with over 4 service calls in just over a year. Comcast has failed to fix my wi-fi and alarm issues. I am not looking for anything free just simply want the services that I pay for to actually work.

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**Ticket: # 909865 - Denied Internet Services/Lied into signing a contract for Cable based on receiving Internet Services.**

**Date:** 4/13/2016 7:22:55 AM

**City/State/Zip:** Hayden, Idaho 83835

**Company Complaining About:** Frontier Communications

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## **Description**

I would like to file a complaint against Frontier Communications 3 High Ridge Park Stamford Connecticut 06905-1390 for tortious interference with Dish Communications 9601 S. Meridian Blvd. Englewood, Co 80112. I had service from Dish Network from August 2014-July 2015 which included Cable and Internet. Due to a divorce, that account was ended and paid off. I waited until the Fall 2015 to inquire about Internet Services. I was told by 3 employees (Sales, Customer Service, and Internet Services) that satellite internet is offered in my area but I would have to get cable turned on first then they can add the Satellite service. I asked how long would that offer be available, Dish Representatives stated that is the new policy and when I am ready to turn my cable back on, I can call or go online. I went online April 2016 to sign up for Cable (because I was told I had to do that first before getting my internet back on, I was also told by Frontier that there is an option for me to get Satellite Internet with their office also). After getting my cable hooked up on April 7, 2016; I called Dish Network on April 8, 2016 to get my internet turned on. After being told in the Philippines that Satellite or DSL is not covered where I live ((b) (6) Athol, Idaho 83801), I was finally transferred (after spending over 2 hours) to the Office of President Customer Service. I spoke to Segrid in the Arizona Call center. She stated in a very demeaning undertone "Think of my situation as a Snail and all the arms and legs of a Snail are full!" I explained that 3 Representatives told me if I sign up for Cable I could call them to get Satellite Internet hooked (like I did from 2014-2015) . She stated she would get back to me in 7 days but she denied me service. I am also requesting that your office investigates Frontier Communications for trying to & keep internet services from me as well (DSL, Satellite)I am on the phone with them currently,, I have been on hold now 80 minutes. The Customer Service Representative (that put me on hold today with Frontier) is named Jeff in Virginia. I was transferred to him by Jen from Asia after she pulled up an old account that I had with Frontier (2015 in good standing), she gave me my old phone and account number. She then did a warm transfer to Customer Service and this person named Jeff hardly said anything. He then stated "We will need to get a tech out to see IF we can turn on the Satellite service." I told him I already checked with Billing and a Manager and they confirmed that Frontier services my address for Satellite Internet. He was silent (he was being silent on purpose) I asked him to transfer me to a Supervisor, he told me Please Hold, that was (91:35 minutes ago which I have taken pictures of the hold time today while I am holding), Jeff never came back online to explain why I would wait or anything. I personally feel that I am being kept on hold to prevent me from ordering service today or for me to hang up. But I am holding on as long as I can and I am sending this to your office for both Dish Network and Frontier Communications to be investigated for denying me services based on me being a disabled consumer. The number that i have been on hold with concerning Frontier is 800-921-8101. I ask that you investigate the Frontier Call Center in Washington State for harassment. Over the past few weeks when I have spoken to Frontier and Internet Services were kept from me; I was transferred to the Washington call Center. I was put on hold for a lengthy time period so they would not have to set up services. The Pacific NW is knows for white supremacy and hostility against disabled people especially with disabilities that you are unable to see. Thank

you for investigating both companies for denying me Internet Services, lying to have me sign a contract for Cable before I could obtain Internet Services and then denying me Internet Services, treating me in a discriminatory and demeaning way by long hold times without coming back to me while I was on the phone and explain the hold times. I am also stating that between Frontier and DishNetwork they are denying me Internet so I am not able to do some work at home. I have a disability and they are hindering me from utilizing services to assist me with trying to make improvements that could assist me.

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[Ticket: # 909895 - Pantagraph Newspaper Online](#)

**Date:** 4/13/2016 8:28:24 AM

**City/State/Zip:** Bloomington, Illinois 61701

**Company Complaining About:** Comcast

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## **Description**

Pantagraph personal pop ups that block the text of the paper and have no button to close the advertisement. These advertisements are Pantagraph sponsored events. Calls to tech support fall on deaf ears and I am not paying for Pantagraph personal promotions, I am paying for the privilege of reading my local newspaper.

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[Ticket: # 909974 - Groupon.com will not cease email spamming](#)

**Date:** 4/13/2016 9:35:22 AM

**City/State/Zip:** Moon, Pennsylvania 15108

**Company Complaining About:** Fedex (internal Email)

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## **Description**

Groupon.com began sending unsolicited email to my work email account 3/29/2016. As this violates the company's "acceptable use" policy, I've contacting them twice to cease. Twice they have responded that the emails would stop. However, they continue. I've even requested that they delete my personal Groupon.com account. They also responded that my personal account had been deleted. But, the emails to my work account continue.

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[Ticket: # 910161 - Interference from xfinity wifi "noise"](#)

**Date:** 4/13/2016 10:27:34 AM

**City/State/Zip:** State College, Pennsylvania 16803

**Company Complaining About:** Comcast

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## **Description**

Recently, I am noticing a high level of noise from xfinity wifi signals across multiple wifi channels at both 2.4 and 5 GHz frequencies. As is common, if two signal sources are on the same channel, they can create interference, diminishing effective communication. It is becoming so congested on the various wifi channels it is impossible to find one without a Xfinity signal, impeding personal, private wifi. Can anything be done about this?

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[Ticket: # 910250 - Unwanted emails](#)

**Date:** 4/13/2016 10:54:04 AM

**City/State/Zip:** York, Maine 03909

**Company Complaining About:** Time Warner

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## **Description**

I am receiving frequent emails from PresidentialPolitics.com (editor@presidentialpolitics.com) and have requested they cease and desist, to no avail these emails do not permit opting out or unsubscribing. I never requested email notifications from this site - in fact never visited it until these emails started. An example email is attached.

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[Ticket: # 918292 - 2005 Bush Administration Investigation](#)

**Date:** 4/18/2016 7:38:44 AM

**City/State/Zip:** Frederick, Maryland 21702

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## **Description**

I was about to write my compliant and the name ADAM was typed.

Could you address members of media cyber bullying me online, and arguing to me about domestic thought.

Could you please close the surveillance.

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[Ticket: # 910363 - Internet won't be fixed](#)

**Date:** 4/13/2016 11:34:35 AM

**City/State/Zip:** Denton, Texas 76207

**Company Complaining About:** Frontier Communications

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### **Description**

I have been without internet for six days now. Every time i call them they give me a different reason and they still have not sent someone out yet.

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[Ticket: # 910554 - Frontier Communications Horrible](#)

**Date:** 4/13/2016 12:34:37 PM

**City/State/Zip:** Huntington Beach, California 92649

**Company Complaining About:** Frontier Communications

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## **Description**

Ever since Frontier Communications purchased Verizon Residential in the Southern California region we have been without Internet and have gotten no answers from Frontier, worst customer service ever, dropped calls after waiting, technician came out and could not do anything and no responses via their customer service twitter account. And, you know that they will try to charge us more this month!!!

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**Ticket: # 910662 - Frontier Acquisition = Loss of Services**

**Date:** 4/13/2016 1:07:22 PM

**City/State/Zip:** Oxnard, California 93036

**Company Complaining About:** Frontier Communications

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## **Description**

Hello,

I work from home full time and do not have the ability to go to the office. I work on high visibility projects related to initiatives and enhancements to healthcare coverage. I have been unable to connect to the internet as of Sunday. Frontier seems aloof that there even is a issue and provides no resolution. I am unable to meet my work commitments. It is ridiculous. Frontier also schedules all day appointments but does not show up. Someone needs to force them to remedy the issue for all of us impacted now.

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**Ticket: # 910680 - Loss of Internet Connection****Date:** 4/13/2016 1:13:37 PM**City/State/Zip:** Land O Lakes, Florida 34637**Company Complaining About:** Frontier Communications

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**Description**

I called Frontier Communications yesterday in regards to having issues where my internet would go out a random points during the day and the only way to correct the issue is to re-set my router each time this happens. I spent a combined 3 hours on the phone yesterday speaking to 2 representatives and a supervisor trying to troubleshoot the issue. After speaking to the first representative, who either hung up on me or the call disconnected, my internet went from functioning with issues, to not functioning at all. I called back after being disconnected and the 2nd agent had me troubleshoot to no avail. They opened a ticket and advised that a technician would come out on 4/14, however I may incur a charge for their visit and the repair. I hung up the line, frustrated that I would be without service for 2 days. I then decided to research and troubleshoot on my own if possible. After no success troubleshooting on my own I made one final call and asked for a supervisor hoping to get a straight answer as to what the issue is, as the prior 2 agents could not give me an exact answer. The supervisor immediately, without looking at my account, advised that the outage is due to the transition from Verizon to Frontier and that I will just have to wait for the issue to be rectified. This supervisor never even looked at the notes to see what was done in my prior 2 interactions that evening. If I never would have called Frontier I could have just re-set my router and moved on with the annoying daily task of having to do this consistently, but at least I would have internet connection. I work from home and my husband attends college virtually. As a result of this issue neither of us are able to use the services we are paying for and I refuse to pay for a technician to come out and fix an issue that was caused by Frontier in the first place. At this point I want a straight forward answer regarding why my internet service was completely disconnected after speaking to a Frontier agent. If I am unable to get a straight answer I want out of my contract as I refuse to pay a company for services that they are not providing.

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**Ticket: # 911180 - AT&T Data Caps and False Statements**

**Date:** 4/13/2016 3:39:12 PM

**City/State/Zip:** Bakersfield, California 93311

**Company Complaining About:** AT&T

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**Description**

on 13 April, 2016 I recieved an email from AT&T claiming they were modifying our contract for U-Verse internet service. They claimed that as of 23 May, my data allowance would be increased to 600Gb per month. Going to their webiste claims I have a limit of 250Gb per month.

I have never seen any data cap before, and have gone over 300Gb/month (as measured by tools like GlassWire) a few times.

I won't go into why data caps are unnecessary as I'm sure you all are better informed than a simple IT tech, but I think it's fair to say they are an unfair business practice and stifle the public's use of the internet in ways never done before.

That previous complaint ignores the fact that they're lying to consumers about previous data caps in an attempt to get people to accept them.

2 attachments enclosed, first is a screenshot of the email. Second is a screenshot of their website claiming we've always had a data cap (and were never informed of it) and the "new" data cap as of 23 May.

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**Ticket: # 911339 - DATA Thefts by News Sites and Advertisers****Date:** 4/13/2016 4:28:40 PM**City/State/Zip:** Parsons, Tennessee 38363**Company Complaining About:** Verizon Wireless

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**Description**

Internet sites that have videos are automatically starting these videos, sound clips and PodCasts without permission from the User. Last month I had 20Gigs of DATA and it was almost totally used up before the month was even over. Sites forget that not everyone has unlimited DATA usage and WE are paying for the DATA they are using which to me is just plain THEFT! All sites and advertisers should be required to stop the automatic start of their videos unless the User requests it. I will be looking for a class action lawyer if this continues since THIS IS PLAIN AND CORRUPT THEFT! I have attached a summary of my current month DATA usage and it should be obvious that these automatic videos etc. are definitely eating MY DATA without my approval. I was paying \$100 a month for 20G of DATA. Just changed it to \$60 a month for 10G and this needs to be addressed immediately. I live on my Social Security Check and this is the only Internet I can get at a reasonable (NOT) rate.

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**Ticket: # 911360 - email harassment from HEARST MAGAZINES**

**Date:** 4/13/2016 4:31:59 PM

**City/State/Zip:** Glenelg, Maryland 21737

**Company Complaining About:** Hearst Publishing Company (hearst Magazines)

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### **Description**

I entered a contest from Redbook and they told me they were sending me a subscription to their magazine. I declined and tried to unsubscribe. On every attempt, they printed a message that I couldn't unsubscribe then, try back later. I sent three emails with that request to another of their websites. Not only did they not listen to me, they are now sending me Good Housekeeping info totally unsolicited. I got the same runaround trying to delete my name from there.

---

**Ticket: # 911440 - Internet outage**

**Date:** 4/13/2016 4:58:14 PM

**City/State/Zip:** Huntington Beach, California 92646

**Company Complaining About:** Frontier Communications

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## **Description**

I have been without Internet for two days. Customer service at Frontier is useless! I was lied to, repeatedly, about when a technician would arrive to fix the problem; no one ever showed up. I finally was able to speak to someone in the US who told me "I don't know why, but we are scheduling service appointments and the technicians are not showing up..." I also inquired if I would be credited for the time I have not had service and was told that the outage had to last longer than three days. I was finally transferred to a supervisor who admitted that it was an outage in my area, and there was nothing a technician could do to fix it at my home. I was also told that there was no estimated time of when the problem would be fixed.

I did not sign a contract with Frontier, I was a Verizon Fios customer whose contract was "purchased"...I find it absolutely ridiculous that I cannot cancel this contract (without monetary penalties) with a company I never agreed to switch to!!

I know I am not the only person having this issue; there are thousands of complaints from people who have been swindled as badly or worse than I have. Please do something to get this company to provide us with the service that we pay for!

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[Ticket: # 911614 - Frontier internet service](#)

**Date:** 4/13/2016 5:48:23 PM

**City/State/Zip:** Garland, Texas 75040

**Company Complaining About:** Frontier Communications

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## **Description**

We were never informed that Frontier was buying out Verizon and ever since they just changed our service, my internet connection at work and at home is constantly dropping. How am I supposed to do business with this company that cannot keep any of it's customer's happy. They don't help anyone and they are constantly lying and saying that they are doing the best that they can. They need to shut that company down, they are such a rip off.

---

**Ticket: # 911767 - System wide fraudulent billing-False advertising-Abuse of Fudiciary trust**

**Date:** 4/13/2016 6:39:49 PM

**City/State/Zip:** Westlake Village, California 91359

**Company Complaining About:** AT&T

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## **Description**

I have spoken with an agent and was advised to submit

ATT has-with malice for my complaint

Has billed my credit card without authorization for 338 dollars-when relayed to Office of the President it has been handed to 3 different people without any action. ATT engages in fraudulent advertising utilizing a web of mismanaged and unusable web platforms to succumb the public into overpaying for unattainable advertised product(this is confirmed by recorded call) ATT has wrongfully access my credit account causing damage in withdrawal of unauthorized funds from an unauthorized department causing me financial harm. (b) (6)

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Ticket: # 911823 - sending alert notices that I am having PC problems and to contact them. Can't delete the messages. My P.C. is now messed up.

**Date:** 4/13/2016 7:13:12 PM

**City/State/Zip:** Ocean Springs, Mississippi 39564

**Company Complaining About:** AT&T

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## Description

They say my PC is being hacked. It says Windows Firewall Security Damaged and the service has been disabled. It gives code number OX8007042C. They tell me to call 1 866-245-5196. I am to ask for B2957E. The # that the call comes in from is 1-304-743-8823. The # showing above that # is (b) (6). They called before and hacked my account and opened an account with PayPal. I had to call and close my account., turn in my bank card & get another one issued. They filed three charges of \$88.00.

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[Ticket: # 911886 - Frontier internet connection problems](#)

**Date:** 4/13/2016 7:39:24 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Frontier Communications

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## **Description**

My internet connection gets interrupted quite some times.

Sites can't be opened and since I need to use the web for part of my work it is a mandatory for me to have it.

It also becomes very, very, v e r y slow.

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**Ticket: # 911917 - COMCAST INTERNET SERVICE****Date:** 4/13/2016 7:57:35 PM**City/State/Zip:** Fort Myers, Florida 33912**Company Complaining About:** Comcast

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**Description**

We have been Comcast customers for 5+ years. For the last year +, we have had issues with all services, phone, internet & TV. The internet goes out on a daily basis, the phone does not work daily, and the TV goes out 1-2 times a week. We have replaced modems, had multiple service techs, replaced our own electronics, rebooted, disconnected & jumped through hoops to assist Comcast in fixing our service, to no avail. The problem has gotten worse with time, spottier service, less internet & less phone connectivity. I have called MANY times & have had MANY technicians check all lines, replace equipment, etc., to no avail. On 3/23/2016 we had ANOTHER technician come out to try and fix our problems. It is this technician that told us, it is not our lines or our equipment. The tech told us that in our zip code & beyond, there is some type of corruption (?) in the Comcast power lines, and they literally have to check each line for the corruption to resolve the issue. The tech said it could be "old lines" in a home, the lines themselves, that they "just don't know". I delayed in confronting Comcast with this info, as the CS is impossible. I finally called today, spent 45 minutes on the 1st call & was disconnected, was told that I would be called back from the 2nd call, which did not happen, cut off on the third & forth call & called back on a home phone # that I told them did not work. I would cancel, but there are no other options where we live, leaving us very frustrated & angry.

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**Ticket: # 912189 - No internet for 10 days.**

**Date:** 4/13/2016 11:50:07 PM

**City/State/Zip:** New Port Richey, Florida 34653

**Company Complaining About:** Frontier Communications

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## **Description**

I had to fill this out my phone and this website is not very mobile friendly. I'm a former Verizon customer that's now a frontier customer since April 1st 2016. We have been without our land line and Internet going 10 days now with no happy ending in sight. They have sent out one tech already who said he tried everything he could, but nothing helped and that it's on the corporate's end. I call back the next day to try and get some help which took me almost an hour to do so not including the 6 plus hours I've already tried with them these past 10 days, only to be told that have to send a tech out again Thursday; I made this call on Monday and the best part is the guy wasn't even aware of the issue that the company is having until the very end of the call which tells me they have no idea what they are doing at this company. Before our internet cut out, two days prior we were experiencing some very nasty throttled speeds ranging as low as 30kbs to about 300kbs; we are FiOS customers with a 50 up 50 down plan and at no time did we ever experience these issues even during peak hours until frontier took over and screwed everything up. I'm sick and tired either having to pick between monopoly based system at the local level. Our local cable company has inexcusable slow upload speeds ranging from 3-20 which of course vary in cost which again is unacceptable and highway robbery. I'm hoping google fiber will move to Tampa soon since they're already in talks with officials in the area so I can get a fair price with a reliable service.

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**Ticket: # 912860 - No internet connection**

**Date:** 4/14/2016 12:13:21 PM

**City/State/Zip:** New Port Richey, Florida 34652

**Company Complaining About:** Frontier Communications

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### **Description**

Loss of internet and phone connection when on the phone for a service call with Frontier to add/replacing a cable box to an existing line. The tech disconnected/interrupted the connection and have had no internet or phone or cable to new box for over 5 days. Spent 3 hours on the phone with no resolution and tech support did not show up for scheduled appointment the next day. Also being charged for services that are not available.

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[Ticket: # 912634 - ISP](#)

**Date:** 4/14/2016 11:11:34 AM

**City/State/Zip:** Gypsum, Colorado 81637

**Company Complaining About:** Centurylink

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## **Description**

consistency (lack of) of service

consistency of speed

efficiency of resolution

No local personnel office

Lack of any competition in the towns of 81631 and 81637 have left this community at the whim of an inept provider that exhibits little care.

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[Ticket: # 912893 - Frontier Communications- availability](#)

**Date:** 4/14/2016 12:19:58 PM

**City/State/Zip:** Riverview, Florida 33579

**Company Complaining About:** Frontier Communications

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## **Description**

My internet service has been transitioned from Verizon Fios to Frontier Communications; however, I have been with service since Tuesday April 11th. After calling Frontier at approximately 8:30 am on Tuesday I was advised to wait until noon and service will be restored as there is an outage in Florida. I waited until the Florida morning and still without service I once again contacted Frontier. After qn unsuccessful attempt to trouble shoot, a ticket was created and I was advised the earliest a technician would be available is Friday April 15th. This has caused a disruption in my household as my spouse was laid off from his job and is currently seeking immediate employment, yet he has been limited to the use of his cell phone. My bill has been paid in full but I have no service.

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**Ticket: # 913174 - 2005 Bush Administration Investigation**

**Date:** 4/14/2016 1:48:13 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

I was trying to place compliant to the radio/television category. I rather the media isn't observing how Foreign countries is viewing me. Every time Communications debates about it, could you bring in how America is treated me while I have been in surveillance 12 years.

I have a comment about the internet. Could you not allow the media to track me online. I am being cyber bullied and my privacy invaded upon. I rather the media isn't tracking me along the internet.

Could you close the surveillance.

---

**Ticket: # 913420 - I was charged by comcast mistake**

**Date:** 4/14/2016 2:47:17 PM

**City/State/Zip:** Miami, Florida 33126-8345

**Company Complaining About:** Comcast

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## **Description**

Hello, vice president

I am writing this email to you because I have one serious issue with my cancellation of comcast service.

I cancelled comcast internet service on Jan.13,2016, but I received one email about"Your Comcast Business Service Bill is Past Due(\$279)" on March 31. 2016, it says that I need to pay \$1591.88. I hadn't received any email from comcast since the cancellation, so I think you could imagine how shocked I was when I saw this email. I called someone from your customer service team, and they said I didn't filled out one form about request for cancellation, but when I called to cancel comcast service, I actually called many times, but none mentioned anything about filling out any form. Customer service people did talk with me about the cancellation fee saying that I had a three year contract with comcast service. I knew nothing about the three year contract when I started to use your service, and I had no money to pay the cancellation fee at that time, so I called many times, and they transferred my calls to customer care and support department, and one person from that department told me that he could help me to cancel the comcast service without cancellation fee, and I double checked with him, and he confirmed with me that I could cancel this service without cancelling fee. I thought that was the end, and I moved out from the place where I used to use that internet, so I never used that internet since the cancellation. And when I called after received this past due email, the customer service person said I could fill out the cancellation form now, but they could not help me to deal with the past due or cancellation fee cause they could not find any record regarding I could cancel without cancellation fee.

Before the cancellation, Since I had a financial issue I was trying to move the internet from office to my house, but it didn't work out, the comcast people delayed to come twice. And later I needed to come back to San Francisco, and that was the time I cancelled comcast service.

The last time. I asked for the help from CSR. She said she can not help me. I asked who is able to help me. She said I can ask for help from their vice president. And she promised sent the email of their vice president to me.

But I have never received this email address until now. I sent request to them again. No response. To be honest. I have never experience so bad customer service.

I hope to solve this problem as soon as possible

Thank you.

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**Ticket: # 913611 - Comcast monopoly in my city, poor service**

**Date:** 4/14/2016 3:46:04 PM

**City/State/Zip:** Macomb, Michigan 48044

**Company Complaining About:** Comcast

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## **Description**

Pricing is outrageous due to monopoly of high speed Internet service. I thought there was supposed to be sharing of the infrastructure for Internet by law? Service providers can charge ridiculous prices compared to the neighboring city just because they have a monopoly? Where are the governmental agencies that exist to prevent this? How is this allowed to happen? I'll keep digging I'm really curious as to how they get away with this and the fcc stands by and watches.....now I try slingtv to reduce cost and need to make a special request call to comcast to have roku device work with their modem. They intermittently degrade signal now. Before with Smartt and now with smart, no issues.....with my roku it degrades and I have to constantly perform modem resets etc. It's criminal and it just goes on.

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**Ticket: # 913612 - Comcast monopoly in my city, poor service**

**Date:** 4/14/2016 3:46:09 PM

**City/State/Zip:** Macomb, Michigan 48044

**Company Complaining About:** Comcast

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## **Description**

Pricing is outrageous due to monopoly of high speed Internet service. I thought there was supposed to be sharing of the infrastructure for Internet by law? Service providers can charge ridiculous prices compared to the neighboring city just because they have a monopoly? Where are the governmental agencies that exist to prevent this? How is this allowed to happen? I'll keep digging I'm really curious as to how they get away with this and the fcc stands by and watches.....now I try slingtv to reduce cost and need to make a special request call to comcast to have roku device work with their modem. They intermittently degrade signal now. Before with Smartt and now with smart, no issues.....with my roku it degrades and I have to constantly perform modem resets etc. It's criminal and it just goes on.

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[Ticket: # 913729 - Internet issues](#)

**Date:** 4/14/2016 4:18:23 PM

**City/State/Zip:** Canyonville, Oregon 97417

**Company Complaining About:** Frontier Communications

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## **Description**

I have had major issues with my Internet through frontier communication. I have call numerous times. They have sent people out, and still not working. I have dealt with this for months. They keep saying they have no idea why it is nor working, but they can see that it is not. They keep saying they will reimburse me, but never have, and still to this day my Internet does not work half the time. This problem nerds to be addressed and fixed, and I need to be compinsated for all this Hassel.

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**Ticket: # 913780 - Comcast Multi-Year Failure to Resolve Issues**

**Date:** 4/14/2016 4:37:13 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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## **Description**

For years now my family has been dealing with constant multiple recurring internet outages. I have personally spoken to ten or more different Comcast technicians, I have written this organization multiple times, I have reset my Comcast modem hundreds of times, and I have been on the phone with outsourced Comcast tech support more times than I can count.

I have been told that my "signal is weak" by technicians, pertaining to Comcast's infrastructure in my neighborhood; so we had a booster installed in our home. That did nothing. I have been told that my "there may be interference" by tech support, and I had a tech come out to look at that particular issue. But at no point has there been any conclusive empirical analysis regarding the causes of these endlessly recurrent outages. Nothing has solved this problem.

On Monday (4-11-16) this week, I had a tech come out to my house and install some new coaxial cables, and a coaxial junction connector which according to him would fix my "interference" issues. As I expected, it did absolutely nothing. My internet connection is yet again failing multiple times a day.

Does this agency have any teeth at all? Can you even do anything about this? Or is the best you can offer is lip service to a solution?

We have been paying absurd prices for our sporadically delivered internet service for almost a decade. And no one seems to give a damn that this very same thing is likely happening to millions of people, and worse still the regulatory agency tasked with resolving the problem appears to have been effectively neutered in its authority to do anything about it.

What good is the FCC, if the agency cannot even address the constant failure of a single company to provide the service it agrees to provide when people sign up to pay for it? Are you really so impotent, that your agency is little more than a record keeper of corporate telecom complaints?

I am so unbelievably tired of writing this agency, and calling Comcast. And having absolutely nothing done to resolve the problem. It feels very much like your regulatory authority, as well as the rights of consumers are essentially beholden to the near monopoly that exists in this country's telecommunication industry.

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**Ticket: # 913999 - Internet scam**

**Date:** 4/14/2016 6:04:26 PM

**City/State/Zip:** Ft Branch, Indiana 47648

**Company Complaining About:** Frontier Communications

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### **Description**

11 months ago I was scammed into paying a company 149.00 to fix and clean up my computer, i gave them access to my computer. My grandson came in and changed all my passwords. Now 11 months later they are calling saying the government shut them down and they have to refund my money, but they need access to my computer in order to get me the refund form, my daughter in law took over the call and told them they would not get access to my computer and they could email me the form! They argued with her that they had to get into my computer or they would get in trouble with the government for not getting me the form and getting me my refund, she finally hung up on them! And they continue to call 3-4 times a day. Always A Blocked OR Unknown number.

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[Ticket: # 914156 - "](#)

**Date:** 4/14/2016 7:10:01 PM

**City/State/Zip:** St Paul, Minnesota 55127

**Company Complaining About:** Zyncor.llc

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### **Description**

MY COMPUTER Was hacked and shut down by someone wanting to fix it. the page on my computer displayed on toP "MICROSOFT"

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[Ticket: # 914444 - internet commercials too loud](#)

**Date:** 4/14/2016 10:16:48 PM

**City/State/Zip:** Carmichael, California 95821

**Company Complaining About:** Advertisers

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## **Description**

I have a wife that is ill and needs her rest. and when I watch a movie on the internet commercials come on that are three or four times as loud as the volume of the movie or news that I am watching. I am 88 years old and it disturbs my wife that needs to sleep and rest the internet is the only source I have to the news or movies. Be cause my social security is not enough to pay for TV, food, and rent. My complaint is not against AT&T it is against the Advertisers who crank up the volume of the movie three times or more than the movie or internet news I am trying to watch and listen to.

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**Ticket: # 914524 - Comcast Xfinity Reneging on Contract****Date:** 4/15/2016 12:14:14 AM**City/State/Zip:** Vancouver, Washington 98685**Company Complaining About:** Comcast

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**Description**

Since I renewed contract with Comcast in January 2016, my service has gone downhill and my internet goes out several times a day. I have contacted them multiple times to no avail. Still have issues. It is so bad I had to connect a separate power strip to the modem and router to turn off the power and reset at least three times a day so the service will work. I shouldn't have to have a special plug and have to reset the service every day. Now they charged an additional \$20 to my account for no reason. I contacted them to credit my account, which they promised to do. I checked back two weeks later and spoke with rep. They noted there were notes on my account to credit but the credit did not happen. They promised again, but nothing has happened. Help! I am tired of poor customer service and them not honoring their contract.

---

[Ticket: # 925035 - Google won't remove pop-up](#)

**Date:** 4/20/2016 8:51:13 PM

**City/State/Zip:** Pueblo, Colorado 81001

**Company Complaining About:** Comcast

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## **Description**

Every time I open my computer, an annoying banner stating Google Password Required pops up on my computer desktop. I cannot delete the pop-up; it is superimposed over everything else I do on my computer. Please instruct Google to remove this banner.

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[Ticket: # 914760 - Internet connectivity](#)

**Date:** 4/15/2016 9:33:34 AM

**City/State/Zip:** Pleasant Ridge, Michigan 48069

**Company Complaining About:** Comcast

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## **Description**

I have had three different technicians come from Comcast and various reasons for the constant dropped connections; the last reason was squirrels. Everyday I have to reset the modem every 20 minutes. It's 9:28am and I have reset the modem 6 times since 7:00am. I do not want to call and hold for 30 minutes before I talk to another phone rep that will make me power cycle, then ping the modem, and take up more of MY time then finally schedule another technician. I want the service I am paying for.

---

**Ticket: # 914796 - Interference from another ISP in area**

**Date:** 4/15/2016 10:04:29 AM

**City/State/Zip:** Paoli, Indiana 47454

**Company Complaining About:** Netsurfusa

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## **Description**

Apparently there are locations in our rural area that the frequencies of Netsurfusa and Blue River interfere with each others service to their customers. I am a subscriber to Netsurfusa but have talked to Blue River about their availability. They stated that their signal could not reach me because of surrounding hills. However, I believe that Blue River's signal or frequency crosses or interferes with my Netsurfusa's signal or frequency. My son has also overheard a Blue River customer complaining about the same problems I am having. Therefore, I am concluding that their frequencies are too close together or that they are overlapping.

Said problems include constantly being knocked off line or freezing up until the system can digest the command. This have been going on for more than six months. These problems multiplied when Blue River installed their antenna on top of grain bins to the NE and NW of me. My access to Netsurfusa can be seen from my yard....there is a clear path from my receiver to their tower (antenna). And yet I can not access the internet without problems.

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**Ticket: # 914844 - Appraisal Program Effected**

**Date:** 4/15/2016 10:22:18 AM

**City/State/Zip:** Spring Hill, Florida 34610

**Company Complaining About:** Frontier Communications

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**Description**

Since April 1st.

The main office computer can not network connect to the server's database. After a week of no work going out, we have a "bandaid" from appraisal tech support, but no one knows how to fix.

This problem not only effects our office, but the veterans, banks, mortgage lenders, real estate agents, local customers, etc. we do appraisals for.

Also, trying to pay our bill was outrageously timely, after several calls, I was finally able to make a payment by person; the phone and computer payment system is not ready yet.

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[Ticket: # 915133 - Masselow's Steakhouse Northern Quest Its always primetime at Masselows Masselows.com](#)

**Date:** 4/15/2016 11:52:26 AM

**City/State/Zip:** Spokane, Washington 94222

**Company Complaining About:** Comcast

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## **Description**

INdians, maybe Indian bank executive who should go to jail or Mexican bank executive who should go to jail at Wells Fargo. AT and T executives. Dont eat steaks, bad for your health. When someone starts barbecuing steaks int heir backyard, who knows who will show up? Steaks, Stakes and the INdian/Mexican short individuals protecting tiny illegal Kunal Shah out of Oracle Retail Minneapolis. Tiny Dont use AT and T so who has contracted out my Comcast when I pay \$166.00 a month. Good try Avista utilities and you piscataway cats, not a cat demonstrated by my life long quest to expose the real cats and the ones who answer phones at the "Vat - I - Can". Exploding the Oracle retail cats, maybe asians at Oracle, Oracle executives as cats.

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[Ticket: # 918211 - Internet always goes down](#)

**Date:** 4/17/2016 11:48:09 PM

**City/State/Zip:** Fountain Hills, Arizona 85268

**Company Complaining About:** Cox

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## **Description**

The Internet service always goes down for several minutes. This occurs dozens of times every hour. Cox will not resolve the issue. It is on their end because I have plugged directly into the modem and still does not resolve the issue.

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**Ticket: # 915416 - Throttled/inconsistent service**

**Date:** 4/15/2016 1:12:54 PM

**City/State/Zip:** Miami, Florida 33174

**Company Complaining About:** Comcast

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## **Description**

Over the past month I have been experiencing poor and intermittent service. I have been working on addressing the issue myself and have recently been in contact with comcast about the issue. The technicians on the phone have been a huge help and done all they can and did discover that my downstream connection cannot be seen server side. They explored many options and the only one left is a technician visit. To which they want to charge me to have done even though it is an infrastructure and server side issue and not any damage or malicious activity done on my part. Comcast is failing to provide adequate and acceptable service and wants to charge me in order to repair this issue. This is unacceptable.

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**Ticket: # 915686 - SPAM E-mail from "The Jewelry Exchange"**

**Date:** 4/15/2016 2:39:21 PM

**City/State/Zip:** Cary, Illinois 60013

**Company Complaining About:** Not Applicable

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## **Description**

I requested that my e-mail address be "unsubscribed" from "The Jewelry Exchange" mailing list on 8/12/2015. I have continued to receive e-mails from them and currently have marketing related e-mails from them dated 3/17/16, 3/23/16, 3/26/16, 4/7/16, 4/12/16, 4/15/16. I did not request to be added to their list after my request to be removed in August 2015.

Also - I'm not sure why this form is asking for my internet provider and internet issue as this isn't a complaint on that. This is a SPAM violation complaint. So please disregard the information about my internet issue/provider. I just entered something there so I would be allowed to submit the form.

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**Ticket: # 915868 - Hughes Net Use of Pop-ups to harass senior citizen**

**Date:** 4/15/2016 3:45:15 PM

**City/State/Zip:** Wrightwood, California 92397-3655

**Company Complaining About:** Hughes Net

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## **Description**

I was customer of Hughes Net Internet Satellite go 3 years and paid \$106 per Month. (b) (6). I am 69 years old and work from home on computer because it is physically difficult to travel . When it gets close to time to pay bill, HughesNet bombards customer with pop ups so they cannot use computer to earn money. I have lost thousands of dollars worth of business due to HughesNet unlawful practices . Also I had to stop paying bill by direct debit from bank because Hughes Net double bills my bank . Now I am losing my home because cannot make money doing legal work I was previously doing on computer . At least Hughes Net should be fined for age harassment and pop up behavior.

Margarett Bryant

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[Ticket: # 917641 - global test market.com](#)

**Date:** 4/17/2016 6:47:55 AM

**City/State/Zip:** Methuen, Massachusetts 01844

**Company Complaining About:** Verizon

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## **Description**

Flooding my computer every day .I have asked them to stop 50-60 times every time I ask them to stop they send more

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**Ticket: # 916005 - Internet failure**

**Date:** 4/15/2016 4:32:22 PM

**City/State/Zip:** Wrightwood, California 92397

**Company Complaining About:** Frontier Communications

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## **Description**

Since transition between Verizon and Frontier Communications on 4-1-16 our internet has been changed to a public network and we have sporadic internet service which is directly affecting our security cameras in our home. On April 13, 2016 I returned from vacation to discover our internet problem; I contacted Verizon who in turn told me they no longer handles our service and had me call Frontier. No knowledge of service being changed. Frontier technical support said they were unable to assist with internet service over the phone and would send a technician to our home on 4-18-16; Frontier was advised that due to surgical schedule for family member, we would be leaving California on 4-16-16 so a technician had to be at our home no later than 4-15-16. FRONTIER REPRESENTED THEY WOULD HAVE A TECHNIAN AT OUR HOME BY 12 NOON ON FRIDAY 4-15-16. When no technician showed up we were told no one would come until 4-18-16. Frontier billing has been advised that we will not pay for service we have not received since April 1, 2016 and to credit our account. Frontier billing advised they cannot credit our account until the problem is resolved but they cannot get the problem resolved in an expeditious time period as their technical people promised - which was supposed to have been on Friday, April 15, 2016. WE HAVE NO LAND LINE SERVICE (I have filed a separate complaint with FCC for phone issue) AND WE HAVE NO INTERNET STABILITY THUS OUR HOME SECURITY CAMERAS WILL NOT WORK PROPERLY. Frontier's failure to provide customer service places our home and lives at risk.

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[Ticket: # 916296 - Frontier communications outage](#)

**Date:** 4/15/2016 6:43:49 PM

**City/State/Zip:** Norwalk, California 90650

**Company Complaining About:** Frontier Communications

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## **Description**

I lost internet connection on april 11th due to the frontier take over of verizon lines in california. I had trouble calling customer service. Their automated system would answer, but when it transfered me i would get disconnected repeatedly. When i finally got through, the frontier tech support person told me that my verizon modem/router wasnt recognized by their network. Why didnt they send me a router in advance? So a technician is coming out this monday, one week after i lost my internet.

---

**Ticket: # 916335 - No internet**

**Date:** 4/15/2016 7:08:35 PM

**City/State/Zip:** Long Beach, California 90808

**Company Complaining About:** Frontier Communications

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## **Description**

5 days ago our internet stopped working. Called Verizon sold to Fronteir. Called over an hour to find us gave us new account #. Long story short coming out to repair Wed they never showed after moving the time to later. No call etc. every time I call it's an hour at least with wait & hold and not finding our account. Our ticket was closed. Well I still have no internet and very little tv. My husband is going over his data plan because of no wifi. Can't read the NY Times on line we pay for. Can't used Lynda.com and taking classes. Amazon Prime doesn't work etc. they want to give me \$5 a day it's out. Today was day 5 with no answers. I've spent over 7 hours on the phone with them. Would love to quit my plan go somewhere where I get service but they want a large fee to cancel. Seems if I can't get service I should beable to get out of the contract.

---

**Ticket: # 916749 - 2005 Bush Administration Investigation**

**Date:** 4/16/2016 6:41:36 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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**Description**

Communications is studied me along the internet for 12 years. There are members of media, which have studied me longer.

Could the Congress please consider creating A firewall, which would provide me privacy while surfing the internet, and there wouldn't be anymore tracking. I do not agree with the media being allowed to track me for 12 years. There are others members of media, which have tracked me longer.

Could you not continue with the media tracking.

Within the run of the surveillance, the media is accessed my AOL account, studying my activity to every website I went and "digging."

Could you seal the account. The AOL account closed within August 2005. I began a NetZero account in January 2006. The account closed within 2008.

Please seal these accounts.

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**Ticket: # 916806 - Intermittent service**

**Date:** 4/16/2016 9:30:01 AM

**City/State/Zip:** Portage, Indiana 46368

**Company Complaining About:** Frontier Communications

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## **Description**

EarthLink service through DSL goes down every day from 6 am-9 pm In a consistent pattern beginning 4/6. DSL returns on its own at full capacity at approx. 9 pm nightly. Frontier has told EarthLink it is a bandwidth problem but my phone line is dead during those 15 hours, not slow and not dropped. Dead. Modem has been replaced. Dead line all day and full service overnight when the service is unusable. It is 4/16/2016 today. All I am told is either that there is no issue, my problem has been resolved or that they are "still working on it". Frontier took over 5 weeks previously to diagnose a line tear that caused dropped service previously. I feel my line is being deactivated by some kind of interference during the of 6am to 9 pm since the patterns is established. hours

---

**Ticket: # 918443 - Repeated and obnoxious pop ups from an organization allegedly insisting my protective software is outdated and offering to correct the problem.**

**Date:** 4/18/2016 9:55:39 AM

**City/State/Zip:** Scarsdale, New York 10583-5601

**Company Complaining About:** Unknown. Phone Number Is 1.877.650.6707

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## **Description**

They bloc my computer and I must sign off in order to get back on line. Their phone number is 1.877.650.6707. This is a recurring problem and from a previous conversation with them it is clear they are a fraud.

---

**Ticket: # 916882 - Comcast changes/degrades service without permission**

**Date:** 4/16/2016 11:01:08 AM

**City/State/Zip:** Royal Oak, Michigan 48067

**Company Complaining About:** Comcast

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## **Description**

On or about April 2, 2016, I called Comcast to find out how to access public wi-fi hotspots that they offer. They told me that I don't qualify for them with my internet plan, then after "testing" my account they told me to upgrade my plan. I politely refused and ended the call. At no point did I authorize any change in billing, equipment or services. Later that day, my internet speeds dropped dramatically, connection stability became erratic, and the internet package I had with them was removed from my account. Again, I did not ask for any of these changes. In the days since, I have lodged social media complains to the ComcastCares account as well as chat sessions. None of these have restored my service or corrected my account problems.

---

Ticket: # 963354 - They refuse to fix an overloaded line on the node. Already had 100+ calls 15+ technicians come to lie their way out of the job.

**Date:** 5/7/2016 2:55:30 PM

**City/State/Zip:** Jackson Heights, New York 11372

**Company Complaining About:** Time Warner

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## Description

(b) (6)

[REDACTED]

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[Ticket: # 922961 - Verizon NJ Landline DSL Frequent Disruptions and Lower-Than-Rated Speeds](#)

**Date:** 4/20/2016 4:54:40 AM

**City/State/Zip:** Tenafly, New Jersey 07670

**Company Complaining About:** Verizon

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### **Description**

I have previously filed a complaint with the FCC regarding this issue. Despite this, Verizon continues to provide DSL internet service that is well below that which I am paying for.

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[Ticket: # 917362 - No internet connection](#)

**Date:** 4/16/2016 5:55:38 PM

**City/State/Zip:** Rancho Cucamonga, California 91730

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier communications took over verizon services and since they did so we have had nothing but problems with the Internet connection. We have now been without service for a week and they cannot tell us when they will be able to resolve the issue. We have benn on the phone with them several times.

---

[Ticket: # 917441 - no internet service](#)

**Date:** 4/16/2016 7:25:50 PM

**City/State/Zip:** Santa Monica, California 90405

**Company Complaining About:** Frontier Communications

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### **Description**

No internet when verizon switched to frontier. Terrible service - no help. It took them a week to restore my service.

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**Ticket: # 917450 - Constant Internet interference**

**Date:** 4/16/2016 7:37:26 PM

**City/State/Zip:** South Burlington, Vermont 05403

**Company Complaining About:** Comcast

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## **Description**

I subscribe to the internet with Fairpoint Communications. Someone in this area has an unlocked xfinity account that keeps tripping up my fairpoint connection so my wifi comes from someone else's xfinity account instead of the fairpoint account that I pay for. When my wifi comes from this phantom xfinity account, I can't access many services on the internet which is when I know I am no longer on Fairpoint. I don't like the thought of being on someone else's Wifi or them possibly having access to any of my information. What can I do?

---

**Ticket: # 917490 - Fraud Microsoft**

**Date:** 4/16/2016 8:44:02 PM

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

**Company Complaining About:** Cox

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## **Description**

I was googling about using a computer and using an adjoining computer w/ a virus and what to do.. and when I clicked on a link... a box popped up stating I am- not able to use my computer because I have a virus... and to call Microsoft @ 866-540-2570. Someone by the name of Ejay (indian accent and lots of noises in the background sounding like a telemarketing factory) stated needed to get access (and I gave him access) because my screen was frozen and only had that box up and he stated since I am under 5k of damages and the screen where he went was AVG stated I was 4,317 of damages I can purchase for 2 years: \$239.9 or \$329.95. I asked what about 1 year and he said it does not make sense to purchase for a year nor buy a computer... He also asked if I was the sole user and asked for my phone number in case the line got disconnected, which I gave. I proceeded to state that I will have to call back and he suggested that offer is good for now... I thanked him and he rudely said thanks for wasting his time. I am furious and fear for whatever might happen and I do not believe now that they were legit and after I shut my computer down and downloaded antiware for free and malware... Please do something.

---

**Ticket: # 917704 - Verizon FIOS to Frontier Communications transition if FL**

**Date:** 4/17/2016 10:03:29 AM

**City/State/Zip:** Winter Haven, Florida 33884

**Company Complaining About:** Frontier Communications

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## **Description**

I pay for Business-class FIOS from Verizon, and rely on it for my day-to-day work. I was down for 2 days during the transition 2 weekends ago, and now have suffered through a 7-day outage starting Sunday, April 10th. Over this week they have lost/deleted/closed multiple tickets, told me technicians would come out that never show, or say they showed even though we were home and nobody knocked on the door. I get mixed answers every time I call, and their 2nd tier support do not even seem to understand the basics of network routing, arguing with me that the reason I can't ping my gateway from their ONT is because my DNS was different (I was using 4.2.2.1 and 4.2.2.2, which were the Verizon DNS).

On Thursday they told me I would need to open a new account, and then told me that I would have to still pay for the non-functional old account plus a \$250 installation fee OR I could opt to do early termination of \$1000. This is unacceptable. Why should I a) Pay for an account that is no longer functioning, b) Pay early termination fees for something that is no longer functioning c) PAY an installation fee for FIOS when I already have an ONT and wiring ran to my house.

Now, today is Sunday, April 17th, and the technician who was supposed to come out today has not show. I have called their tech support again and I am being told that my 4th ticket that was opened on Friday to correct this has been closed once again, despite the fact that no one has come out and my internet connection is still not fixed.

I just want the service that I am paying for fixed so I can stop hanging out in coffee shops and fast food restaurants just to be able to conduct my business.

---

[Ticket: # 917729 - Spam emails from pof.com](#)

**Date:** 4/17/2016 10:48:10 AM

**City/State/Zip:** La Canada, California 91011

**Company Complaining About:** Charter

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## **Description**

Someone signed up for an account with my email at pof.com, which appears to be a dating website. I did not create the account. Within 8 hours, I had received over 40 spam email messages. I can't delete the account or unsubscribe from the messages. It does not appear that pof.com requires users to verify their email addresses before creating new accounts. There is no opt out link on any of the emails.

---

**Ticket: # 917767 - Cox disconnects my internet because I'm a heavy user**

**Date:** 4/17/2016 11:32:05 AM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Comcast

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## **Description**

I filed a complaint a while back and forgot about it after someone from cox called me and promised that it wasn't the issue. It's been about a full year and my internet still periodically disconnects, completely, in a way that isn't fixed by resetting modem.

I've had multiple technicians come to by house and tell me everything is perfect. I've replaced my hardware (modem) and TRD company claims to have done extensive work (requiring multiple permits from the city) with no lasting improvement to Internet reliability.

The company claims my neighbors are experiencing the same thing (that it's a "trunk line" issue) but they don't claim to have the same problems and everyone on my block, myself included, is paying full price despite the apparent lack of full service that's lasted going on a year now.

I've escalated this to the executive team and I've still been given no concrete information on what is actually wrong or a plan to fix it beyond being told "construction" and "trunk line", and that this time, unlike the last four times they claimed to do the exact same thing, it'll be fixed.

Their story is inconsistent and doesn't seem to match reality. Considering all of this started very shortly after I was called with a request to upgrade my service because I go over my data cap and definitively told them no thank you, and stopped for a few weeks surrounding my last complaint, I have very few other conclusions to draw.

I would switch providers if there were any other choices in my area.



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[Ticket: # 917947 - Blocking websites for homework](#)

**Date:** 4/17/2016 5:05:27 PM

**City/State/Zip:** Columbus, Ohio 83972

**Company Complaining About:** Time Warner

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## **Description**

Once i come home after school, GlobalProtect automaticaly connects to the WIFI. This will cause most websites to be blocked. Can you tell me any way how to make GlobalProtect not enable when i'm not home?

---

[Ticket: # 917964 - Poor service](#)

**Date:** 4/17/2016 5:33:18 PM

**City/State/Zip:** Albion, Michigan 49224

**Company Complaining About:** Wide Open West

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### **Description**

Poor service, unable to maintain connection, priced based on speeds that are unobtainable. Only ISP in Area monopoly on market. Rude customer service, uneducated, unreliable.

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[Ticket: # 938475 - Internet Service from XO Communications](#)

**Date:** 4/28/2016 11:29:42 AM

**City/State/Zip:** Miramar, Florida 33025

**Company Complaining About:** Xo Communications

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### **Description**

Poor connectivity causing VOIP voice quality issues and dropped call

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[Ticket: # 918173 - Emergency Child Alert](#)

**Date:** 4/17/2016 10:41:51 PM

**City/State/Zip:** Jacksonville, Florida 32258

**Company Complaining About:** Comcast

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## **Description**

I just wanted to let someone know that I just got the alert tonight, April 17th about a child abduction and the girl speaking had a heavy accent and the volume was very low when it came across and she spoke too fast. THE ALERT DID NO GOOD IF EVERYONE HEARD IT LIKE I DID! Could not understand it! Please send it again, for the sake of the child and ALWAYS HAVE SOMEONE WITH NO ACCENT AND CLEAR VOICE SPEAK!

---

**Ticket: # 918220 - Getting DDos****Date:** 4/18/2016 12:14:35 AM**City/State/Zip:** Laguna Niguel, California 92677**Company Complaining About:** Cox

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**Description**

While playing a game we all got DDos one of the players was able to get all the IP's that were paying for DDosing sight. I have a recording of the event. the talking about hacking. It must be illegal to interfere with someone internet connection. It caused me to be dropped from internet. Link to the video of them doing it.

<https://www.youtube.com/watch?v=-wogsCX0SNA>

IP obtained from one of the players.

68.97.58.54

24.166.4.106

73.239.234.246

70.180.197.82

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[Ticket: # 918261 - copyright piracy of incorporeal property at 5hz to 50hz emf organ brain mine las vegas nv.](#)

**Date:** 4/18/2016 3:03:25 AM

**City/State/Zip:** Las Vegas, Nevada 89101

**Company Complaining About:** Supreme 4g

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## Description

Need help to protect bioelectrical field from bootleg transmission by my nation against my naturalized rights as broadcaster under this law:

Summary of the Brussels Convention Relating to the Distribution of Programme-Carrying Signals Transmitted by Satellite (1974)

The Brussels or Satellites Convention provides for the obligation of each Contracting State to take adequate measures to prevent the unauthorized distribution on or from its territory of any programme-carrying signal transmitted by satellite. A distribution is considered unauthorized if it has not been authorized by the organization – typically a broadcasting organization – that decided on the programme's content. The obligation exists in respect of organizations that are nationals of a Contracting State.

The Convention permits certain limitations on protection. The distribution of programme-carrying signals by non-authorized persons is permitted if the signals carry short excerpts containing reports of current events or, as quotations, short excerpts of the programme carried by the emitted signals or, in the case of developing countries, if the programme carried by the emitted signals is distributed solely for the purposes of teaching, including adult teaching or scientific research. The Convention does not establish a term of protection, leaving the matter to domestic legislation.

The provisions of this Convention are not applicable, however, where the distribution of signals is made from a direct broadcasting satellite.

The Convention does not provide for the institution of a Union, governing body or budget.

It is open to any State member of the United Nations or of any of the agencies belonging to the United Nations system of organizations.

Instruments of ratification, acceptance or accession must be deposited with the Secretary-General of the United Nations.

(b) (6)

Signit and humint rint fbi interfere rudely all day 24/7

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**Ticket: # 918290 - 2005 Bush Administration Investigation**

**Date:** 4/18/2016 7:35:26 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

I am having a hard time surfing the internet. I'm trying to surf the internet to recipe websites, and I am always inflicted with obstacles.

Could you please stop allowing the media to track me online. There is cyber bullying, and there is a invasion of my privacy.

---

[Ticket: # 918387 - interference](#)

**Date:** 4/18/2016 9:31:29 AM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

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## Description

(b) (6)



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**Ticket: # 918495 - Outage**

**Date:** 4/18/2016 10:23:27 AM

**City/State/Zip:** Coppell, Texas 75019

**Company Complaining About:** Frontier Communications

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### **Description**

I have been without service for 3 days and Technical Support has only made the issues worse. I got an appointment for a Service Tech to come to my home on Sunday, April 17th, between 9 and 4. I am still waiting on Monday at 9:30 a.m. I have not received a call to reschedule or offer to assist. I am also REALLY tired of talking to CSR from 3 world countries who barely speak English. Service is terrible!!!!!!!!!!!!!!!!!!!!

---

[Ticket: # 918621 - MagicJack restricts access to conference number](#)

**Date:** 4/18/2016 11:32:38 AM

**City/State/Zip:** Boca Raton, Florida 33487

**Company Complaining About:** Magic Jack

---

## **Description**

MagicJack is restricting calls to other conference call number including local number and toll free numbers and instructs you to pay for pre-paid minutes. When I spoke with MagicJack they said I should use their conference service for free. I find this behavior unfair because I have to pay magicjack a per minute rate to call a toll free number for a conference call. I could understand calling out of country, but a local or toll free conference number; thats just greed. It would be like Microsoft not allowing other browsers to be installed and forcing you to use Internet Explorer, (Gee wasn't Micsosoft found guilty of that a long time ago.) MagicJack is simply trying to do that same thing now with phone calls. So when MagicJack figures out that people are using their product to call Vonage clients, will they start charging for those calls as well?

---

**Ticket: # 918861 - hacking email**

**Date:** 4/18/2016 12:56:51 PM

**City/State/Zip:** Granbury, Texas 76049

**Company Complaining About:** Charter

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## **Description**

Chirpier.com first appeared in my email a few weeks ago. I tried to go to the website which is filled with smoke and mirrors. The 'unsubscribe' is not effective, you cannot unsubscribe; the 'contact' icon does not allow one to actually contact them; a listed address showed an address in Spain. I have found others on their site who are upset and unsuccessful in removing or unsubscribing. My main concerns are that shortly after the appearance of Chirpier, my Facebook contacts were being solicited to be my friend, when in fact, they were already my friends. While I don't know if there is a connection, I am concerned that my pc and email is not unsecured. The Chirpier web site and entity is uninvited, very suspect with no viable way to get them out of my email.

Please investigate and advise. Thank you.

(b) (6)

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**Ticket: # 918878 - Internet Connection**

**Date:** 4/18/2016 1:02:55 PM

**City/State/Zip:** Ridgecrest, California 93555

**Company Complaining About:** Mediacom

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## **Description**

I have had technicians come to my home to fix the internet from having 20-30 resets a day. They have changed a few connectors out and told me everything should be good to go. Yet my cable modem still cycles 10-15 times a day. I contacted a supervisor over the phone and he told me the card that I connect to is overloaded and that's what is causing the resets but they haven't fixed anything.

---

[Ticket: # 921570 - Internet not working-Frontier](#)

**Date:** 4/19/2016 2:23:22 PM

**City/State/Zip:** Denton, Texas 76210

**Company Complaining About:** Frontier Communications

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### **Description**

I have been without Internet service for a week. I contacted Frontier 3 times about this issue. No fix, managers wont return calls.

---

**Ticket: # 919114 - CenturyLink email service****Date:** 4/18/2016 2:13:52 PM**City/State/Zip:** Sedona, Arizona 86336**Company Complaining About:** Centurylink

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**Description**

I will try to be brief. For well over a year I have had a problem with the q.com email service I have with CenturyLink ("CL"). They think I am spamming so shut down my account. One of the steps required to reopen is to run a virus scan or claim you have run one. Along with that, CL attempts to sell a virus scanning service. Seems like an extortion scam to me. As part of this overall problem, CL will block me from sending to certain addresses -- even my own at other email accounts I have at hotmail & yahoo! I will get bounce-back messages saying my email is being returned as spam -- yet I have not blocked my own emails at the other accounts nor have any of the other recipients from whom I get bounced back messages. Messages sent to those recipients from my other accounts get sent fine because they have not blocked me. Somehow CL has blocked me and made it seem like others are doing it, not them. I have explained this problem to CL repeatedly, both via email and on the phone. They refuse to fix it. I get form email letters from them saying I have to call and explain the problem when I have already done so repeatedly in the past. I get form email letters saying they "canceled that ticket" and will have to open a new one. It's as though "cancelling that ticket" means "fixed the problem" which they have not done. I am sick of this company wasting my time and providing poor service.

---

[Ticket: # 919157 - Internet & Phone STILL not working](#)

**Date:** 4/18/2016 2:28:31 PM

**City/State/Zip:** Temecula, California 92592

**Company Complaining About:** Frontier Communications

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## **Description**

I filed a complaint over a week ago for our lack of service for both phone & internet. They got it working for about 1.5 days...then it went out again. No further communication from the company. Yet they tell us we will be charged a cancellation fee to cancel our service? They are telling people in our area that we are under contract and they will have all these bugs worked out in a few months!

---

**Ticket: # 919195 - "windows technical depart"**

**Date:** 4/18/2016 2:39:20 PM

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

**Company Complaining About:** Comcast

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## **Description**

I answered the phone and talked to a man of foreign origin who called himself David. He is a technician with windows quote un quote. This is what I believe because before he has called from (b) (6) now he is calling from Washington,DC 425 337-6267. I got taken for ~\$100 and Im lucky it was not more. I have not had my computer checked yet but i will soon. These people need to be caught and prosecuted to the full extent of the law.

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[Ticket: # 919243 - 2005 Bush Administration Investigation](#)

**Date:** 4/18/2016 2:54:07 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Cable One

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### **Description**

Could you address the 2010 surveillance. I feel as if members of the installation are surfing the internet along with me, providing commentary while I surf the internet. Could you close the 2010 surveillance.

---

**Ticket: # 919436 - Company Not Responding to Request**

**Date:** 4/18/2016 3:52:10 PM

**City/State/Zip:** Santa Clarita, California 91355

**Company Complaining About:** Skyriver

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### **Description**

Company is not responding to customer service request. Does not have the proper personnel to assist with request as well.

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**Ticket: # 919509 - internet outage**

**Date:** 4/18/2016 4:11:55 PM

**City/State/Zip:** Chicago, Illinois 60620

**Company Complaining About:** Comcast

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## **Description**

I work from home as a remote medical coder, my internet went down at 1130a during my shift. I was told I would receive an email when the unexpected outage was resolved, 30 minutes later I received a text. I logged back in to my job and 30 mins later the internet lost signal again. I called customer service spoke to several employees also several supervisor, one supervisor informed me i would receive a \$20.00 credit, once I was transferred to billing hr was unable to verify my conversation with the supervisor. Was transferred a few more times, no one was willing to help and when I asked to speak to a manager I was hung up on. I spent 1130a-215p trying to get a credit that was promised to me for my time lost, for the inconvenience of having my internet go down twice in an hr in the middle of my work day. It was unacceptable!!

---

**Ticket: # 920010 - internet harassment**

**Date:** 4/18/2016 6:55:54 PM

**City/State/Zip:** Sonoma, California 95476

**Company Complaining About:** Comcast

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## **Description**

I keep getting pop up messages saying that I have a virus infecting my computer and to call this number: (b) (6) The web address is listed with the number is: heredaddymeets.xyz

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**Ticket: # 920088 - scam**

**Date:** 4/18/2016 7:23:50 PM

**City/State/Zip:** La Puente, California 19744

**Company Complaining About:** Facebook

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## **Description**

My moms computer froze while she was on her Facebook page. A message appeared stating that a serious error occurred on her hard disc and that we must not reset the computer but call a certified Microsoft Technician at this number. Otherwise serious irreparable damage to the hard drive will occur. I was unable to exit the page ... this number showed 855-214-3513 i called it a guy answered and said that they will be happy to fix the problem for \$300... he wasn't liking what I had to say to him and hung up on me. I shut down the computer. took it to a repair shop and was told there was nothing wrong

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[Ticket: # 920151 - Internet Still Cutting Out](#)

**Date:** 4/18/2016 8:07:59 PM

**City/State/Zip:** Goldsboro, North Carolina 27530

**Company Complaining About:** Time Warner

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## **Description**

Our internet will randomly disconnect and reconnect at intervals throughout the day. It is unpredictable and interrupts any business or work we are doing.

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**Ticket: # 920570 - Intermittent service**

**Date:** 4/19/2016 9:05:08 AM

**City/State/Zip:** Portage, Indiana 46368

**Company Complaining About:** Frontier Communications

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## **Description**

EarthLink service through DSL goes down every day from 6 am-9 pm In a consistent pattern beginning 4/6. DSL returns on its own at full capacity at approx. 9 pm nightly. Frontier has told EarthLink it is a bandwidth problem but my phone line is dead during those 15 hours, not slow and not dropped. Dead. Modem has been replaced. Dead line all day and full service overnight when the service is unusable. It is 4/16/2016 today. All I am told is either that there is no issue, my problem has been resolved or that they are "still working on it". Frontier took over 5 weeks previously to diagnose a line tear that caused dropped service previously. I feel my line is being deactivated by some kind of interference during the of 6am to 9 pm since the patterns is established. hours

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**Ticket: # 934732 - RECORD OF CANCELLATION**

**Date:** 4/26/2016 4:53:08 PM

**City/State/Zip:** Maylene, Alabama 35114

**Company Complaining About:** AT&T

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**Description**

Refusing to cancel my services in a timely manor. Spent over 1hr on the phone before work, they kept giving me the run around trying to waste my time.

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[Ticket: # 920940 - Frontier internet transition](#)

**Date:** 4/19/2016 11:39:30 AM

**City/State/Zip:** Dallas, Texas 75206

**Company Complaining About:** Frontier Communications

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### **Description**

I am trying to cancel my service because of this difficult transition and I do not need the internet service any longer. However, I keep getting transferred to someone else whenever I try to talk with someone. It is proving hard to cancel something that the new company does not have any record of.

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**Ticket: # 921151 - Internet connection interference**

**Date:** 4/19/2016 12:33:46 PM

**City/State/Zip:** Adelphi, Maryland 20783

**Company Complaining About:** Verizon

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### **Description**

A screen appeared which prevented me from using my computer. A phone number to correct the problem was given to correct the problem. I was then required to send a check via G-mail to a certain address ...for \$350 I had to do this to have my service resumed.. A month later they have just called back representing themselves " Windows" to check on any further problems to fix. (they just called , A 355 #) Please check into this. (b) (6)

---

[Ticket: # 921342 - internet dropping all the time](#)

**Date:** 4/19/2016 1:08:55 PM

**City/State/Zip:** North Fort Myers, Florida 33917

**Company Complaining About:** Centurylink

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**Description**

internet dropping

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**Ticket: # 921343 - ATT Flooded my house October 9, 2015**

**Date:** 4/19/2016 1:09:19 PM

**City/State/Zip:** Davie, Florida 33330

**Company Complaining About:** AT&T

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**Description**

On October 9th, 2015. AT&T came to my home to install Uverse. There were two men here, one installing the outside fiber and the other installing wiring. The wiring guy did not know what he was doing, it was obvious. I asked the guy laying cable to help him, he even told me the guy did not know what he was doing. He disconnected my lines twice and kept walking around the house. I asked him 3 times to leave my home and reschedule.

Unbenounced to me he pushed a cable from outside thru my screening then took my ladder from my bedroom climbed into my attic and busted my main water line flooding my bedroom and bath room. I have over a million dollar home the damages to my beautiful home are extensive.

After over a week when ATT refused to send out a representative, I hired a public adjuster. It has been almost 7 months and I still do not have a settlement. A week or so ago I was sent a request to settle for \$21,000 or something ridiculous. I have over \$11,000+++ in bills already paid for mold removal, dry cleaning, replaced ceilings that crashed in and the removal of cabinets and water damaged flooring and walls that had to be removed. They have the receipts. I also provided them the lowest price from 3 contractors to finish the job which is over or near \$30K more.

I have been more then patient. This is wearing on my health. I have a huge party here in September and feel sick. I have no master bedroom to sleep in. I can't have guests in my home because it is such a mess.

So please help me get ATT to settle this and take care of it. They are obviously at fault and need to make good of the management team that came out to take care of this in a timely manner. Timely is not 7 months!

Derek Wright the manager of network services and his boss Eric paid West end plumbing for the repair of pipe October 9th in Cash. I had to get a clean out company to get the water out of walls, ceilings and wood floors that were ruined. ATT has still not paid the \$12,000 they owe All Dry USA that these managers said that would be taken care of. It has not been taken care of.

We have gone through these managers. (b) (6)

from ATT.

(b) (6)

(b) (6)

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[Ticket: # 922530 - Switching my internet.](#)

**Date:** 4/19/2016 7:51:41 PM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** Comcast

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## **Description**

Every once in a while, I find that my internet connection (mine is with AT&T U-verse) has slowed down. When I check my computer, it turns out that my regular provider has been replaced with xfinitywifi. I can change it back easily, but it's a pain in the neck, and I'd like them to stop hijacking my wifi. I complained once before, and it stopped, but now they're at it again.

---

**Ticket: # 922045 - My webhosting company frequently alters the visitors' log for my website**

**Date:** 4/19/2016 4:40:08 PM

**City/State/Zip:** Los Angeles, California 90013

**Company Complaining About:** Blue Host

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## **Description**

I have been hosting my website at Bluehost, located in Utah, since 2011. A group of mentally ill women who have been complaining about my website to various law enforcement agencies for four years frequently visit my website and have been from time to time hacking my website as well. (Both the women and I live in California.) I keep track of their activities on my site by carefully reading my visitors' log. The women then complained that I was "stalking them" through my visitors' log. By March this year, however, they were able to obtain an order from a Los Angeles county judge and the Sheriff Department stipulating that tracking their visits and hacking on my site constitutes "cyberstalking" and requiring the Admin at Bluehost to tamper with my site's visitors' log whenever they visit my website in order to eliminate their traces and "protect their privacy". Since March until today, the Admin has tampered with my log for at least four times, and probably more than that. The way the judge's/ Sheriff's order works is presumably like this. At first the women get an order to block my website, but the order is only good in California, and so my site is only blocked in California. And so the women retracted the order. They couldn't do anything about Bluehost because Bluehost is in Utah. Then they get another order from the judge/ Sheriff saying: since the suspect is in California and is "stalking" the women by reading their visits to his website on his log, if Bluehost transmits the log to California, it has to obey California's order by protecting the "victims'" privacy and altering the log to delete traces of their visits. My understanding is that there are federal laws prohibiting government agencies and public utility companies from altering the servers' logs or the contents of their customers' accounts. For example, I assume that it is illegal for my phone company to edit my phone log. Please correct me if I'm wrong. Please look into this case to see if Bluehost has violated federal laws by enforcing this strange order from a county judge in another state.

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[Ticket: # 922303 - Microsoft changing Windows 7 to Windows 10 without PC owners consent](#)

**Date:** 4/19/2016 6:02:44 PM

**City/State/Zip:** Virginia Beach, Virginia 23462

**Company Complaining About:** Verizon Wireless

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### **Description**

As has happened to others I know, I do not want Microsoft to arbitrarily change my PC from current Windows 7 to Windows 10.

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**Ticket: # 922364 - interference**

**Date:** 4/19/2016 6:33:05 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

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## **Description**

Today 4-19-16 Frontier sent a technician to my apartment to check my phone lines and re-run the lines to prevent others from being on my phone line ever thing seemed fine @4:30 I shut my computer down and turned off the modem so it could cool down @ 5:30 I turned my computer & modem back on I heard the same interference noise that sounds like the EBS (signal when there doing a stress test) I knew then that the upstairs neighbor had hacked into my line/computer again all the lights on the modem were flashing faster so I turned my modem off it is now @6:30 and my computer is still running without my modem being turned on!! However my surveillance nest cam has sent me a text alert that my WiFi is off as well as my smartphone signal saying WiFi not connected but my computer is still on as I type this wow can't someone catch this guy he's already broken into my apartment now he's hacking into my computer

---

**Ticket: # 922638 - TIME WARNER CABLE TECHNICIAN SOLVES NON OF THE ISSUES + CLUELESS**

**Date:** 4/19/2016 8:40:19 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

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**Description**

TIME WARNER CABLE TECHNICIAN IS SOLVES NON OF THE ISSUES + CLUELESS.

-- INFILTRATION INTO TIME WARNER CABLE BY THE HARASSER GROUP MAY REASONABLY BE SUSPECTED.

-- THOSE RESPONSIBLE for interference make fool of FCC by hanging up our phone in middle of telling Time Warner Cable that the representative was utterly clueless.

-- BIT RATE WAS FURTHER REDUCED ON THE INTERNET

-- the problem of bit rate reduction is same as between wireless and dcabel

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Ticket: # 922597 - bit rate is reduced as soon as we try to complain to FCC, POLICE etc

**Date:** 4/19/2016 8:18:40 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

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### **Description**

BIT RATE and range of router is reduced as soon as we try to complain to FCC, POLICE and other responsive authority. Obstruction of justice.

PLEASE TAKE STEPS TO STOP THESE INDIVIDUALS, who are directly responsible: (b) (6)

(b) (6), CA 90291 --former robbery convict and bizarre as it may seem  
'lead' informant) (b) (6)

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**Ticket: # 922610 - bandwidth reduced when trying to contact fcc or POLICE**

**Date:** 4/19/2016 8:24:55 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Time Warner

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## **Description**

bandwidth reduced when trying to contact fcc or POLICE

Individuals involved are (b) (6) Venice, 90291, (former criminal), 'former'.

They use acoustic weapon against us and threaten with firing shot guns.

They lie to authority

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**Ticket: # 922743 - Illegal denial of service**

**Date:** 4/19/2016 9:26:48 PM

**City/State/Zip:** Belton, Missouri 66020

**Company Complaining About:** Time Warner

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## **Description**

My emails are being intercepted from me if they come from the FBI (updates), my WhiteHouse daily snapshot, and my Learning for Israel webinars emails. They come in at 4 am several hours after they come to Twitter, and they are uniformly released. Also my WhiteHouse daily snapshot emails just suddenly stopped so I subscribed to them again and from 3 seperate accounts all to no avail. Still no snapshots. Also have not received the occasional invitation to participate in the conference calls from various WH officials' offices. Furthermore my emails for Learning for Israel arrive to my inbox on my kittypwr79@gmail account hours and sometimes days after the webinar is over, ultimately not allowing me the opportunity to participate in them either.

Also my internet access gets blocked from several different locations, including various ISP's with a page that pops up that states "Network Access Suspended". I am not blacklisted although that is how someone wants me to appear, but either way I am an American citizen who is entitled to access to my own services that I pay for so regardless of others' misconceptions, this is unacceptable.

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**Ticket: # 922799 - Poor technical support**

**Date:** 4/19/2016 10:04:50 PM

**City/State/Zip:** Millington, New Jersey 07946

**Company Complaining About:** Comcast

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## **Description**

My internet goes out at least 10 times a day. Every technical support agent agrees that my internet is very sporadic. I have contacted Comcast many times and simply want them to come out and check the line from my pole to the house and to do nothing inside. Every time, I get a phone call saying that someone needs to be home to meet the tech to allow him inside. When they get here and I'm not home, the order gets canceled. They told me to put in a SOR (Special Order Request) to have the tech come and check the outside only. Again and again, I get a message stating that I need to be home to let him inside. Each time I get a ticket number but when I call back, Comcast has no record of it. I've spoken to supposed supervisors and no record exists. My last few phone calls I've recorded and have told them they were being recorded. I've also kept records of my modem events showing how often my internet goes offline. I was offered by one person to have an entire month refunded. I got only \$50.00. When I asked "Franco" a supposed supervisor he said there was not record of anyone offering me a full month credit. It just goes on and on. I've attached a modem event log to show how often my service goes out. My equipment inside is new and I own it.

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[Ticket: # 922808 - Internet service](#)

**Date:** 4/19/2016 10:26:51 PM

**City/State/Zip:** Warroad, Minnesota 56763

**Company Complaining About:** Centurylink

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## **Description**

The internet service provided by Centurylink has been out of service most of today, April 20th. This is a common occurrence with this provider's service. I do not know the exact time the internet quit working but I do know that it was prior to 12 PM. It is not 9:23 PM. Customer service is poor at best. Our options are limited as far as internet providers in this area. The service provided by this company makes it very difficult to conduct business.

---

**Ticket: # 922851 - ATT salespeople lie to switch our services!**

**Date:** 4/19/2016 11:35:31 PM

**City/State/Zip:** Newport Beach, California 92660

**Company Complaining About:** AT&T

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## **Description**

ATT sales people called my house 20 times, convinced me to drop TWC for ATT at better cost and most importantly better bandwidth, I now have had no internet and no TV for over 3 months...Im paying for their BEST plan of 6 MB data....now 3 ATT technicians have been to my house, and told me (a) the ATT sales people lie (b) there is no way that my house can have 6MB service, (c) the 2nd ATT tech reduced it to 3MB, and it still wouldnt work, (d) the 3rd ATT Tech reduced it to 1.5MB, and it still only works 1/2 time. The only thing consistant that each of the ATT tech say is that ATT LIES to each and every customer, and that is their culture. This has been my experience.

BTWL Im sure that this will go into wasteland, but Ive been a 20 year ATT cellular customer, wiht unlimited data...so they pushed me into a new serivce, that they knew would not work , to get rid of me. Totally incredible...but what they do.



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**Ticket: # 923148 - Verizon to Frontier change**

**Date:** 4/20/2016 10:07:23 AM

**City/State/Zip:** Temecula, California 92591

**Company Complaining About:** Frontier Communications

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## **Description**

Since the change From Verizon to Frontier that began on April 7, 2016 for my home, I have had little or not service and no reasonable response from Frontier. They now are suppose to provide TV, internet and hardline telephone to my home. My telephone has not worked since April 7, 2016. My TV has worked most of this time with a few outages. My internet has been out or unreliable, dropping off with no warning at any time, since April 7. As of this moment my TV has signal, my internet is working and still no hardline telephone service. I have spent more than three hours on my cell phone with Frontier to get this resolved and they have no answers or timeline for restoring full reliable service.

I am not happy with the change to Frontier, was given little advance warning and direction as to my options.

This change over appears to be poorly planned and instituted from what I have found during conversation with the Frontier agents. They know little about the system, appear to have little training, don't have access to all prior repair history ( causing me to spend much more time on the phone repeating what was done on my last call to them), told me there were not supervisors available to discuss problem with, was dropped several time when put on hold or transferred to another agent, etc.....

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[Ticket: # 923310 - Wire tapping](#)

**Date:** 4/20/2016 10:59:35 AM

**City/State/Zip:** Snellville, Georgia 30078

**Company Complaining About:** Comcast

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## **Description**

I was surprise this morning to discovered that the County of Gwinnett, Georgia has along with comcast as being tapping into my phone, internet and video survillancing myself and family.

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**Ticket: # 923314 - Stansberry Research**

**Date:** 4/20/2016 11:00:53 AM

**City/State/Zip:** Webster, New Hampshire 03303

**Company Complaining About:** Tds

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## **Description**

I never signed up for their emails, I only watched a presentation they had. I have been getting unwanted emails. I sent an email asking them to unsubscribe me. Ignored. I blocked them. It didn't work. I clicked "unsubscribe" and they kept on coming. They say they can't unsubscribe me despite my doing this: "Hello, In order to be removed from the list, simply click unsubscribe at the bottom of the email. I am not able to unsubscribe for you. Thanks! (b) (6)"

I want to file a complaint because they are not unsubscribing me. Advise.

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**Ticket: # 923562 - Saint Cloud MN**

**Date:** 4/20/2016 12:15:40 PM

**City/State/Zip:** St. Cloud, Minnesota 56301

**Company Complaining About:** Charter

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## **Description**

Hi I have written you guys a few times about Charter Communications and some directional antennas and interference in St Cloud MN. I need to add that I think the Arab kid who lives at 1909 Red Fox Road in St Cloud and the guy next door at 2000 Red Fox Road, along with the Russian mob and the other people who are in on this stuff are probably responsible for that big hack on Charters network a few years ago. I'm guessing that they were able to get through St. Cloud because of all these antennas and spliced cables. The Arab is in the Syrian Electronic Army and Al-Nusra Front and these guys started ISIS. The specific attack was that one that shut down most of Charters network for almost an entire day back in 2013 or 2014. I think they are in the Free Syrian Army.

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**Ticket: # 923745 - Cancelacion de servicio, cargos de cancelacion y pago mensual**

**Date:** 4/20/2016 1:04:48 PM

**City/State/Zip:** Canovanas, Puerto Rico 00729

**Company Complaining About:** Boom Net

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## **Description**

Llame a la compañía Boom net para información del servicio de internet para mi residencia. Me dan la información indicando lo que Yo estaba solicitando que eran 12 megas de internet, y el pago mensual de \$87.99. Desde el principio se solicito que fuera una instalación sin contrato aunque la instalación la tuviéramos que pagar. Una vez llega el 24/feb, mientras instalaban surgió el tema de si era o no con contrato a lo cual se respondió que no que era sin contrato. Y el Sr Pedro Rivera que fue quien realizo la instalación me oriento indicando que teníamos 15 días para cualquier cancelación sin recargos y penalidades. El hizo una llamada para las oficinas hablo con un caballero que no le tome el nombre y también coincidió con esa información y decidimos hacerlo con el contrato. Por experiencias pasadas es que queríamos hacerlo sin contrato ya que en mi residencia no hay otra forma de obtener internet que no sea wireless y no sabíamos si iba a llegar bien o no la señal y no, nos queríamos arriesgar, pero dada la información que me dan, de que si hay algún inconveniente podíamos llamar y cancelar sin cargos, accedimos. Una vez se van empezamos a probar el servicio. El servicio no era constante y no estábamos a gusto con el, decidimos llamar para darlo de baja antes de que pasaran los días. Llame el 10/marzo para hacer la cancelación, y nos contesta una joven y menciona que lamentaba que la información que nos ofrecieron estaba incorrecta pero que una vez uno llenaba un contrato era por 24 meses desde el momento de la firma del mismo, cosa que Yo no tengo por que no firmamos ninguno, ella me orienta y me dice que si se firmo uno el día de la instalación, y ahí es que me entero que cuando el instalador me indico para firmar en un equipo electrónico que fue lo que trajo era el contrato, cuando el Sr de la instalación me indico que esa era la firma que consta que el instalo y estuvo en la residencia, en ningún momento indico que era el contrato, ni se veía como contrato. Al día de hoy (20/abril/2016) no tengo ninguna copia del mismo. También quiero mencionar que cuando llego la primera factura para principios de marzo, en vez de llegar por los \$87.99 que era la mensualidad nos llego de \$90.99, se llamo para verificar la diferencia en el pago y nos dicen que es un pago mensual adicional de \$3.00 por "aseguranza" a lo que nos dicen que es "por el equipo y por si un técnico tuviera que venir a la residencia a dar servicio" cuando esto tampoco se menciona, ni en la orientación, ni al momento de instalación, sino que me entero cuando viene la primera factura. Ellos dicen dar servicio que " es incluido" y realmente nos lo están cobrando. No queremos continuar con esta compañía, deseamos que se cancele y que se investigue ya que no encuentro que por mala información de parte de sus empleados tengamos que pagar la penalidad de \$240.00. Solamente recibimos el servicio hasta el 10/marzo/2016 ya que ellos no pudieron cobrar la mensualidad, no sabemos las razones por que se les dio la información del banco. Pero al no estar a gusto con el servicio les mencionamos para cancelar y no nos aceptaron la cancelación y nos están cobrando el mes de abril también con un recargo de \$20.00 adicionales al pago mensual, lo cual no estoy de acuerdo tampoco.

Me gustaría que verifiquen y nos dejen saber que debemos hacer. Tambien se pueden comunicar con (b) (6) que es mi esposa y esta tambien en la cuenta de Boom net el numero de ella es

(b) (6)

Gracias,

(b) (6)

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[Ticket: # 924569 - My Internet service provider appears to be blocking me from accessing my business website](#)

**Date:** 4/20/2016 5:22:42 PM

**City/State/Zip:** San Diego, California 92130

**Company Complaining About:** Time Warner

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## Description

My Internet service provider appears to be blocking me from accessing my business website.

I am not able to ping my business website: sustainableplanetcompany.com

However, everybody else in world appears to be able to ping my business website.

Below is a traceroute where on hop 8, Time Warner is forwarding to a non-existent IP Address.

In my opinion, it is very clear that Time Warner is blocking my business IP address.

Please help me resolve this issue as soon possible.

Time is of the essence and business revenue is being lost

my time warner ip address is: 2605:e000:1c0a:809c:75fe:bd83:9d9a:b493

my business website that is being block from me by Time Warner: sustainableplanetcompany.com

my business email that is being block from me by Time Warner: mfs-re@sustainableplanetcompany.com

ping sustainableplanetcompany.com

PING sustainableplanetcompany.com (37.60.255.17): 56 data bytes

Request timeout for icmp\_seq 0

Request timeout for icmp\_seq 1

Request timeout for icmp\_seq 2

Request timeout for icmp\_seq 3

Request timeout for icmp\_seq 4

Request timeout for icmp\_seq 5

Request timeout for icmp\_seq 6

Request timeout for icmp\_seq 7

Request timeout for icmp\_seq 8

Request timeout for icmp\_seq 9

Request timeout for icmp\_seq 10

Request timeout for icmp\_seq 11

^C

Mikes-MacBook-Pro:~ mikestelmach\$ traceroute

Version 1.4a12+Darwin

Usage: traceroute [-adDeFlnrSvx] [-A as\_server] [-f first\_ttl] [-g gateway] [-i iface]  
[-M first\_ttl] [-m max\_ttl] [-p port] [-P proto] [-q nqueries] [-s src\_addr]  
[-t tos] [-w waittime] [-z pausesecs] host [packetlen]

Mikes-MacBook-Pro:~ mikestelmach\$ traceroute sustainableplanetcompany.com

traceroute to sustainableplanetcompany.com (37.60.255.17), 64 hops max, 52 byte packets

```
1 192.168.1.1 (192.168.1.1) 3.784 ms 0.930 ms 1.804 ms
2 cpe-70-95-64-1.san.res.rr.com (70.95.64.1) 17.650 ms 10.066 ms 12.173 ms
3 tge7-1.sndgcaxt02h.socal.rr.com (76.166.9.145) 29.354 ms 21.210 ms 22.094 ms
4 agg20.sndhcaax02r.socal.rr.com (72.129.1.88) 13.449 ms 12.478 ms 11.963 ms
5 agg22.tustcaft01r.socal.rr.com (72.129.1.2) 23.205 ms 19.895 ms 23.411 ms
6 bu-ether16.tustca4200w-bcr00.tbone.rr.com (66.109.6.64) 17.090 ms 18.905 ms 23.700 ms
7 agg5.tustcaft01r.socal.rr.com (66.109.1.219) 16.440 ms
  0.ae3.pr1.lax10.tbone.rr.com (107.14.19.56) 17.102 ms
  agg5.tustcaft01r.socal.rr.com (66.109.1.219) 17.051 ms
8 las-b21-link.telia.net (62.115.36.57) 17.633 ms 17.674 ms 17.747 ms
9 dls-b21-link.telia.net (62.115.139.6) 60.156 ms
  dls-b21-link.telia.net (213.248.80.14) 49.252 ms
  dls-b21-link.telia.net (62.115.139.6) 50.311 ms
10 chi-b21-link.telia.net (62.115.135.42) 65.421 ms
  chi-b21-link.telia.net (80.91.248.208) 75.259 ms
  chi-b21-link.telia.net (62.115.135.40) 77.115 ms
11 static.kpn.net (62.132.9.222) 97.683 ms 99.444 ms 95.068 ms
12 128.177.133.154 (128.177.133.154) 94.194 ms 100.852 ms 109.163 ms
13 * * *
14 * * *
15 * * *
16 * * *
17 * * *
18 * * *
19 * * *
```

[https://reports.internic.net/cgi/whois?whois\\_nic=62.115.36.57&type=domain](https://reports.internic.net/cgi/whois?whois_nic=62.115.36.57&type=domain)

Whois Search Results

Search again (.aero, .arpa, .asia, .biz, .cat, .com, .coop, .edu, .info, .int, .jobs, .mobi, .museum, .name, .net, .org, .pro, or .travel) :

Domain (ex. internic.net)

Registrar (ex. ABC Registrar, Inc.)

Nameserver (ex. ns.example.com or 192.16.0.192)

Whois Server Version 2.0

Domain names in the .com and .net domains can now be registered with many different competing registrars. Go to <http://www.internic.net>

for detailed information.

No match for domain "62.115.36.57".

>>> Last update of whois database: Wed, 20 Apr 2016 18:58:30 GMT <<<

## Whois Search Results

Search again (.aero, .arpa, .asia, .biz, .cat, .com, .coop, .edu, .info, .int, .jobs, .mobi, .museum, .name, .net, .org, .pro, or .travel) :

Domain (ex. internic.net)

Registrar (ex. ABC Registrar, Inc.)

Nameserver (ex. ns.example.com or 192.16.0.192)

## Whois Server Version 2.0

Domain names in the .com and .net domains can now be registered with many different competing registrars. Go to <http://www.internic.net> for detailed information.

Domain Name: SUSTAINABLEPLANETCOMPANY.COM

Registrar: GODADDY.COM, LLC

Sponsoring Registrar IANA ID: 146

Whois Server: whois.godaddy.com

Referral URL: <http://www.godaddy.com>

Name Server: NS1.US11.SITEGROUND.US

Name Server: NS2.US11.SITEGROUND.US

Status: clientDeleteProhibited <https://icann.org/epp#clientDeleteProhibited>

Status: clientRenewProhibited <https://icann.org/epp#clientRenewProhibited>

Status: clientTransferProhibited <https://icann.org/epp#clientTransferProhibited>

Status: clientUpdateProhibited <https://icann.org/epp#clientUpdateProhibited>

Updated Date: 24-feb-2016

Creation Date: 11-dec-2015

Expiration Date: 11-dec-2016

>>> Last update of whois database: Wed, 20 Apr 2016 19:53:03 GMT <<<

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[Ticket: # 924938 - Straight talk - phone based internet](#)

**Date:** 4/20/2016 8:03:52 PM

**City/State/Zip:** Detroit Lakes, Minnesota 56501

**Company Complaining About:** Straight Talk

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## **Description**

ST is blocking or restricting update servers for applications I run be it games or otherwise. I am not the only one to be afflicted with this abuse. This has nothing to do with streaming media!!!

But other than that the service is ok... just this blocking has to stop...

---

**Ticket: # 925052 - Internet Outage due to Verizon transfer to Frontier Communications**

**Date:** 4/20/2016 9:02:55 PM

**City/State/Zip:** Wesley Chapel, Florida 33543

**Company Complaining About:** Frontier Communications

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**Description**

After the transfer from Verizon to Frontier Communications, our internet and land line has been compromised daily with numerous outages, slower speed than what we are paying for, etc. Communication with Frontier only results in apologies, with no expected time frame for a resolution. Below is a message directly from a Frontier representative advising that they have no timeframe as to when the issues will be resolved. "Frontier Communications Thank you for that information, Greg! I do see that there are a number of outages within 30 miles of Wesley Chapel that have occurred since Saturday, that could very well be affecting your services as well. There is an ongoing one in Tampa that is affecting internet services in particular. At this time however, I do not see an estimated time of completion for these outages. (b) (6)

How can this continue? I pay over \$400/month for these services. I am a Realtor and work from home. I deal with contracts and deadlines and this company's outages places liability on me if I do not meet a deadline. I have paid for services that I am not receiving. In addition, my land phone line drops calls or is just completely unavailable just like the internet service. When speaking with representatives, all they do is apologize and want to trouble shoot the home equipment. There is nothing wrong with my home equipment - the problem did not occur until Frontier took over.

---

[Ticket: # 925257 - Internet and television barely works](#)

**Date:** 4/21/2016 1:11:35 AM

**City/State/Zip:** Oxnard, California 93036

**Company Complaining About:** Frontier Communications

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### **Description**

Was not informed that my service would transition from Verizon to frontier. My internet is unusable, t.v. Only half works. Can't acces my provider web page, can't get a hold of provider customer service. I've waited 3 hours at one point on hold.

---

[Ticket: # 925271 - Refusal from Google to reset my email account](#)

**Date:** 4/21/2016 2:07:54 AM

**City/State/Zip:** Kansas City, Missouri 64134

**Company Complaining About:** AT&T

---

## **Description**

I changed phone providers and got a new phone. My email was automatically opened so I never had to enter my password and therefore forgot it. I called Gmail email support who sent email verifications to my phone but continued to tell me the code was incorrect. I called back twice to try and get my passcode reset and was told that my acct had been compromised and I had to pay \$ 100 to get my acct secured and reset. Everyone I spoke with refused to give me their I'd or last name and they refused to let me speak to a supervisor. I have had this acct for 4 years and I have evidence that someone at Google is the one hacking into my acct.

---

**Ticket: # 925356 - NEIGHBOR IS USING A JAMMER**

**Date:** 4/21/2016 8:19:31 AM

**City/State/Zip:** Trevose, Pennsylvania 19053

**Company Complaining About:** Verizon

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## **Description**

Please help us, to make a long story short we filed a complaint with the township under a year ago due to massive amounts of water on our property coming from our recently developed neighbors project, we first tried to reason with him but he is a very aggressive man, after the township became involved he has been tormenting my family with stalking bullying threats vandalizing our property , police were called and they said unless i have him on camera there was nothing they could do, well shortly after purchasing surveillance cameras we noticed them down on nearly everyday, just a few days ago the neighbor came out approaching me on my property swaying and smiling with a jamming device in his hand now I ran into my home first for safety secondly to see if I caught him on the cameras and ironically there is 10 minutes of footage completely gone, when his son threw a ball at my house just this past Saturday footage is missing, this morning I go to check our files from last night and all of our camera files have been wiped away, not only does he have a jamming device but spyware has been placed upon my two son's my partner and myself, he is able to access our emails, texts, phone calls and god knows what else,

PLEASE HELP US

(b) (6)

Trevose Pa. 19053

(b) (6)

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[Ticket: # 925378 - Internet](#)

**Date:** 4/21/2016 8:57:02 AM

**City/State/Zip:** Canyonville, Oregon 97417

**Company Complaining About:** Frontier Communications

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## **Description**

Internet is constantly going off and really slow when it is supposed to be high speed internet. I have called about the issue many times and they have sent me new boxes, had me go through the set up wizard to reset everything, I've gotten new cords, ect and still the problem persists.

---

**Ticket: # 925458 - neighbor using a wifi jammer to interurp my wifi and ip security cam**

**Date:** 4/21/2016 9:55:52 AM

**City/State/Zip:** Greentop, Missouri 63546

**Company Complaining About:** Mark Twain Rual Telephone Co.

---

## **Description**

every day my neighbor at (b) (6) Greentop Mo 63546 apt 19, has jammed my wifi and knocked down my security cam along with my wifi on all devices using it , phones tablets computers. I thought at first I just needed to add a range extender and switch channels no good actually caught him doing it this morning with my phone right beside his apartment knocked out my wifi then he quit for a bit and did it again, also after coming back to my apt around the corner and at the end of the building, I came inside to send this complaint and he did it again and again while I was typing this very letter. I have a disabled women living here and we depend on our internet for a lot of things , this has gone on for months I have video with the time and date stamp changed from him jamming and he knows what he is doing he will wait when we leave till we come back and see us pull in and jam the cam and wifi. he has knocked out or tv, on more than one occasion, as a matter of fact I have a 42 in flat screen that had to be taken to the shop for repair, and I belive because we had a roku hooked to it that we may find it was damaged by his jamming Also have reported this man to my internet provider, they say they have no idea how to even check for this.

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**Ticket: # 925700 - EXPO WIRELESS / 3224 CLARK AVE / CLEVE,OH 44109 / 216-281-3000**

**Date:** 4/21/2016 11:51:55 AM

**City/State/Zip:** Willoughby Hills, Ohio 44092

**Company Complaining About:** T Mobile

---

## **Description**

Dear F.C.C,

There's a technology storefront named Expo Wireless who is selling illegal and falsified T-Mobile internet Wi-Fi hotspots devices and inserting them with Simple Mobile cellular phone SIM Cards claiming that this hotspot is unlimited & connects up to 8 wireless devices .

On the date of February 28, 2016, I purchased my mother & I an T-Mobile internet Wi-Fi hotspots devices at Expo Wireless for \$135.00 each (total \$270.00), which I was told covered our first months bill (at \$60.00 per month) & a One Time equipment fee charge of \$75.00. Going forward, I was told my monthly \$60 bill would be due 30days after my start of service and if I had any billing questions or support issues contact Simple Mobile.

After just a week of service usage of this "Wi-Fi Hotspot" my mothers and I internet service no longer worked and displayed a unfamiliar letter E at the top of both our devices, so I contacted Simple Mobile technical support. I was informed by the technical support representative that the SIM Card numbers (my mother & mine) I had provided him upon questioning was in fact a SIM Card for cellphone usage only, NOT a Wi-Fi Internet hotspot.

I have now contacted Expo Wireless numerous times regarding this matter and have yet to receive a resolution or response as to why they are selling false and illegal internet service to consumers and misleading them into thinking and advertising that these Wi-Fi HotSpot devices are activated thru Simple Mobile and manufactured thru T-Mobile, has unlimited data for a month and connects up to 8 wireless devices.

I spoke with a representative from Simple Mobile who informed there's nothing they'll do and I need to file a complaint against EXPO WIRELESS.

---

**Ticket: # 925731 - Scrambling of Home Network**

**Date:** 4/21/2016 12:01:03 PM

**City/State/Zip:** Sebring, Florida 33870

**Company Complaining About:** Centurylink

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## **Description**

I have tried unsuccessfully for two days to install a printer to my computer. There is no question this is related to my federal EEOC complaint in the appellate phase.

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[Ticket: # 925955 - Pop-Ups and Chat boxes on my home pc frequently: Microsoft Pinpoint Network](#)

**Date:** 4/21/2016 1:22:53 PM

**City/State/Zip:** Suffolk, Virginia 23439

**Company Complaining About:** Microsoft Pinpoint Network

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## **Description**

I would like to file a complaint about a scam company that frequently pops up and takes over my home pc called Microsoft Pinpoint Network. The messages keep saying that I have malware/spyware on my pc and that my identity info is threatened if I will be doing online shopping. They have their phone number on the screen so that innocent people will call them to fix this but I know it is a scam. I've even seen a site on google that says it is. They just want to take consumers' money.

---

**Ticket: # 925986 - Frontier Communications**

**Date:** 4/21/2016 1:38:59 PM

**City/State/Zip:** Baytown, Texas 77521

**Company Complaining About:** Frontier Communications

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### **Description**

I have had no internet for three weeks. They keep giving me dates that it will be fixed and it hasn't been fixed yet. Someone was suppose to come out today and fix it and hasn't showed up yet. This is unacceptable for a company to run their business like this.

---

[Ticket: # 926067 - Suspicious illegal activity \(phone and internet hacking\)](#)

**Date:** 4/21/2016 2:00:35 PM

**City/State/Zip:** Columbus, Ohio 43205

**Company Complaining About:** Wow

---

## **Description**

I Have a small business called A Touch Of Beauty Salon Barber and Spa, my get found sites and Google sites are being redirected to sex sites, I am constantly having customers complaining about my phone, it is busy, when it is not, they calls keep getting dropped when dialing 614-230-2232. Then a customer told me that my website (atouchofbeautyhair.com) their is problems. WOW phone company said that my business is being hacked.

---

**Ticket: # 926063 - Without Internet**

**Date:** 4/21/2016 1:59:11 PM

**City/State/Zip:** Sabinsville, Pennsylvania 16943

**Company Complaining About:** Verizon Wireless

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### **Description**

We have been without internet since Monday. Everytime I call they act like like they don't know what I'm talking about. The entire town and then some has been without as well. I am a college student who takes classes through Penn State online. It has been extremely difficult to get my work done.

---

**Ticket: # 926121 - 2005 Bush Administration Investigation**

**Date:** 4/21/2016 2:21:15 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you address the radio community. I rather they aren't monitoring my family and I.

Could you address the 2010 surveillance. I am having a hard time, trying to eat food. The situation is becoming harder.

I have only ate two meals today. I just ate Del Monte Stewed Tomatoes and Carrots with Giant Eagle Sausage. I am having a hard time, eating bacon and sausage.

Could you close the surveillance.

---

**Ticket: # 926299 - DSL internet**

**Date:** 4/21/2016 3:06:43 PM

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

**Company Complaining About:** Verizon

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## **Description**

We have high-speed DSL internet which is disrupted on a daily basis by Verizon. When I called to get service back it was explained to me that Verizon is not longer interested in providing DSL in my area because the copper lines are too old and they will not repair them. It was also explained to me that at some point high-speed DSL will not be provided by Verizon in my area and that I would have to make a choice. Verizon told me that my internet will continue to be disrupted until I switch to FIOS internet. Also, I am charged the federal universal service fee and the federal subscriber line and access recovery charge - I feel that these federal charges should be paid by Verizon and not the consumer as they are federal regulation charges to Verizon and not to me directly. I feel that Verizon is able to reap the benefits from government contracts and build their network on consumer and tax payer dollars rather than at the cost of doing their own business. This feels like an unfair business practice and that they, not the consumer, should pay the federal government the fees being charged. Furthermore, we have an access problem in my area where the only internet providers are Verizon and Comcast. I called a number of other provider such as AT&T and CenturyLink, both who informed me that they cannot provide DSL due to Verizon managing the lines. My ability to have choices is limited by Verizon.

---

[Ticket: # 926510 - Refusal to replace failing infrastructure.](#)

**Date:** 4/21/2016 4:16:02 PM

**City/State/Zip:** Fallbrook, California 92028

**Company Complaining About:** AT&T

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## **Description**

For 3 years we have been dealing with intermittent connectivity issues with our internet and phone service provided by AT&T. Our service is so unreliable and infrequent now that AT&T now comes out on average at least one (1) time per week to work on the line. At this point the service interruptions and visits have become so frequent, that any further billing of us for services could be considered fraudulent; fraudulent in the sense that AT&T is knowingly billing top tier rates for inadequate service. These interruptions in service have an economic impact on our business and our tenants businesses.

---

**Ticket: # 926524 - Internet loses connection every day, for the entire year I have had Verizon. They are unable to fix it**

**Date:** 4/21/2016 4:20:22 PM

**City/State/Zip:** Woodbridge, New Jersey 07095

**Company Complaining About:** Verizon

---

## **Description**

.Internet loses connection every day, several times a day for the entire year I have had Verizon. They are unable to fix it- I have had a technician here several times, spoken to tech support many times, and they have given me 3 modems. They now refuse to send a tech out unless I pay \$139 , I don't feel that I should have to pay them for something they did not fix the first ten times I requested help

---

**Ticket: # 926577 - neighbor using RF to interfere with laptop monitor**

**Date:** 4/21/2016 4:36:40 PM

**City/State/Zip:** Torrance, California 90503

**Company Complaining About:** Time Warner

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## **Description**

A neighbor who is residing at (b) (6) Torrance, Ca 90503 is using an RF device to point at my computer to trigger a BSOD error on my computer. You can see an example of this on youtube:

<https://www.youtube.com/watch?v=yKgJY7C6rI0>

I know they are using radio signals because I can hear the interference on my radio. When then cause my computer to malfunction, I can hear it on my radio when all other times I don't hear anything. They also have an RF device that causes a stinging sensation on my person. This person is connected to a former neighbor that I lived next to at my previous residence.

---

**Ticket: # 926609 - Issues with AT&T**

**Date:** 4/21/2016 4:45:04 PM

**City/State/Zip:** North Richland Hills, Texas 76182

**Company Complaining About:** AT&T

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**Description**

(CTR 364) (b) (6) states that he has long been experiencing issues with his AT&T Uverse service (both Internet and TV), but AT&T kept saying "everything is fine." However, (b) (6) states that a technician team recently visited his home, and found that he had packet loss issues. They advised (b) (6) that they would come back with a more experienced team. (b) (6) wishes for AT&T to carry out this comprehensive line check, along with monitoring of his connection to ensure he gets optimal service/speeds from AT&T. (b) (6) is also requesting bill credit from AT&T due to these issues he has been experiencing for some time now.

Additionally, (b) (6) states that on April 15, he was on a call with an AT&T representative (Mike, ID #MM6923) who told him several times that "the FCC decides" what AT&T can charge for its Internet and TV service. (b) (6) then told Mike that he would call the FCC to ask them this. Upon this, Mike immediately changed his statement and informed (b) (6) that these rate changes were AT&T's decision, not the FCC's. (b) (6) would like for AT&T to look into this matter.

---

**Ticket: # 926634 - CONSUMERS UNION COMPLAINT**

**Date:** 4/21/2016 4:53:33 PM

**City/State/Zip:** Gloucester, Massachusetts 01930

**Company Complaining About:** Comcast

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## **Description**

THIS COMPLAINT TO YOU WAS BLOCKED BY COMCAST-----

I support efforts to #UnlockTheBox and cut costs for consumers. The cable box monopoly hurts innovation and makes it harder for Americans to watch they want.

American consumers pay an average of \$231 per year to lease a cable box from cable monopolies. This hurts competition, limits consumer choice, and lifts up cable profits while holding back the future from American living rooms.

Cable companies shouldn't be able to block what consumers see on their TV. We need more innovation and more diverse voices, and we urge the FCC and Congress to Unlock The Box.

---

[Ticket: # 926760 - interference](#)

**Date:** 4/21/2016 5:25:42 PM

**City/State/Zip:** Rochester, New York 14607

**Company Complaining About:** Frontier Communications

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### **Description**

My neighbor that lives up above me in apartment 17-0 is constantly causing interference with my computer Frontier has done everything they can to try to solve the problem they have sent out technicians, changed my WiFi password several times, and sent a new, modem but this guy is using some type of high powered equipment or a jamming device because he is still able to interrupt my Internet service

---

[Ticket: # 926818 - Comcast Router open wifi channel crowding](#)

**Date:** 4/21/2016 5:50:21 PM

**City/State/Zip:** King Of Prussia, Pennsylvania 19406

**Company Complaining About:** Comcast

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## **Description**

Comcast is transmitting unnecessary open wifi channels in 2.4GHZ spectrum and crowding up everywhere they have service.

In the attached image, you can see number of 'open' XFINITY WIFIs.

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**Ticket: # 927012 - malicious and willful interference with radio waves**

**Date:** 4/21/2016 7:14:33 PM

**City/State/Zip:** Feasterville Trevose, Pennsylvania 19053

**Company Complaining About:** Verizon Wireless

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## **Description**

We have been become aware of our neighbors maliciously and willfully disrupting radio wave devices (cell phones/wifi/etc) and obtaining personal information against our wills. These hostile and harassing intentional actions against us has created an very uncomfortable and unsafe environment for us to live in our own home. A sign has been posted on our lawn informing our neighbor of our knowledge/awareness of their actions but his has not stopped them. In notifying the police of this situation, we were told we need proof and that there was little they could do to help us at this point. The intention of this letter is to make you aware of this situation and to solicit you assistance in this matter.

---

## Ticket: # 927077 - Charter Communications Has Oversold Or Is Throttling Bandwidth In My Area

**Date:** 4/21/2016 7:46:56 PM

**City/State/Zip:** Moore, South Carolina 29369

**Company Complaining About:** Charter

---

### Description

For the past 2 weeks during peak usage times (5pm until 10pm) the internet service I have purchased from Charter Communications which is supposedly 60Mb/5Mb is not usable. I cannot reliably use this service during this time. Using various clients (Windows based laptops, Mac laptops, iPhones, Android phones) and VOIP service with which my home phone and access to 911 emergency services is based on, I am unable to reach any internet website with any degree of reliability. I contacted Charter to alert them to this on April 8 2016. Charter could see that while I was experiencing this outage that signals on my cable modem were in the correct operational range and that the modem was online. This means the cable modem was full operational. Since it is unlikely that all the network hardware I swapped out would all experience the same failure as a result of internal damage, the likely culprit is Charter's network. I was given a case number and told that I would be contacted again regarding this issue. I was not contacted again after this. I did receive an email alerting me on April 9 2016 at 7am that a tech would be at my home at 8am that day. I neither scheduled this event nor was I notified prior to 7 am that same morning. Additionally, the tech could not troubleshoot this problem of PEAK HOUR OUTAGE during an 8am appointment since connectivity is NEVER a problem during this time. Also Charter is aware that signals at my modem are optimal, which means their signal is reaching my modem and it is online. My router is also online during this time(time of the outage.) Connecting to any system on the internet is spotty EVERYDAY during peak hours and only during these PEAK hours.

This is a common issue that anyone in the networking field will be familiar with. Peak hour failures are a regular occurrence. It is when components in a network are used the most. It is possible that Charter has a network component that fails under strenuous load during these peak times and recovers when traffic diminishes after 10pm. It is possible that Charter has too many customers using more bandwidth than their local network facilities can handle during peak traffic. Charter refuses to troubleshoot this issue. After contacting them again they will not evaluate bandwidth usage on my local node during the outage times reported to them. They want to send a technician to my home. I only purchase internet service from them. They have no equipment in my home. The technicians they send are basic wiring and electrical techs and have no networking expertise. They can tell there is no issue with the signal from their facilities to my home's modem through remote management tools they use. Charter believes that there is no issue with their service or my modem and that all routers and computers in my home connected to the modem and their service magically experience service degradation at the same random peak hour times daily. They have no explanation of this strange phenomenon. I have been told that they can do nothing but send a technician out first but not during outage times described to them.

Charter Communications is engaging in fraud. They refuse to maintain their own monopoly based services. I have had to go through this every time their facilities in my area are damaged or oversold. I have had 5 or more technicians come and see outages and report back that the outage exists and Charter refuses to escalate the problem. After months of outages I spent hours on the phone and

escalated the issue to a project manager who sent out another technician who again confirmed said outage and only then did a higher level tech check the area facilities and discover the box that a car hit months earlier and that I had previously reported since the area outages began with this accident. Charter Communications has a history of refusing to troubleshoot in any logical way in order to save themselves from performing necessary repairs and upgrades. In the past 9 years I have been forced by their monopoly on broadband internet service in my area I have attempted to upgrade (add services to) my Charter account 5 times. Every time they have either erroneously disconnected all my services, missed appointments or sent technicians to my home without the hardware required. Please investigate this company's dealings with consumers in my area. It is a travesty that such a horrible company is given the right to control all access to 21st century communications in my area. There are no cellular broadband offerings in my area. My subdivision is in a zone where there is very little coverage and I have to purchase 3G Femtocell from AT&T just to be able to place phone calls using AT&T's cellular phones. This too is totally dependent on Charter's internet service that I purchase. As a very ill disabled person during these outages I could not reliably expect to be able to contact emergency services for assistance. I have had to be transported to the Emergency Room for care approximately a dozen times in the past 9 years. I will most likely need to again twice in the next year and if this need arises during the hours of 5pm to 10pm I will be without the means to contact emergency services located 2 miles from my home.

Please help me to end this dangerous pattern of willful neglect of Charter's captive and at risk consumer base.

Thank you.

(b) (6)

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[Ticket: # 927179 - Internet wifi and garage door issues](#)

**Date:** 4/21/2016 8:50:02 PM

**City/State/Zip:** Bloomington, Minnesota 55431

**Company Complaining About:** Centurylink

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## **Description**

Starting on 4/20/16 at noon through 4/21 at 6 pm, we experienced problems with our garage door and wifi signals. This continued during this time until it was brought to the neighbors attention. He did not believe it could be caused by his tower but asked that we try the garage again in 10 minutes. He went back into his house and after 10 minutes, the garage worked. We continue to have a problems with very low download speeds on wifi. Other neighbors in our circle have had problems similar to ours as well. This has happened multiple times over the last year. Each time it is brought up to the neighbor, he assures us it has nothing to do with him. I have had the cable and Internet company out multiple times over the last year and they assure me it is nothing to do with their services.

---

**Ticket: # 927310 - Excessively Loud Streaming commercials on CNNgo**

**Date:** 4/21/2016 10:57:17 PM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** Cox

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## **Description**

When watching CNNgo. When watching streaming media you intended to watch the commercials are excessively loud, for both live and media clips. Also the interface is almost difficult to find where the volume control is on the screen to turn down the volume from where it is on the screen when watching the show/streaming media you intended to watch. How is it that the CALM act hasn't been able to regulate or impose fines on these commercials for every time the commercial is played.

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[Ticket: # 927419 - internet jamming](#)

**Date:** 4/22/2016 4:30:51 AM

**City/State/Zip:** Alhambra, California 91803

**Company Complaining About:** AT&T

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## **Description**

I've been reporting this for awhile now and nothing has changed. The jamming moves from provider to provider which leads me to believe that it's one of my neighbors. First it was my cell phone data now it's my wifi, from att data to sprint data and now att uverse wifi. Can I get some help please. (b)

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[Ticket: # 928041 - frontier communications taking over verizon](#)

**Date:** 4/22/2016 12:47:03 PM

**City/State/Zip:** Lakewood Ranch, Florida 34202

**Company Complaining About:** Frontier Communications

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## **Description**

April 1, 2016 frontier took over Verizon in Florida. My internet has not worked since that day. The sites say "not responding" every 2 seconds and it takes forever to type something because its constantly disconnecting. Frontier appears to be unable to provide the services that Verizon provided. I haven't even tried using the tv on demand services because everyone is complaining about that too. I do not believe I should be paying for service that I don't have.

Customers have been complaining for 3 weeks now and the internet service is getting worse, not better. Please help ! Thank you.

---

**Ticket: # 928444 - Frontier Fios- Lack of Customer Care**

**Date:** 4/22/2016 3:10:20 PM

**City/State/Zip:** Pomona, California 91767

**Company Complaining About:** Frontier Communications

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## **Description**

We are extremely frustrated with the lack of customer care Frontier has provided. We lost internet service on Saturday March 16. I called Frontier' tech support line and they ran tests and issued me ticket number. A technician was scheduled to come out to our residence on on Thursday April 21, 2016. No one ever showed up or called to cancel or reschedule the appointment. I then again called their tech line and their representative Paul was very pleasant. He put me on hold for a few minutes and assured me he was talking to his supervisor AND dispatch to have someone come out the next day April 22 at 8:00 am. He assured me the tech would call a half hour prior to his arrival. Once again, we waited and no one showed up or called to cancel the appointment. Again after waiting 3 hours, I called the tech line and the representative this time said he couldn't find my account. He then found my account once I stated I was looking at my account online on the Frontier website. He then put me on hold; returned and said he wanted my phone number so he could call me back. No call has been returned. If this is the way Frontier treats it's paying customers, we will take our business elsewhere. We never had these problems with Verizon. If we don't hear back from Frontier today we are canceling our account. Everyone I've spoken to or chatted online with Frontier acts as if they are concerned. Yet no one has been able to follow through with the service. All they seem to do is blow smoke.

---

**Ticket: # 929104 - Civil Rights, and individual rights: Livingston, Township New Jersey**

**Date:** 4/22/2016 8:46:26 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

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## **Description**

Abridgment of my civil and US Constitution rights, thank you.

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[Ticket: # 928933 - no internet since april 6th 2016](#)

**Date:** 4/22/2016 6:53:01 PM

**City/State/Zip:** Temecula, California 92591

**Company Complaining About:** Frontier Communications

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## **Description**

No internet since 4/6/2016, I've called multiple times and keep being told that it will be fixed that day. I've had 2 no shows by technicians. They wont credit my bill until the the issue is fixed, but it doesn't seem like they are ever going to fix it. This is my last hope at help.

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[Ticket: # 929043 - network interference](#)

**Date:** 4/22/2016 7:59:25 PM

**City/State/Zip:** Richmond, California 94801

**Company Complaining About:** Boost Mobile

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## **Description**

There seems to be constant manipulation of prices and services that are being provided by retail service providers. The claim of providing broadband services vs wireless has become a trick being played on American telecommunications service customers. The constant interruptions and access denial is becoming a very serious concern for millions of American families and individuals. Something must be done to ensure that Americans are not having vital telecommunications services interrupted for frivolous reasons at the sole discretion of retail outlets.

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**Ticket: # 929248 - Internet phone cable outage several days on going**

**Date:** 4/22/2016 11:58:56 PM

**City/State/Zip:** Tampa, Florida 33624

**Company Complaining About:** Frontier Communications

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## **Description**

I recently had Verizon FiOS service. On or after April 10, 2016 my service was switched to Frontier Communication. I was unaware of this switch. Since that day I have had interruptions with my service phone internet and cable. Sense April 17th I have been without internet and phone service. Some cable channels do work some do not. The problem appears to be some type of network connection. I have called Frontier at least 10 documented times evident by my phone bill to get some type of resolution to this problem. I have eyes Frontier Communications customer service representative as well as customer services representative supervisors Florida current law regarding phone service be out for more than 24 hours barring a national emergency. Frontier Communications set up a service ticket and advised me that a service technician will be out on Friday April 22nd between the hours of 8 a.m. and 5 p.m. . I called into work so that I can be available during this time frame and no technician ever showed up. I have at least three documented phone calls with Frontier Communication one at 9:38 a.m. one at 11:45 a.m. and one at 1:45 p.m. and laugh at 5:14 p.m. where I have been trying to check the status of my service call. Frontier Communication advise me that they were escalating my ticket and that someone will be calling me prior to coming out. I did not receive any type of phone call from any representative from Frontier does my service continue to be interrupted going on 5 days straight without phone internet and periods of no cable.. I have asked my local news channel to assist me with this problem because the level of service Interruption without some type of resolution is unheard of. They also recently charged me \$230 for cable and when I questioned them about it they stated I don't have an account with them they then advise me in order for them 2 research the possible billing error I will have to call them back on May 2nd 2016 in order for them to create a research ticket to find out where my money went . The level of incompetence is unheard of to me. Please assist me and bring in some type of resolution to this ongoing headache with this company.

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[Ticket: # 929978 - ISP false advertising](#)

**Date:** 4/23/2016 6:18:43 PM

**City/State/Zip:** Mason City, Illinois 62664

**Company Complaining About:** Frontier Communications

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### **Description**

My ISP advertises 6mb down but sends us a modem locked at 3.7 down. When I use programs that use 100% of the available bandwidth, they always cap at 370 kb down. I have spoken to several people and my ISP directly about this, the other people have the same problem and my ISP has outright told me they cannot give anymore than that. I feel that is false advertisement and that i am being overcharged for their service.

---

**Ticket: # 930023 - Internet speed not 1/2 of what I pay for.**

**Date:** 4/23/2016 7:23:19 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Centurylink

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## **Description**

I have DSL service from CenturyLink. I bought a 40meg circuit. I have seen it reach 20meg in the middle of the night one time. Typical speed is in the 8-10meg range, even in off peak hours. I'm testing using Ookla Speed test on my browser as well as the Ookla Speed Test embedded in the Century Link website. I called to have a service technician out to resolve the issue. The tech came out and informed me that the cabling from the CO to my building's NIC is not able to support 40meg. In turn, CenturyLink was overdriving my circuit with the 40meg, thus overpowering and causing me to reset my modem several times a week. I then talked to a customer support person to get them to bump me down to a slower speed and save a little money in the process and I was informed that "CenturyLink does not do tiered pricing" and could not change my service. All this while I'm looking at their website and perusing their tired packages based on speed. So now I'm stuck paying \$128 a month for barely 10megs. Definitely not what I signed up for. The cancellation fees are ridiculous as well. Can you help in any way?

---

[Ticket: # 930170 - Java email pop up](#)

**Date:** 4/23/2016 11:59:29 PM

**City/State/Zip:** Sulphur Springs, Texas 75482

**Company Complaining About:** Sudden Link

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## **Description**

I'm unable to log in to my email because a Java window pops up with options of saving or running the program. Canceling it doesn't work because it pops back up when trying to log in. Currently it's under json, it had been under Java. This is as bad as a virus and I think it should be illegal since you have no option but to install it.

---

[Ticket: # 930358 - microwave signals](#)

**Date:** 4/24/2016 12:58:17 PM

**City/State/Zip:** St Petersburg, Florida 33713

**Company Complaining About:** Bright House

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## **Description**

I believe I am getting interference from what appears to be some kind of directed Microwave signal, however I can not determine where it is coming from. I had Duke Energy come out to the house to verify the problem was not due to the electric in the house, any appliance or the AC system. I have continued interference with my internet, mobile phone, TV signal and various small electronic devices. What can I do about this, how can I determine where this interference is coming from? I have not located any antenna in the area that could produce this type of problem and none of the neighbors are reporting this problem. Could a directed signal be coming into this house alone? And if so, how?

---

[Ticket: # 930834 - Internet disruptions](#)

**Date:** 4/25/2016 8:30:42 AM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

Internet is constantly going out.

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**Ticket: # 930387 - Massive spam to this e mail**

**Date:** 4/24/2016 1:53:35 PM

**City/State/Zip:** Vancouver, Washington 98683

**Company Complaining About:** Centurylink

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## **Description**

I get hundreds of e mails a day into my inbox to an old email address of mine. I think somehow they have linked it to my business email randy@randybaconhomes.com. I do not have an active favoriteagent.com email . I do not know how to block it as I can not delete favoriteagent emails as I have never activated it.

This is a typical spam e mail. I get hundreds a day. On Apr 24, 2016, at 12:32 AM, Cooking School <Cooking\_School@boiulk2ga.iiddrip.top> wrote:

b828359da82827ca6086afc98b954e11

Is Cooking Your Passion? You Should Pursue Culinary School!

If you love cooking, culinary school is the best place to learn many of the things you need to know.

It will put you well on your way to become a chef.

Visit here to view Ads for Culinary School.

Here are the top ten things I learned in culinary school. Some of these things are easily teachable (like quartering a chicken), while other things like reading recipe simply require a good teacher or time in the kitchen.

### 1. How to read a recipe.

Learning how to read a recipe is arguably the most important thing you can learn as a new cook. It's not about just reading directions and gathering ingredients. Chef always asked us to write out the recipe in our own words in class so that we would have a better understanding of what was needed. As you read a recipe, he said, you should start miming how the recipe will work in your own way. Remember: recipes are just guidelines, it is not necessarily the way you have to make something.

### 2. Confidence in the kitchen.

This was the reason I wanted to come to culinary school. In the beginning I took so many notes and always had my binder full of recipes out in class. At the end I simply watched the chef make things and knew that I could do what he was doing without writing everything down.

This confidence comes from two things: Speed and patience. We worked under an incredibly tight schedule, so there wasn't a lot of time to question yourself (a push that I needed). I also learned that

some things simply need time to cook, and pushing the ingredients around in the pan isn't going to help. Let it be.

### 3. How to quarter and truss a chicken.

We worked with a lot of meat and fish in culinary school, but the most essential thing we learned was how to quarter and truss a chicken. I didn't find it easy, but with continued practice I'm starting to get the hang of it.

### 4. The importance of a good paring knife.

Everyone always talks about how important a good chef's knife is, but a good paring knife is also really essential in any kitchen. Until culinary school, I'm embarrassed to say, I didn't even own a paring knife. We used it in class all the time to cut and peel vegetables, trim out ugly spots on potatoes, and do any small work that a chef's knife simply couldn't.

Visit here to prevent Culinary School-Ads. here

++++++

P.O. Box (b) (6) --New Zealand

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[Ticket: # 930621 - Frontier unable to provide internet](#)

**Date:** 4/24/2016 7:55:48 PM

**City/State/Zip:** Sarasota, Florida 34238

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier is no able to provide Internet service for computer or my TV, viewing movies.

Additionally, Frontier can not handle the support. Calls. Customers are spending their time disconnecting the router and reconnecting. These are not long term solutions.

Frontier can not come out until Friday 4/29/16, today is 4/24/16.

This is an ongoing mess.

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[Ticket: # 930644 - Browser hijacking on my mobile devices](#)

**Date:** 4/24/2016 8:34:23 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** Comcast

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## **Description**

Xfinity keeps interfering with my ability to browse the internet while away from my regular wifi areas. They seem to have the ability to lock my browser while trying to get to pay them for minutes. I have to stop what I'm doing and turn off my wifi in order to reach my desired websites. Then I have to remember to turn it back on or burn up my paid usage when I am back at my normal wifi areas. This is an annoying intrusion and there is no place to dismiss or decline their attempt. They are costing me time and money with these unwanted attacks on my device.

---

**Ticket: # 930675 - Internet**

**Date:** 4/24/2016 9:16:49 PM

**City/State/Zip:** Exeter, California 93221

**Company Complaining About:** Frontier Communications

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## **Description**

Attempted to switch plans, cancelling our landline. Instead, company did the opposite, promised the internet service would remain on, and failed to cancel the landline, shutting off the Internet. Called multiple times over the course of 5 days, did not help, and simply opened a ticket while providing little-to-no actual assistance to attempt to turn the internet back on from their end. Two employees also promised to call back on a different line because of bad reception and never did. Not allowing us to talk to a supervisor multiple times, all the while being billed for the service they've neglected to provide. Also, have also failed to provide us a new account number after the Verizon-Frontier Transition.

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[Ticket: # 930709 - yahoo not blocking porn from my email that I have requested blocked](#)

**Date:** 4/24/2016 10:12:26 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73103

**Company Complaining About:** Cox

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## **Description**

I was hacked in my email about 18 months ago ... all these porn sites are filling my spam folder... they are email messages without a way to unsubscribe.. I have to go thru my spam folder in case something important is going there... I am using yahoo's blocking system but it doesnt block them I am getting hundreds of them ... all they do is send them to spam ... I dont want to know what "cucumber girl" can do with it ... I dont need to open the email the headlines are enough ... Im sick of it ... I have sent a similar complaint to you before and you didnt do anything ... what is someone to do ??

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**Ticket: # 930758 - A complaint against Frontier Communications****Date:** 4/24/2016 11:43:56 PM**City/State/Zip:** Rancho Cucamonga, California 91739**Company Complaining About:** Frontier Communications

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**Description**

My internet was switched from Verizon fios to Frontier communications, with out letting me know or even asking me if I want to stay with frontier. Customers should have choice to either stay or leave based on their will. My internet keeps dropping. With in last two weeks my internet went out twice. When I call for tech support, rep has no idea how to solve the problem. I have to spend hours just to get some one in line and when I finally get someone to help, they have no clue whatsoever and how to fix the problem. Frontier's service is affecting my personal life as well as professional life. I almost lost my job. Their service and staff are incompetent. Even in this day and era, why do we have to suffer for simple internet? Why is there monopoly on internet? Why is anyone not held accountable for their poor performance? This is a simple question, we have come so far in technological advancement yet find ourself spending hours on unproductive phone calls to frontier for INTERNET.

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**Ticket: # 930770 - Unwanted Text Pessages Blocking access to other messages**

**Date:** 4/25/2016 12:09:22 AM

**City/State/Zip:** Pembina, North Dakota 58271

**Company Complaining About:** Shaw Cable

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**Description**

Your attention is drawn to the FCC website which severely limits what NextPlus is doing by blocking access to my messages.

[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824)

Someone at NEXTPlus is harrassing me and my ability to log on or use my TextPlus account and app.

There is a message on my textplus app from "nextplus" directing me to sign or login to "nextplus" and blocking access to my "TEXTplus" messages. Since last week.

I am not now nor will I ever be interested in anything from Nextplus. I will not create a login nor will I sign in to any org obnoxious enough to attempt to Block me from access to my messages app by requiring me to setup a NextPlus account.

I will report it as harrassment and will request that my IP which serves over 1 million shut out all messages to or from this website.

This is also an official request to the Federal Communications Commision to command that you remove this requirement, and message and cease and desist this deplorable practise in contravention of their rules.

(b) (6)

I have made several requests and none have resulted in any help whatsoever.

---

[Ticket: # 930797 - Frontier communciations is hijacking search engine results.](#)

**Date:** 4/25/2016 3:08:46 AM

**City/State/Zip:** Huntington Beach, California 92646

**Company Complaining About:** Frontier Communications

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## **Description**

Without warning, frontier communciations is intercepting search results and redirecting them to their own search page. If one types in an invalid url, instead of displaying an error message or using the user-specified search engine, Frontier will intercept communications and send the user to their own search engine, search.frontier.com

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[Ticket: # 930821 - data limit](#)

**Date:** 4/25/2016 7:01:59 AM

**City/State/Zip:** Navarre, Florida 32566

**Company Complaining About:** Mediacom

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## **Description**

I don't like to have a data limit on my broadband internet with mediacom. How much i download should be my business not theres

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**Ticket: # 930823 - Frontier communications**

**Date:** 4/25/2016 7:25:33 AM

**City/State/Zip:** Fontana, California 92336

**Company Complaining About:** Frontier Communications

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## **Description**

Verizon sold my account to frontier. My service has been out for 13 hours. When i called them they had the wrong phone number for me on file and the rep told me i could not change it. Then told me I dont have an outage in my area and had me do a number of trouble shooting tasks, including unscrewing the front panel of a verizon box in my garage and messing with wires. Finally he told me sorry call back in an hour. When i called back I had to wait an hour to talk to someone. They had me do the same trouble shooting even after i explained i had already done that. Then he tells me he thinks i have an outage in my area and does not know when service will be back but he will send out a tech in a week. I need internet service for work. Everyday i dont have internet im losing money. Frontier has the worst customer service and they have no clue what is going on. The worst part is I signed a 2 year contract with Verizon. I do a lot of research before signing contracts and i was happy with verizon. Since they sold to Frontier do I still have to pay termination fees? I would never have signed up with a company like Frontier after reading the reviews about them. Can you help in any way

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[Ticket: # 931177 - Bad service](#)

**Date:** 4/25/2016 11:45:13 AM

**City/State/Zip:** Fontana, California 92336

**Company Complaining About:** Frontier Communications

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## **Description**

Our internet has been running very slow and been intermittent since frontier took over our account on April 1. Then our internet went out completely on April 24. We spoke to frontier and were told they have no idea when it will be fixed. The customer service is horrible and we have been hung up on 5 times. They hang up when they don't know what to tell you. We have requested supervisors and been told we can't speak to one.

---

**Ticket: # 931285 - Comcast poor service**

**Date:** 4/25/2016 12:21:37 PM

**City/State/Zip:** Indianaplois, Indiana 46254

**Company Complaining About:** Comcast

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## **Description**

My husband and I have had nothing but trouble with Comcast since we switched our services over to our new house in February. We were told we could self installed which didn't work so a tech came out and somehow our bill for that appointment went from \$60 to over \$200. The tech told me completely different things than the representative told me when setting up the appointment. He used special copper without letting us which cost extra, said he had to fish hook which cost even more and had to leave the wire unburied due to the ground being frozen. He told us it was documented in our file and someone would be out the end of March to take care of it. I had to call about it, twice because no never showed(it's still live wire there, they never came). Few weeks after our service was installed we had issues with our basic cable and wifi. My husband had put me on the account several times and somehow I kept getting taken off. He's in the military so at the time he was deployed and unable to handle the situation so for 2wks I had no cable. We tried disputed the extra charges from the tech installation and that was a failure, we end up paying for it. Our wifi recently went out, Fri 22nd so I called about it and was told someone could come out on Sunday. I called back to see if we would get charged a fee since the last even I'm worried about that, and I found out our appointment somehow was scheduled Mon instead of Sunday. I was told several times I would get a call back about the situation and never got a call. I have filed several complaints with Comcast, the last one was Mon 25th of April when I had enough and finally cancelled our service. I still haven't received any calls back, just promises as usual.

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[Ticket: # 931488 - No Service](#)

**Date:** 4/25/2016 1:16:15 PM

**City/State/Zip:** Norwalk, California 90650

**Company Complaining About:** Frontier Communications

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### **Description**

Since Frontier took over I don't have VOD, the regular TV keeps freezing and for the last 10 days I don't have phone neither internet. They outsource the customer service & support to the Philippines and you just can't get anywhere with them!!! PLEASE HELP!!!!

---

[Ticket: # 931574 - Collecting personal contact information by blocking access to text message app .](#)

**Date:** 4/25/2016 1:42:32 PM

**City/State/Zip:** Pembina, North Dakota 58271

**Company Complaining About:** Shaw Cable

---

## Description

##- Please type your reply above this line -##

This ticket (#930770) has been updated.

FCC Consumer Complaints (FCC Complaints)

Apr 25, 11:55 AM

Hi (b) (6)

Thank you for your submission. Your complaint provides the FCC with important information we can use to develop policies to protect consumers, remedy violations of the Communications Act, and encourage future compliance with the law.

The FCC appreciates the information you've shared with us. It appears that the Federal Trade Commission will be better able to assist you.

We urge you to contact that agency about this matter.

Please go to the Federal Trade Commission's Consumer website at <http://www.consumer.ftc.gov/>. You can review educational materials or file a complaint.

As such, no further action is required by the FCC. Your complaint was closed as of today.

Jgcochrane3

Apr 25, 12:09 AM

Your attention is drawn to the FCC website which severely limits what NextPlus is doing by blocking access to my messages.

[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824)

Someone at NEXTPlus is harrassing me and my ability to log on or use my TextPlus account and app.

There is a message on my textplus app from "nextplus" directing me to sign or login to "nextplus" and blocking access to my "TEXTplus" messages. Since last week.

I am not now nor will I ever be interested in anything from Nextplus. I will not create a login nor will I sign in to any org obnoxious enough to attempt to Block me from access to my messages app by requiring me to setup a NextPlus account.

I will report it as harrassment and will request that my IP which serves over 1 million shut out all messages to or from this website.

This is also an official request to the Federal Communications Commission to command that you remove this requirement, and message and cease and desist this deplorable practice in contravention of their rules.

(b) (6)

I have made several requests and none have resulted in any help whatsoever.

This email is a service from FCC Complaints. Delivered by Zendesk  
[1VQV6Q-GKLN]

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[Ticket: # 931671 - Internet streaming of movies](#)

**Date:** 4/25/2016 2:16:29 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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### **Description**

For slow streaming since 10/20/14, technicians in my home not doing their job, and failure for follow up phone calls since. Was offered a credit on 3/28/16. Called today and was told the credit specialist turn it down for lack of documentation on 3/28/16. Was not informed of it till a I called today.

---

[Ticket: # 932075 - Fios Internet](#)

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

**City/State/Zip:** Fontana, California 92336

**Company Complaining About:** Frontier Communications

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### **Description**

I have not had internet for a week, called frontier and got no info or when it will be back up. Never had any issues with Verizon and need this resolved as I work from home.

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[Ticket: # 932353 - Defective Comcast service](#)

**Date:** 4/25/2016 5:31:54 PM

**City/State/Zip:** Venice, Florida 34292

**Company Complaining About:** Comcast

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## **Description**

I have "Comcast Business Service" which continuously drops the connection throughout the day, slow speeds and technicians are worthless. I'm tired of paying for a "business class" service where I need to report problems (rather than THEM fixing and alerting me), paying them for substandard service, taking time out of my day to call, email, deal with technicians and so on.

Every state I have lived in that has had Comcast - there has always been a problem. Comcast is terrible and they have absolutely no way that has been mentioned to me to credit me for NON-WORKING service that I pay for. Tech support is worthless, they can only "diagnose" what they see at that exact time. This is not acceptable -- I work in the industry and its total garbage they can't see these problems from their end.

---

[Ticket: # 932390 - Internet connection](#)

**Date:** 4/25/2016 5:53:22 PM

**City/State/Zip:** Fontana, California 92336

**Company Complaining About:** Frontier Communications

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### **Description**

For 2 days now, we have no internet connection. We used to have Verizon fios but the company sold it to Frontier. Now we are having problems. Both me and my husband work from home. For everyday that we don't have Internet, we lost earnings. My husband called Frontier 2x already, he was told that they will send somebody out to check by Saturday. That will be 8 days without Internet. And this is not acceptable, causing us financial and emotional pain.

---

**Ticket: # 932585 - Poor internet service/company won't respond**

**Date:** 4/25/2016 7:03:47 PM

**City/State/Zip:** Millfield, Ohio 45761

**Company Complaining About:** Frontier Communications

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## **Description**

I am a teacher, so work at home frequently. I do a lot of work on the Internet. However, my service is unreliable. Here's a log of lack of service over the past four days. This are examples of when I have been working online and suddenly was told there is no internet service available:

4/22:

7:00 pm

7:28 pm

8:06 pm

4/23

9:27 a.m.

4/24

5:45 am

6:12 am

6:31 am

6:46 am

8:00 am

4/25

6:36 am

3:25 pm

4:47 pm

Since October 25, I have been on the phone with technical support 15 times. That does not include the calls during which I hung up after waiting for too long.

They have sent out multiple technicians, but to no avail.

I am not alone in my frustration. The obvious answer is to switch services, but this is a rural area and there are no other service providers on this road. Can Frontier be held accountable to provide the service for which we are paying?

Thanks for your hel[.

---

[Ticket: # 932954 - TWC Not providing service that is being paid for](#)

**Date:** 4/25/2016 11:36:32 PM

**City/State/Zip:** Van Nuys, California 91406

**Company Complaining About:** Time Warner

---

## **Description**

I contacted Time Warner Cable about my internet service not working and was advised to go to the local office and obtain a new router, the next day the service failed again, twc sent a technician out and the first tech determined it to be a problem with the jbox outside and contacted two separate maintenance techs with advised him to make the request for repair, later on the maintenance tech advised he couldn't find a problem even though the service went back out and Twc has not solved the problem.

---

**Ticket: # 933001 - Re: [FCC Complaints] Internet & Phone STILL not working (ticket # 919157)**

**Date:** 4/26/2016 12:51:11 AM

**City/State/Zip:** Temecula, California 92592

**Company Complaining About:** Frontier Communications

---

## **Description**

This is a follow-up to your previous request #919157 "Internet & Phone STILL not ..."

Now my phone is not working again. They sent someone out today to change my router to increase my internet speed by the time he was done it was half the speed I had before. To make matters worse...I checked the phone before he left and it was now dead. He said sorry...don't know what to tell you....maybe it will work later? Basically they sent out a subcontractor late in the day...the guy didn't even want to be there since it was late in the day. I'm not sure he even knew what he was doing. He kept giving me different excuses as to why he made my internet speed slower and then the only to realize minutes before he took off I had no phone.

(b) (6)

The text "(b) (6)" is followed by four lines of black redaction bars of varying lengths, completely obscuring the content underneath.

---

**Ticket: # 933222 - Cables dentro de arboles**

**Date:** 4/26/2016 8:54:55 AM

**City/State/Zip:** Lajas, Puerto Rico 00667

**Company Complaining About:** Claro Pr

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## **Description**

Buen dia en mi sector por años hay cables de telefonia entremetidos entre arboles y siempre que llueve tenemos problemas con el servicio aller llovio y no tengo internet ni telefono por mucho tiempo cada vez que llamo para que me arreglen el servicio le indico que hay que hacer una poda de arboles por que estaban metidos entre los arboles y nunca realizan el desganche de arboles agradeceria que realizaran el desganche de arboles

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**Ticket: # 933276 - Data caps and sporadic comcast service**

**Date:** 4/26/2016 9:22:27 AM

**City/State/Zip:** Nashville, Tennessee 37207

**Company Complaining About:** Comcast

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## **Description**

I'm sure you guys are getting lots of complaints about this stuff, but im starting to lose my mind. Streaming movies we own over plex, buying and downloading a few games and now weekly game of thrones night alone eats into our data cap enough to be a concern, and its ridiculous. On top of this, our service in East Nashville goes in and out, and frequently slows to a crawl despite paying for significantly a faster speed. There's no other option but at&t which offers 3 mbps speeds max and google fiber down the line but who knows if that will make it? We just feel stuck, need internet for work as well as entertainment, and are so fed up that i feel like my father writing an angry letter to sports reporters.

---

**Ticket: # 933498 - Scheduling Complaint****Date:** 4/26/2016 11:01:10 AM**City/State/Zip:** Atlanta, Georgia 30318**Company Complaining About:** Comcast

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**Description**

I called in on 4/7/16 because I had an issue with my internet dropping connection. I called into to Comcast's call center and was told that my modem was very old and it needed to be upgraded. Later that day I went into a Comcast store and switched out my internet modem. That weekend I was still having issues with my unstable internet connection and called in to make an appointment with a technician. An appointment was made for a tech to come out on Sunday 04/10/16 between the hours of 5:00pm-7:00pm. My fiancé received an automated call around 5:30pm that the technician was at our home. The technician was not here. We received another automated call right before 6:00pm saying that the job was completed. My fiancé immediately called Comcast and spoke to an agent that explained that the technician stated that he knocked on the door and called but received no answer and closed out the job. My fiancé immediately called Comcast when we received the "job closed" message so, if that was true then the technician should have still been in the area. My fiancé asked for a credit of \$25 since the appointment was missed. The Comcast agent said that she would not be able to authorize that because of the technician's notes. We were transferred to the billing department where he had to re verify himself and explain the entire situation again. Once again we went back and forth about why he couldn't give us a credit. We then got transferred to another department where he had to verify himself again and go through the same thing over and over again. At this point I'm totally unsure whether or not we received a credit at all. We finally got another technician to come out on 04/12/16 and he identified why we were receiving the interference in our lines. He re-wired everything outside and advised that someone with Comcast would be out later that day to bury the line outside. We were leaving to go out of town later that day and noticed the Comcast truck coming down the street as we were leaving out. The truck quickly turn around but we didn't anything of it and just thought that they would return back. When we arrived back from our trip, almost a week later, the line was still not buried. I called in today, 2 weeks later, to try to get another tech out here to bury the line. The Comcast agent stated that someone would be here between 4/29/16 - 5/10/16 to bury the line and I would receive a call. I have never received an experience like this with Comcast before. I have been a Comcast customer since 2005 and this is by far the worst experience ever with them. I called in today just to check what special offers were in my area and the lady I spoke to today by the name of Dana in sales was the best customer service I've received from Comcast in a while. This is the service I remembered when I would call in. I am totally disgusted with the service received and am actively looking to take my service elsewhere. It's really horrible because I work from home and Comcast really does have the fastest internet service however, someone else has got to offer a better deal with all of the services I pay for with Comcast.

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**Ticket: # 933502 - UNRELIABLE INTERNET SERVICE**

**Date:** 4/26/2016 11:02:01 AM

**City/State/Zip:** Selmer, Tennessee 38375

**Company Complaining About:** Charter

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**Description**

INTERNET DROP OUT ON A REGULAR BASIS SOMETIMES UP TO 4 TIMES IN A 8HR DAY

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**Ticket: # 933640 - Centurylink data usage cap**

**Date:** 4/26/2016 11:40:10 AM

**City/State/Zip:** Troy, Missouri 63379

**Company Complaining About:** Centurylink

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## **Description**

I'm a centurylink broadband customer and I'm tired of the reduction in speeds that I experience on a daily basis. It's ridiculous that I should have to pay for something and not even be able to fully use it. I am a PC gamer, a recording multi-instrumentalist and before the end of the year, I will be a father. I am also epileptic and as a result I cannot leave my home. I have to rely on internet services to buy things essential to me. These data caps make it extremely difficult to efficiently provide myself with the means necessary to lead a normal life.

I have attached a screenshot of my approximate DSL speeds. I am paying for 10Mbps, and receive that speed about 5% of the time I am online. Otherwise, I get around ~5Mbps. It is shameful that I do not even receive the product for which I am paying.

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**Ticket: # 933712 - Useless Internet**

**Date:** 4/26/2016 11:58:10 AM

**City/State/Zip:** Mayfield, Kentucky 42066

**Company Complaining About:** Zito Media

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## **Description**

Hello, we've been with the same Internet company for a year and a half now. The whole time we've had it, it has been awful. But over the past month it has been completely useless. Will NOT work. I've contacted them on a daily basis and it's still not working. I've contacted tons of other internet companies and none come out here. I asked if they would be and they said no because the FCC doesn't allow it. My question is why do we have to be limited to just one Internet provider that doesn't even WORK? We've been paying so much money for so long to an Internet company that doesn't care about its customers and will not fix their stuff.

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[Ticket: # 933726 - Forced data cap](#)

**Date:** 4/26/2016 12:04:18 PM

**City/State/Zip:** Houston, Texas 77088

**Company Complaining About:** AT&T

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## **Description**

Att is forcing a new data cap on our home internet. The only way we can avoid a data cap is by having paid programming for our tv. I have been living at our home for 20yrs and have had cable tv for only a few months total. I have no intention to get paid programming for our tv and rely on the internet for entertainment. The internet provided by att has many issues as well. It will constantly cut off for hours at a time.

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[Ticket: # 934296 - Question of Fraud](#)

**Date:** 4/26/2016 2:39:12 PM

**City/State/Zip:** Rock Island, Illinois 61201

**Company Complaining About:** Mediacom

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## **Description**

Error states:

Your computer has lost the lease to its IP address 2604:2d80:c806:a33c::8 on the Network Card with network address 0x00044B04B83B.

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[Ticket: # 936327 - yahoo](#)

**Date:** 4/27/2016 12:49:08 PM

**City/State/Zip:** Olympia, Washington 98502

**Company Complaining About:** Comcast

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## **Description**

My email with yahoo was hacked and when I tried to contact yahoo, they are not available to help resolve the issue. all they do is send you an email to some links online which do not resolve the issue, but rather try to keep you in an eternal loop of chasing your tail for nothing. they try to send you password resets to emails that aren't yours and do not offer any customer service support period.

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**Ticket: # 934779 - COMPUTER USAGE COMPLAINTS****Date:** 4/26/2016 5:06:35 PM**City/State/Zip:** Shreveport, Louisiana 71105**Company Complaining About:** AT&T

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**Description**

I have traveled quite a bit in recent weeks, having committed no crimes that I know of though I am being watched as if I did. I had filed a previous complaint about the problems I have had with computer and cell phone usage to the point I can barely do a search that is not prepared for me to indicate that am a sexual deviant or some other low level description. I have original screens disappear and other prepared screen appear with what I can see and on and on. Bill Gates is always around but less lately. My situation got better, but recently when I came south and the major law firms I have problems followed me home to my home area, my problems have increased in all areas of my life. All my best, (b) [REDACTED]

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**Ticket: # 935036 - Misrepresentation**

**Date:** 4/26/2016 6:24:01 PM

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

**Company Complaining About:** Cox

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## **Description**

I have been an Internet and Cable customer of Cox Communications in Omaha, NE for many years. I recently started receiving Cox email solicitations for Cox HomeLife, which is Cox's home security company. A copy of one of their marketing emails is attached. Since I have had good experiences with Cox Communications over the many, many years I've had my Internet and Cable with them, I thought adding a home security system with them would be a plus.

I scheduled an in-home consultation for Cox Homelife several weeks ago and I told the salesman that I wanted outdoor motion detector cameras in front and in back of my house due to vandalism I have experienced in both the front and back of my home. I told him I wanted to capture pictures of anyone who comes to my house, either in the front or the back. He told me how wonderful the cameras worked, and that they would actually take 15 second video clips of whoever drives or walks up my driveway or walks up my back steps and that I could view these videos either on their internet portal or on my Iphone.

Based on these representations, I purchased two outdoor motion detector cameras for \$400 and I paid for them at the time of the sale. I also signed some paperwork for services that included security monitoring of three doors and three interior motion detectors as well as the camera video monitoring. Cox Homelife requires a minimum two-year contract.

Installation occurred two weeks ago. It took me a few days to get used to how the camera monitoring system worked with the portal and my Iphone, but it soon became apparent that the cameras were so sensitive they were capturing videos of nothing but flying insects and sometimes there were 50 video clips of flying insects each day and then I'd get an email advising I'd reached the daily limit. Cox HomeLife sets a limit of 50 video clips per day and once that limit is reached, the cameras no longer record anything and I get an email from them notifying me I'd reached the daily limit. A copy of one of these emails is attached. So, I do not have 24/7 video camera monitoring, which is what I purchased. It depends on how many flying insects there are on any particular day as to how long I have monitoring available on my cameras. I suspect with the summer months coming up, the 50 video clip limit will be reached early each morning leaving my home without video camera monitoring the rest of the day and night.

Over the past week, I have called Cox Homelife Customer service numerous times to report the issue with the cameras and this has resulted in - nothing. I have made multiple attempts to reach the Cox Homelife salesman who sold me the cameras and the security system and this has resulted in - nothing.

I also spoke to Technical Support at Homelife and was advised that the only solution to the problem is to purchase an additional service for \$14.99 per month. Today, I spoke to Katie who stated she is a supervisor with Cox HomeLife. She was quite rude, treated me like I was an idiot and told me the only solution was to purchase the additional \$14.99 service per month and that they would "give" me

two months free of this service and her attitude was "take it or leave it" and she told me there was no one else I could speak to at Cox HomeLife on this issue. Unfortunately, I have found she is correct on this. They have insulated themselves quite well and Customer Service is the absolute gatekeeper and advises they must follow "chain of command" in terms of elevating any problem and in the meantime, the problem doesn't get resolved unless the customer (me) is willing to pay more for services to get what they were initially promised.

I have also reached out to Cox Communications for their help, and while they understand the problem, they tell me they cannot get involved and I must deal with Cox HomeLife on this issue. This is very frustrating as they have removed themselves from the problem, and the reason I have a problem is because they solicited me, as their long-term customer.

While \$14.99 a month additional to get what might be a solution to the camera problem doesn't seem to be a lot, over the two year contract I was made to sign, this additional service will result in additional charges of over \$300! I would never have purchased this system had I known this. There are other home security company solutions available in Omaha and this additional charge would have been something I would not have agreed to.

As I stated earlier, I paid over \$400 up-front for the cameras. I'm also attaching a copy of my bill to show the bundling of the Internet and Cable services and what I am paying for the security system. It isn't cheap, and the cameras, which are a big component of the security system are pretty much worthless unless vandalism happens to occur before the 50 video clip per day limit is reached.

This is very unfortunate is that the security system, as a whole, is good. The cameras, which are a huge component of my system are the problem. I just want them to work as I was told they would work and I don't want to pay any more for what I was promised.

A resolution I would be agreeable to is if Cox Homelife would provide the additional service at no charge to me - if that additional service actually resolves the problem so I have a security system that actually works with camera monitoring 24/7. If Cox Homelife is not agreeable to that, I would like for them to take their cameras and give me a full refund for the cameras and to delete the monthly charges on my bill for the camera monitoring service.

Thank you,

(b) (6)

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[Ticket: # 935401 - extreme ad volume on msnbc live stream app for ipad](#)

**Date:** 4/26/2016 9:57:11 PM

**City/State/Zip:** South Miami, Florida 33143

**Company Complaining About:** Atlantic Broadband

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## **Description**

Several companies' ads, including notably Sandals' Resorts, are at a significantly higher volume than all other advertising and programming on the MSNBC for Ipad live stream application. The "stay tuned" music for the site itself also seems louder than programming and most ads. The variability is so great as to be unbearable.

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[Ticket: # 935499 - Internet interruptions](#)

**Date:** 4/26/2016 11:29:54 PM

**City/State/Zip:** Chicago, Illinois 60617

**Company Complaining About:** Comcast

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## **Description**

My internet connection had not be working properly since I joined Comcast in Feb. 2016. the connection keeps dropping with my modem as well as comcast modem, On April 25, 2016 I finally called to cancelled service and requested for a credit for poor interrupted internet service, the CS Rep stated in order to receive a credit I would had to keep service and allow a technician to fix the problem that 2 service tech's and 1 phone tech could not already resolve

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[Ticket: # 935551 - Comcast blocking Hbo](#)

**Date:** 4/27/2016 4:11:22 AM

**City/State/Zip:** Winton, California 95388

**Company Complaining About:** Comcast

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## **Description**

I am sure you are well aware of comcast blocking Hbogo on ps4. I have comcast subscription with hbo and high speed internet yet I can't watch hbo on my ps4. I thought the net neutrality rule was made to keep thing like this from happening. Yet its been over a year and nothing has changed.

---

**Ticket: # 935670 - Slow internet, drop outs and disconnects**

**Date:** 4/27/2016 9:01:22 AM

**City/State/Zip:** Shelby Township, Michigan 48317

**Company Complaining About:** Comcast

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## **Description**

I have slow speeds, drop outs, and disconnects. Comcast keeps throttling my internet speed, and blocking web sites. They punt my modem and my VIOP device off. There was no service a couple of weeks ago when my internet came back it was working sporadically with slow speeds and drop outs. They sent a tech out and he claimed their signal was good that it was my equipment, they always do this. An hour or so after he left miraculously it was back up and working fine. They always blame my equipment and they try to get their foot in the door so they can charge me for a service call. This has happen about 6 times over the last few years. Miraculously my equipment goes back to working for months.

My internet is back to not working again. When I call about a problem they try to up sell me on more expensive service. It's a game. I have been denied good service for weeks, I can not make or take phone calls with my VIOP device, the calls are too choppy, they drop out and disconnect. The same happens with my internet. It's not my equipment, it's Comcast.

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[Ticket: # 935999 - no response from comcast](#)

**Date:** 4/27/2016 11:18:55 AM

**City/State/Zip:** Memphis, Tennessee 38128-4101

**Company Complaining About:** Comcast

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### **Description**

In response to ticket #834670 that you sent on 3-21-2016, you said that they would be contacting me by mail in 7-10 days. As of 4-27-2016 I have not heard from them. My phone service has even stopped working. Please look into this for me. It seems that they have no regard for you or for me as I am small and they are big and they know you are going to diffuse rather than investigate or resolve. This is very disconcerting.

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[Ticket: # 936418 - hacking](#)

**Date:** 4/27/2016 1:17:41 PM

**City/State/Zip:** Charlotte, North Carolina 28206

**Company Complaining About:** Charlotte Public Library

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## **Description**

internet tampering of emails, also identity theft of my other id at penley that yahoo knows for a fact is compromised but won't do anything about it. That address is or was and reactivated may 2013 before being hacked and compromised stolen (b) (6) . blocking of communication

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[Ticket: # 938780 - No internet for 3 weeks](#)

**Date:** 4/28/2016 1:06:33 PM

**City/State/Zip:** Plano, Texas 75093

**Company Complaining About:** Frontier Communications

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### **Description**

I have no internet for past 3 weeks since April 1st. Tried to call them everybody but nobody gives right answer and move the date forward for fixing it. The ticket number for my problem is. 001610688

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[Ticket: # 936662 - Comcast issues](#)

**Date:** 4/27/2016 2:30:05 PM

**City/State/Zip:** Naples, Florida 34114

**Company Complaining About:** Comcast

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## **Description**

The incompetency of Comcast. Please refer to my 5 pages of detailed notes attached.

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**Ticket: # 937697 - Internet Access Complaint**

**Date:** 4/27/2016 9:08:06 PM

**City/State/Zip:** Glenview, Illinois 60025

**Company Complaining About:** Comcast

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**Description**

Here we go again. After we filed a complaint against Comcast, now they are messing with our internet bandwidth . We have the "bundle" so all our technology is affected. It is a NOOSE. Now we cannot stream Netflix or Amazon Prime without constant buffering or not enough bandwidth. We have the most costly service they offer with the upgraded modem, blah blah blah. They are slowing our access on purpose . Despicable business!

---

**Ticket: # 937247 - INDECENT ACTIVITY ON THE HACKED NOAA WEBSITE**

**Date:** 4/27/2016 5:19:47 PM

**City/State/Zip:** Milwaukee, Wisconsin 53208

**Company Complaining About:** Milwaukee Public Library Milwaukee, Wisconsin

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## **Description**

THE MATERIAL WAS AIRED TODAY APRIL 27, 2016 THE 21ST CENTURY.

NOTE: NO RESPONSE FOR INFORMATION THAT HAS BEEN AVAILABLE IN PREVIOUS YEARS i.e. LOCAL MILWAUKEE, WISCONSIN WEATHER.

THE INTERNET: A HACKED NOAA WEBSITE IS THE OFFENDER

NOTE: THAT ALL WEATHER IS CLEAR CLEAR SKIES FOR PROSTITUTING SEEMS TO BE THE INDICATIVE MESSAGE FROM THIS HACKED BY JEHOVAH GOD THE SUPREME BEING OF THE UNIVERSE THE DIETY OF THE UNIVERSE IS INDIFFERENT TO PROVIDING INFORMATION ON NOT HIS HACKED INTO AND DISTURBED NOAA WEBSITE TO TO INSTILL PROSTITUTING AND ANOTHER ATTEMPT FOR HE AND HIS FACADE JEZEBEL TO DECLARE AS INVENTIVE THE TERM SEXUAL SALESMEN THERE IS NO SUCH THING AS SEXUAL SALESMEN WHAT HE IS IMPLYING IS PROSTITUTION!!! PLAIN AND SIMPLE!!!!!!!!!!!!!!

I VIEWED THE INTERNET WEBSITE THAT WAS NOT THE NOAA WEBSITE IN MILWAUKEE, WISCONSIN TODAY APRIL 27, 2016 AT THE EAST LIBRARY BRANCH! I AM AN AMERICAN CITIZEN AND I DESPISE PROSTITUTION!! THAT I INFREQUENTLY VIEW THE NOAA WEBSITE FOR INFORMATIONAL MATERIAL AND I HAD THE MISFORTUNE OF SEEING OBSERVING AND/OR VIEWING AN OBSCENE TO PROMOTE PROSTITUTION HACKED INTO TO DISRUPT PERTINENT MATERIAL PROVIDED NORMALLY BY THE NOAA WEBSITE OFFENSIVE MATERIAL!!

JEHOVAH GOD THE SUPREME BEING OF THE UNIVERSE THE DIETY OF THE UNIVERSE HAS HACKED INTO THE NOAA WEBSITE AND IT DEFINITELY WILL NOT RESPOND TO REQUESTS FOR WEATHER INFORMATION FOR MILWAUKEE, WISCONSIN!!!

PLEASE PROVIDE DESCRIPTIVE MATERIAL TO PROSCUTE THIS PERSON FOR HIS INDIFFERENCE TO OUR HEALTHY WAY OF AMERICAN LIFE!!!!!!!!!!!!THANK YOU!!!!!!

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[Ticket: # 937316 - newly installed smart meter interfering with wifi](#)

**Date:** 4/27/2016 5:58:12 PM

**City/State/Zip:** Wilmette, Illinois 60091

**Company Complaining About:** Comed And Their Smartmeter Company

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## **Description**

Our internet, apple tv, netflix and sonos music systems stopped working when ComEd installed our smart meter and the neighbor's smart meter which are both close to our home office. We lost our ability to go online which is a huge problem for us. Comed disconnected both smart meters as a test and our internet service and all else worked perfectly again. Now they are saying there is no way a smart meter can interfere with WIFI and want to turn the smart meters back on!

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**Ticket: # 937455 - Comcast Service**

**Date:** 4/27/2016 7:08:10 PM

**City/State/Zip:** St Marys, Georgia 31558

**Company Complaining About:** Comcast

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### **Description**

Services have not been working more than 50% of the time since service has been turned on. Had a tech come out and still does not work. Have tried to call Comcast support several times and either can't get through, wait time is too long, or when I finally speak to someone I am 'disconnected' somehow from the rep. I have begged someone to be nice to me and just help even if it is just cancelling my service. I've never dealt with anything like this before. This is the worst company by far when it comes to customer service. 2 supervisors were supposed to call me back and never did. I refuse to pay for services that have NOT BEEN rendered to me. PLEASE HELP.

---

**Ticket: # 937926 - Comcast Complaint (False statements, aggressive marketing, and general lack of care)**

**Date:** 4/28/2016 12:54:31 AM

**City/State/Zip:** Charleston, Sc, United States, South Carolina 29403

**Company Complaining About:** Comcast

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## **Description**

There was an internet outage in our local area that lasted for two weeks and brought our internet connectivity down from 25 mb/second to less than 1 mb/second, or unworkable speeds. I called to find out how long the maintenance/repairs would last and the customer service agent told me it shouldn't be too much longer, but that she wasn't sure. When I called back later, I spoke to another agent and asked about the date for completion of the repairs. She told me either: it should have been completed already or that no date for completion was ever provided. I can't remember, but it was one or the other. The outage would last for another three to four days and no bad weather or even rain occurred prior to, or during the course of the outage.

Comcast's policy for providing compensation is to take your monthly fee and divide it by the number of days your internet was impaired. I made it clear to the two agents and the manager that I spoke to that the compensation wouldn't be worth much compared to the amount of work I would be unable to perform. I called again to find out if they could upgrade me temporarily to their higher plan, or boost me by 1-2mb/sec so that I could continue my work, only for the time my internet was impaired in exchange for compensation. Much later down the line, a manager would tell me that this was not part of their policy and that they were sorry but if I wanted to upgrade I'd have to pay a fee. However, before I was ever told this, they told me that they would do everything they could to help me. Every single agent I spoke to told me this.

One of the agents asked me for the authorized user's 4 digits of social security number and telephone number in order to help me, so I did but I specifically told the agent not to them. The authorized holder is my roommate's mother. She pays the bill and I give her half. Other than that, she never speaks to Comcast. In the process of "helping me," the agents turned around and tried to sell my roommate's mother, a higher package, even though I had made it clear each time that I was seeking only compensation for my days unable to work. My roommate's mother had no idea what was going on.

I had been speaking to this same agent for an hour and when he returned I asked what he spoke to her about. For the first time, the agent told me that Comcast was unable to do anything in my situation unless I upgraded my plan.

Instead of telling me that directly an hour ago, what the agent did was turn around and tried to sell my roommate's mother a higher package by providing her only with a partial story of our prior conversation. I told him that this was wrong of him to do that, especially because I had been very calm and understanding with the agent for a while now. He knew what I wanted and this was definitely not it. (I would call back later only to find out that Comcast cannot upgrade my plan or provide me with additional data when there's an ongoing outage!)

Aside from several of the false and misleading statements the agents made to me and to my roommate's mother, I'm wondering whether this is Comcast's policy or whether it's just an aggressive inner marketing scheme. It seems to border the line of fraud, but I wouldn't know.

After 3 hours of speaking to 4 agents, I wish one of the agents had told me outright from the beginning, instead of wasting my time, that there's nothing they can do to help me in my situation unless I paid for an upgrade, (which still wouldn't have worked!)

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**Ticket: # 938241 - Frontier Communications**

**Date:** 4/28/2016 10:10:13 AM

**City/State/Zip:** Plano, Texas 75025

**Company Complaining About:** Frontier Communications

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## **Description**

I am a former Verizon customer that was sold to Frontier Communications on April 1st. We experienced a service interruption starting April 10th (TV), then further on April 15th our internet and phone service went down. I have spent more than 5 hours on the phone with Frontier phone reps and I have reached out to them on social media, all to no avail. I work from home using a remote connection, so secure internet access is critical. I have had to use my vacation days for the 4 days I have been unable to work. In addition, my absence has created a detrimental effect on my team which relies on my operational directives which has resulted in thousands of dollars in lost revenue. In order for me to attempt to work, I have to use my personal cellular device as a hotspot which has resulted in overage fees on my data usage. Frontier has promised a technician will come to my home to fix the problem on 4 separate occasions and each time the tech was a no-show. I am currently trying to cancel my service with them and demand reimbursement and compensation, but have not been successful as of yet. My daily salary rate is \$280 for a current total of \$1120 in lost salary due to using my personal vacation time. The estimated amount my company has lost in revenue due to my absence is approximately \$2,000 a day for a total of \$8,000 up to today.

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[Ticket: # 938279 - Mozilla Fire Fox Browser 'Rules'](#)

**Date:** 4/28/2016 10:29:54 AM

**City/State/Zip:** Sierra Vista, Arizona 85635-2736

**Company Complaining About:** Cox

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## **Description**

Onerous rules for users of the internet. The 'Death by a thousand cuts' approach to rule making.

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**Ticket: # 938715 - Verizon tampering with DSL service**

**Date:** 4/28/2016 12:50:34 PM

**City/State/Zip:** Hudson, New York 12534

**Company Complaining About:** Verizon

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## **Description**

For 2 & 1/2 weeks now our DSL service has been intermittently on and off, with a peculiar regularity. We have service from 6am 'til the 9 o'clock hour. Then it goes out for the remainder of the day and comes back on in the evening for a couple of hours again. The service centers in India assured us there was an outage in our area, then they said it was a mechanical issue, then an outage again. But the regularity of the loss of service makes me think a person is flipping a switch at a head-end or switching station and causing this to happen. Maybe in sympathy to the strikers. Oddly enough, we had perfect service for 2 days uninterrupted, on April 25th and 26th. Maybe someone had to take time off because they were pulling continuous shifts? Please look into this in the Hudson NY area. The node is at Old Post Road, West Ghent, NY 1500 feet from our home.

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**Ticket: # 938775 - Wireless Hacker**

**Date:** 4/28/2016 1:04:52 PM

**City/State/Zip:** Weston, Wisconsin 54476

**Company Complaining About:** AT&T

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## **Description**

All my electronic devices are being hacked (PC, TV's, Android Phones) by Technicolor.com. It shows as user TechnicolorUSA on my WIFI. MAC Adresses 8C:04:FF:FA:95:8D and 44:32:C8:67:2B:F4 and 44:32:C8:67:34:2B I have had this problems since the beginning of March and have to spend \$100's to figure out hardware addresses, etc. Please send them a cease and desist order ASAP.

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**Ticket: # 939425 - xfinity wifi central unit**

**Date:** 4/28/2016 4:04:21 PM

**City/State/Zip:** Brooklyn Park, Minnesota 55429

**Company Complaining About:** Comcast

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## **Description**

Xfinity wifi has a central hotspot in our building. Today is April 28, 2016. Within the last week the main wifi signal for xfinity, listed as Xfinity on mobile list and also for someone who has Xfinity who lives 2 doors down and across the hallway and whose signal comes up as "Copper" in apt 240, is so strong that it is interfering with my Bluetooth on my devices, its also turning on my art mobile hotspots and logging into my devices without my authorization. This occurs about 18 months and I was told that they could be fined. I can't remember if I filed a complaint or not. But I did see an xfinity service guy outside a few days later and I showed him my phone where it showed xfinity had logged into my phone multiple times. He knew exactly what I was talking about and he said he would fix the problem by tilting the satellite the other direction slightly. It has not been a problem since until this past week. I have a recorded phone call with a very rude supervisor at xfinity who said his name was Michael and his l'd is 3681561 who said to me that signals can't be too strong to be illegal. He then tried to deny that it was a signal coming from xfinity and tried to say it was just my neighbors modem, which is clearly only half the truth. There are two overbearing signals. The first is listed as Copper and the second is listed as corporate Xfinity. Both are Xfinity signals. He said I should be with Xfinity and not with AT&T and there are no fines for signal interference.

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**Ticket: # 939682 - TMobile**

**Date:** 4/28/2016 5:15:34 PM

**City/State/Zip:** Gwynn Oak, Maryland 21207

**Company Complaining About:** T Mobile

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## **Description**

I appreciate T-Mobile providing a phone in response to this ticket (#873212).

Since, I did not close nor give permission to have my ticket closed for T-Mobile as there are still outstanding issues that need to be resolved. I am opening a new complaint to get to the bottom of hacking into phones and stopping consumers internet service. As a paying customer and to avoid this type of unlawful behavior from occurring again in the future. I can not allow someone to unlawfully block, stop or disrupt my internet service. For this reason, I am requesting that T-Mobile conduct an investigation as to get to the bottom as to who, whom, what and why my internet service was interrupted and provide any and all documents or correspondences in reference to Technical Support Department, as a ticket was opened.

1. Regarding why T-Mobile "Access Point Name" was removed or blocked and became inoperable.
2. How or Why would a software upgrade completely remove T-Mobile, the cellular phone carrier from customer's phone's settings.
3. What caused the original T-Mobile SIM card to become inoperable for just the internet service that occurred even before, the BLU upgrade was done to the phones software.
4. My Blu phone was able to operate with Xfinity Comcast WIFI that I purchased before the software upgrade. So it's apparent that the phone was still functioning that also included the phone's service even before Blu conducted their upgrade to the phone's software.
5. Also, I was told by T-Mobile not to synchronize to Google's Gmail, were the initial problems arose with issues of "Censorship" of articles on social media that I had written about Donald Trump's Rally's on Google website page.
6. After filing a complaint about Google removing my article from a Google page link that was also included in a Tweet on my Twitter page was the beginning of issues with the internet service starting to shut off and on inside of the phones "Settings."

If after conducting investigation regarding the above unresolved hacking issues of disruption of T-Mobile phones internet service, provide any and all reasons for any denial of information. Please also provide applicable procedures for T-Mobile appeals process for customers privacy rights.

As there has been prior issues with privacy rights, Surveillance and Censorship of phones, T-Mobile indicated that a "Virus Application" infiltration with Cyber police virus to customers phone IP Address.

Please do not find this complaint, as over burdensome, as I am out of hundreds of dollars from issues with purchasing new phones in the past from continual hacking and destroying my phones that is "Destruction of property."

It is my hope that T-Mobile will be able to provide me information that I need to prevent unwarranted interruption of service and to prevent any future issues with customers having the full use of their cellular phones.



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**Ticket: # 939697 - Unrequested job listing email**

**Date:** 4/28/2016 5:19:50 PM

**City/State/Zip:** Fayetteville, Georgia 30214

**Company Complaining About:** Jobungo

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**Description**

I have received 30+ emails from one company in CA in the last 3 weeks.

Each time I unsubscribe only to have another email under a different company or sender name show up.

I replied today I would be filing a complaint. Today's email came from Jobungo

[mailto:(b) (6)].

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[Ticket: # 939849 - Intermittent service](#)

**Date:** 4/28/2016 6:17:27 PM

**City/State/Zip:** Petersburg, New York 12138

**Company Complaining About:** Fairpoint

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## **Description**

Have had phone and Internet service with this company for six months. Service on the phone is very staticky and Internet drops constantly. Have called several times and had several technicians out with no lasting fix.

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**Ticket: # 940038 - hacking into my computer and holding me hostage**

**Date:** 4/28/2016 8:11:42 PM

**City/State/Zip:** McMinnville, Oregon 97128

**Company Complaining About:** Comcast

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## **Description**

At approx. 8:30 am on 4/27/16 I was on my computer viewing my Facebook page when suddenly the page went blue and my computer froze up and there was a message saying my computer had been hacked or compromised and to call the Windows team at 800-391-9038 and Do Not shut your computer down or you will damage the hard drive. So I called and got a man named Manish with an Asian accent. He dialed into my computer and proceeded to tell me of all the viruses and such I had and they could fix it and protect me for 2 years for \$199.00. They said I needed external protection and that my internal protection was fine. It was up to date and didn't need to be renewed until February of 2017. I figured it would cost me at least this amount to call someone and have them get my computer out of this problem so I said ok and paid the \$199.00. They said it would take about an hour to fix and they would call me when they were done. 2 1/2 hours later they called and said this external protection wasn't compatible with the internal protection I had so I would need to purchase their version for another \$149.00. I blew up and told them I was not and did not want their original deal either. I told them hacking into my computer and basically holding me hostage was extortion and that I was going to report them. These are the same people that call me non stop telling me they are from windows and need to help me fix my computer. I have told them at least 50 times to stop calling here and my sister even cussed them out but they still keep calling. I am calling my credit card to stop the payment but how do I stop them? This goes on all the time and I am sick of it. They won't stop calling and how do I stop them from hacking into my computer? This place was called My System Fix and they told me not to this information to anyone. Their phone numbers were 800-391-9038 ext 312 or 800-242-5198. They also gave me the email address as info@mysystemfix.com. Please tell me what to do about these people.

---

**Ticket: # 940282 - Centurylink Data cap to low**

**Date:** 4/28/2016 10:55:11 PM

**City/State/Zip:** Phoenix, Arizona 85009

**Company Complaining About:** Centurylink

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## **Description**

Hello i don't know if i am bringing this to the right place or people but i have a complaint about Centurylink Broadband In AZ. We are paying for 20M Internet and Centurylink has imposed a Data cap at 250Gb per month. I Originally was with MSN who was then with Quest and now Centurylink bought them out i guess and i was never once informed about a Data Cap on my Broadband internet. I have 6 people in my house, 2 smart TVs, 2 Xbox ones, 2 Xbox 360s and several other Entertainment Platforms including my PCs. With Everything Going Digital on The Gaming Consoles its Impossible for 250Gb Data cap to work in this day and age Games alone are 10-50Gb per game and we have multiple consoles so we have to Download the games to play them. That is just one of the problems with such a Small data cap in this Digital age that doesn't include Netflix and Youtube and other Video apps and websites that use the data as well. I don't know if you can do anything about this but i have received 2 complaints/warnings from Centurylink since they bought out Quest Communications saying i went over my data cap that we did not agree or sign anything agreeing to i would appreciate if we can be helped in this matter as 250gb a month is unrealistic in this Digital age. The Account is in my Fathers name but i am on the account and allowed to make Changes and such. Thank you

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**Ticket: # 940308 - Comcast DATA CAPS destroying my ability to watch Netflix and use the internet I paid for!!!!!!!**

**Date:** 4/28/2016 11:26:10 PM

**City/State/Zip:** Coral Gables, Florida 33156

**Company Complaining About:** Comcast

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## **Description**

Comcast is trying to stop people from watching Netflix including myself. As soon as I started watching Netflix Comcast sent me a letter saying that my data was capped and imposed huge fines for me to use the internet connection.

By the way, I have a very old and slow modem 25 Mbps and it easily exceeded their data cap in no time at all. I have spent countless hours on the phone with Comcast and they have admitted to me that.

1. I should stop watching Netflix
2. If I use Comcast data steaming service (competitor to Netflix), the data will not count towards the data limit. Sound like that might violated net neutrality.

The Comcast cable is my only internet connection in my house and Comcast is treating their internet service like it's a cell phone connection. I have no options, no competition, nothing I can do but unplug my modem wait for the month to end without Netflix, email or other vital services which I rely on. I am paying way over \$120 for my cable and internet bundle and Comcast is acting as if I am not allowed to use my own internet connection.

Is it false advertisement if you advertise an internet connection speed but if you actually use that speed to have your internet rationing used up your allowed month data limit in 6 hours?

I get almost harassing amount of communication from Comcast asking me to update my modem to allow a faster connection yet my old slow modem quickly reaches the data cap.

I would ask the FCC to step in and protect the victims living under this monopolistic communist tyrannical style rationing of internet like it's a Russian food line. We are being forced to go hat in hand begging Comcast to be able to use the internet connection that we already paid for.

This is an outrage!!!!!!!

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**Ticket: # 940515 - AT&T blocked access to my company exchange server for Outlook email**

**Date:** 4/29/2016 9:08:50 AM

**City/State/Zip:** Bath, Michigan 48808

**Company Complaining About:** AT&T

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## **Description**

I signed up with AT&T back in July 2015 because my apartment complex, Somerset Apartments in Bath, MI, had made an arrangement with them to provide all internet and cable TV services for the complex. We had no other option. After signing up in July, I had no issues with AT&T internet service until Thursday, April 14th, when suddenly I could not access my work email through Outlook, and neither could about 7 other sales reps in my company across the country. AT&T first denied that there was a problem, even after our IT support staff of my company did a thorough check of each of our computers and our Outlook set-up, and even after we were all able to access Outlook when we went to any remote location to use another internet service provider. Now AT&T is telling all of us that we have to sign up for a \$15/month service program with their outside consultant to fix this sudden blockage. They refuse to help us.

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**Ticket: # 940899 - REPEATED INTERFERENCE****Date:** 4/29/2016 11:53:52 AM**City/State/Zip:** Columbus, Ohio 43215**Company Complaining About:** AT&T

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**Description**

I send the following attachments to you because there are people who've been causing me loss and endangering my life. There is one in particular at my residential location who has been reported by others to have accessed and opened USPS mail. She is manage,management. Also well skilled with information systems like some who live on the premises. That's who concerns me. I've handled most of my affairs with use of my Android and previous cell phones since 2014 because I realized after my Yahoo! email account was compromised (only accessed it in the property's resource office on those computers), that I was being monitored and there were efforts to steal my identity. So now repeated actions have occurred to shut down, steal it interrupt use if my cell phone and not have the ability to call for help. I just attempted within the hour to send an important email to USPS through their page as well as send emails this morning. Messages are not going through and web addresses are going blank in the field for the hyperlink when clicking the "Submit" button on my Android. No problem with first attempt. But a problem afterwards. My email account is with Google. Someone tried to steal it as well. There is often invasion of privacy with my benefits and many affairs. They do not help me here. After repeated illegal entries experienced and also losing some benefits, I don't want them in my affairs and especially I don't (as hospital professionals encourage) plan nor need to reside or deal with these people anymore. They have been trying to incriminate me since I moved here in 2011. I'm just a straight-laced disabled citizen who has no tolerance of criminal actions carried out against me. So please stop allowing these people who are in Columbus, Ohio from interfering with my device activity. I don't have the time or health to keep dealing with this. The USPS online email and confirmation are not in my possession. I only or mainly had dealings with people who are representatives of the homeless network system. I was just a domestic violent abuse victim whose housing arrangements went bad and made use of the homeless program. Once I received my funding for my own, traditional home, I was to be done with them. They keep holding on and won't let go. I appreciate what they did in crisis, but we women/people are to move onward. This rental property is linked with them. It's depressing because of being to close for comfort and I'm subjected to criminal activities. Victim. Please do something because I've lost benefits due to interferences and I know they have something to do with it. I keep losing emails and my privacy - Yahoo

(b) (6)

Attachments: 04/29/2016 USPS, FTC COMPLAINTS VIA EMAIL

""The attached is what I just reported as a continuance to a complaint submitted last night to the assigned branch regarding ALL that I'm enduring as a result of some people who've illegally interfered with my services. These same people are involved with these sickening, insane, criminal acts! Please read the attachments and take the needed actions against them because they won't stop! I was deceived when it came to moving into this new building. The women who work for the owner repeatedly carry out actions behind my back. SOCIAL WORKERS AND PROPERTY MANAGEMENT. If people are stupid enough to follow advice and commit unethical, illegal acts against disabled citizens, then they need to bring them down with them and report who told them to

do the crime! I want them out of their jobs and off the streets/out of society if they refuse to stop. So do what you're suppose to do.

(b) (6)

ATTACHMENT: APRIL 29, 2016 FTC COMPLAINT COPY

FTC COMPLAINT 04/29/2016

" RE: 72100822 Last night I submitted a complaint to your branch because since May 2015 restaurants have been delivering contaminated food orders with some filthy as well as deadly substances on the food and some beverages have been handled similarly. Not all have been this way, but there has been a pattern when it comes to dealing with some of these places who are located in the Short North/Downtown area of Columbus, OH. I've not approached this last restaurant as I did with some in the beginning- online and two via phone call. I've used a downloaded mobile app of third party food delivery services. I stopped using the websites because I noticed how some associated with my residential location were scrambling and some made references to my online activities. They couldn't figure out from whom I ordered meals nor how without a phone call call. My food service was very good again. Well due to hackers being in close proximity, I started having some problems again with invasion of privacy. In November 2015, I received my 2nd food order with body fluids from a place I never tried before -Buckeye Pizza. But they had what I needed and they were listed amongst the establishments in my zone on the app. They refused to give me my waters (much needed). I reported it to CPD because of their smothering my pizza with blood and other body fluids. Same thing done by many others who I approach for the first time. I've not used this Subway before. The third party app - Cafe Courier - chooses the restaurant franchise location. I approached them so as not to approach the restaurant directly in anger. Didn't realize the store location. Cafe said they would not allow a refund. So I approached Subway HQ and informed them about the worker(s) tainting my order. The location manager left me a voicemail. I returned his call last night. He was arrogant and sarcastically told me he was not in the business to give away money. He accused me of trying to get something for nothing. I've cancer readings as a result of what ones associated with my landlord have done to me. I've bitter anguish due to repeated acts to cause loss and death. I don't harass nor harm anyone and not know many here. I'm disabled and property personnel keep pushing me to the limit - invading privacy, mail tampering and making it difficult to keep anything-a few breaking and thefts. Criminal. I asked the Subway manager to pickup my two damaged meals - 12" breakfast sub - and please refund its cost. That's when he smugged in tone and said he wasn't going to do it and for me to do what I needed to do, because he said he doubted that it took place at his business. I was appalled that he accused me of scamming plus I told him I didnt want to bring this kind of attention to him, but he's stolen from me. I starved for 3 days before he delivered that food to me. Someone told them to do this. I need my money. I'm surviving off of SSI. I tipped 10%. The sandwich only cost \$6, but I've paid for poisoned/contaminated food. It's illegal to serve food like this. No common sense. Please make them give me my money and take this filth out of my house. I've not the health and money to go there. Please find out who's encouraging the the 3rd party services and restaurants to poison our food. I stopped staff & tenants of my building from tampering with my food supply, but now someone's gotten to these businesses and our vending machine onsite too. Please make them stop."

----- Forwarded message -----

From: "Tina Brown" <cinderellatlb@gmail.com>

Date: Apr 29, 2016 6:36 AM

Subject: FOLLOW UP TO MY COMPLAINT HQ128055021

Hide quoted text

To: <hotline@usps.com>

Cc:

Last week I filed an online complaint and then phoned your customer service to request an investigation because the people who work for the owner of the property where I reside have been often tampering with my and other's USPS mail. I'VE LOST FUNDING AND MY MEDICAL COVERAGE BECAUSE THESE PEOPLE HAVE INVADED MY PRIVACY AND I MADE IT LOUDLY CLEAR THAT I DO NOT NEED NOR WANT THESE PEOPLE MEDDLING IN MY AFFAIRS. I'VE SEEN SOME PERSONNEL WITH KEYS TO LOCKED USPS Mailboxes. That should not be the case. It took three weeks for me to receive my request from SSA. I just received it and it's

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[Ticket: # 942486 - Dish loud commercials](#)

**Date:** 4/29/2016 10:18:03 PM

**City/State/Zip:** Santanvalley, Arizona 85142

**Company Complaining About:** Dish Network

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**Description**

ALL COMMERCIALS LOUDER THAN NORMAL BRODCASTS!!!

---

**Ticket: # 940981 - Daily Internet Outages****Date:** 4/29/2016 12:17:31 PM**City/State/Zip:** Atlanta, Georgia 30360**Company Complaining About:** Comcast

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**Description**

I am a customer of Comcast/Xfinity for cable and Internet services. For the past year, there are Internet outages. I call customer service and only told that technicians are working on the problem and offered a text message for when the outage is resolved. Often, I work from home and need Internet to complete my daily tasks. Internet outages causes delays for my customers and clients because I am unable to provide service due to the Internet outages. The Internet outages have become more frequent, occurring several times a week. If technicians are working to resolve the issue then why is it reoccurring? This is very poor service from Comcast and unacceptable for the amount of money I pay monthly for the services. There is no guarantee that my internet service will work. I'm requesting the continuous outage issue to be resolved and a credit be applied to my account for this ongoing issue.

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[Ticket: # 941023 - interference](#)

**Date:** 4/29/2016 12:32:08 PM

**City/State/Zip:** Rochester, New York 14607

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## **Description**

I received a call from a Frontier Representative today name Karen she asked me why did a file a complaint, I said because I am still having interference she said we can have a tech and a manager come out on the 2nd of May or the 4th I said the 2nd wouldn't work for me then she said again why do you file complaints with the FCC I said what do citizens do when their having problems with interference she said what do you want the FCC to do I said solve the problem I then got frustrated by her attitude and said now is not a good time have a nice day and I hung up the phone

---

[Ticket: # 941117 - They wont stop spamming me.](#)

**Date:** 4/29/2016 12:55:09 PM

**City/State/Zip:** Berkeley, California 94705

**Company Complaining About:** Comcast

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## Description

I have asked this "person" ((b) (6)) five times to stop sending me emails. I have asked to be removed from their list, and they just keep sending them. I have two email address, and they send both:

((b) (6))  
[REDACTED]

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**Ticket: # 941232 - Spyware hacking my computer**

**Date:** 4/29/2016 1:23:23 PM

**City/State/Zip:** Baton Rouge, Louisiana 70816

**Company Complaining About:** Cox

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## **Description**

When I go on to the internet I get a message claiming to be my internet provider and list them by name. The message says to call 888-779-2189. When I called the attendant identified as a COX affiliate. He instructed me to go to the following web site <http://www.supremocontrol.com/>. I ended the call and contacted COX. COX said they are not working with this company.

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**Ticket: # 941935 - Current ADSL Provider**

**Date:** 4/29/2016 4:41:46 PM

**City/State/Zip:** Centralia, Washington 98531

**Company Complaining About:** Tenino Phone Company

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### **Description**

Tired with the current provider locking down their service from other better service been able to come into the area. As well want to get cable out to our area (b) (6) Centralia, WA 98531. Please help! Or at least quit gouging us with ridiculous rates for the lowest available ADSL. At least be respectful and give us at least VDSL for these ridiculous rates for the worst service.

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**Ticket: # 964445 - Quicken Financial Software****Date:** 5/8/2016 5:01:44 PM**City/State/Zip:** Seminole, Florida 33776-2142**Company Complaining About:** Quicken

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**Description**

In 2002 I bought Quicken to manage my finances. It was then a very good financial package and I managed quite well until 2015.

In 2015 Quicken made what might have seemed a small inconsequential change to MY 2002 version. Expenses, which were being saved as positive numbers under the expense Category, were changed in the middle of the year to being saved as negative numbers. Not a problem if it were done on January first, but quite a problem for year-end reporting which showed that my expenses were close to zero!

So I was forced to change software, by Quicken itself! In reading other Quicken problems it seems that a lot of people are forced to update their Quicken software, whether or not they feel the need. I, for example, could have gone on using Quicken 2002 if they had not gone to the trouble of changing it. To be crystal clear I had no updates to Quicken 2002 for years!

So I bought Quicken 2015 and then all my problems started. This version of the software expects users to just trust their bank and NOT balance anything to their own records. With a lot of changes, I managed to use it without downloading transactions from my bank and then could check it against my bank every day, which is my habit with all my financial account. I trust no one when it comes to money.

A month or so ago Quicken issued an update for 2015. I updated the software and immediately after I did that Quicken refused to open! I called Quicken support, which took a long time to find, and they tried to gas-light me! They told me that if I paid an "activation fee" (which of course I would not have needed except for their update) they would send me 2016 for free. Instead I recovered my software from before the update and it works the same as usual, barely fitting my needs.

At the same time I was on the phone with these so-called service personnel I got a virus which rendered my computer usable for only about 2 minutes at a time? I do not believe in coincidences. Yesterday my grand-son came and removed the virus, which was causing Java to replicate itself and run over and over until it used all the computing power available. In checking the user comments on Java most suggested that while Java was a good software package it was too easily compromised by others!

All these facts lead me to only one conclusion: Quicken used the web and my computer to try to raise money they would not have gotten from me in any other way. This is fraud and should be taken care of. I'm sure that they didn't just target me!

I no longer update Quicken. They just sent another update claiming there was a "problem" with the original update. Not a problem, a fraud.

I have many other problems with Quicken, but they are bad programming. This is not programming, it is fraud!

(b) (6)

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**Ticket: # 942113 - Blatent lies about File No. 888784**

**Date:** 4/29/2016 5:41:05 PM

**City/State/Zip:** Memphis, Tennessee 38133

**Company Complaining About:** AT&T

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## **Description**

I received a letter today from the FCC Appeals Bureau regarding File No. 888784.

In it, it is stated "AT&T found that the line was cut in multiple locations. The technician corrected, tested and confirmed the alarm was working. AT&T fixed Mr. xxxx's email issue by switching his format. ..."

These are false statements.

There were NO cuts in the line. The technician "changed" how the ADT security system was tapped into the INSIDE PHONE WIRE, which made no difference. I and the AT&T service technician confirmed with ADT, the alarm company, that the alarm system was improperly seizing the phone line. To stop the back and forth issues, I request that ADT switch me to a cellular connection. Secondly, AT&T did NOT fix my email issue. I switched the format, to a less than acceptable method. I then told them I would just stop using their service and go with gmail or something like that. They accepted that.

The only resolution has been on my part, by disconnecting my systems from AT&T.

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**Ticket: # 942136 - Issues with Windstream**

**Date:** 4/29/2016 5:51:40 PM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Windstream Communications

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## **Description**

I live in an apartment complex where WINDSTREAM is the only internet service offered. Not only is it slow, but my internet goes out on a weekly basis, sometimes more than once a week. Sometimes its just for a little while, in which case they have no explanation for what's wrong. I would say that 90% of the time, technical support and customer service reps have no idea what they're doing or how to solve the problem. Then there are the big outages, which also happen way too frequently. It happened again today. I have been without internet for three hours and yet they still can't tell me an estimated time that the internet will be fixed. They can't seem to give me any information. I work from home. I have to constantly worry about my job being affected by this.

---

**Ticket: # 942181 - Comcast connection keeps dropping, consumer forced to pay fee for ineffective tech support**

**Date:** 4/29/2016 6:17:41 PM

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

**Company Complaining About:** Comcast

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## **Description**

(CTR 364) Mr. Xu states that his Internet connection with Comcast keeps dropping, in spite of the fact that he paid \$40 for a technician to show up at his house and tell him that nothing was wrong. In addition, Mr. Xu pays for a modem rental and line insurance - and as such, he should be paying for coverage to prevent such connection drops from happening. Mr. Xu is asking Comcast to carry out a comprehensive check of his line, along with monitoring of his connection to help diagnose any such dropped connections.

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**Ticket: # 942317 - Unlawful Actions/Civil Rights Violations - Committed by the Williamson County Criminal Investigations**

**Date:** 4/29/2016 7:33:58 PM

**City/State/Zip:** Austin, Texas 78720

**Company Complaining About:** Williamson County Criminal Investigations Division (texas)

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## **Description**

Dear FTC and FCC,

Our investigation group would like to bring to the attention illegal network hacking and illegal GPS tracking conducted by the Round Rock Police Department and the corrupt Williamson County Investigation Team.

We have investigated a particular cell phone with the GPS and Location services enabled. This particular cell phone has been taken into Austin, Texas. We used a local news weather application that provides weather information based on the location of the cell phone GPS/Location services. For the last 3 weeks we witnessed that this particular weather application automatically defaults to Georgetown, Texas which is where the corrupt Williamson County investigation team is based out of. We reset the current location to reflect the proper location. However the unlawful actions committed by the Williamson County Investigation Team exposes their illegal activity when the device resets back to Georgetown, Texas.

At this time we are requiring that the FTC and FCC complete a FULL investigation against the unlawful actions conducted by the Round Rock Police Department and the Williamson County Investigation Team. We believe that these actions are performed due to retaliation and a personal vendetta due to the number of investigational reports that have been filed against the two corrupt organizations.

The level of prejudice and grudges has increased due to the fact the two organizations realize they are in the wrong with the law. With that said we are requesting suspension and review of the individuals involved. Normally, we have noticed when a report is filed, they act like cowards, but later start their unlawfully actions again.

They also appreciate using racial slurs towards minorities or using outside individuals to perform their dirty work or unlawfully actions using racial slurs.

Our investigations group has also witnessed these two organizations harass minorities by staging themselves as outside individuals or customers to harass the minorities using the minorities' businesses.

Our investigations team has also observed these two organizations pass or use minorities business contact information to track or to place business contact information on call list that leads the business owner to an IVR system that first states, if you would like to be place on a "Do Not Call List" press the number one. They continued this type of unlawful action for the last 6 to 8 months now.

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[Ticket: # 942421 - Unsubscribe doesn't work - Company continues to spam me](#)

**Date:** 4/29/2016 8:47:35 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Dish Network

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## **Description**

I am not a Dish subscriber, nor have I ever. Someone mistakenly registered their account with my email address.. I called Dish to have my email removed and they said they could not. It is illegal for them to continue to spam my email when I am not a customer and have made repeated requests for them to stop.

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[Ticket: # 942424 - Unwanted Spam](#)

**Date:** 4/29/2016 8:52:53 PM

**City/State/Zip:** New York, New York 10011

**Company Complaining About:** Verizon Wireless

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## **Description**

Complaint against Paypal - - I have repeatedly used Paypal's "unsubscribe" feature, yet they continuously send me multiple marketing spam emails each day. They refuse to let me opt out of their spam.

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**Ticket: # 942540 - No Internet Connection**

**Date:** 4/29/2016 11:23:46 PM

**City/State/Zip:** Plano, Texas 75093

**Company Complaining About:** Frontier Communications

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## **Description**

My ISP is Frontier Fios (Frontier bought Verizon on 4/1/16). Today is April 29th and I have not had internet since April 19th. I have called everyday since April 19th and there is still no internet. Every time I call the customer service, they keep making empty promises to bring a technician to my house. There has not been a technician at my house for 10 days. I ask them what the root of the problem is and they reply saying that they are sorry and they understand our frustration without answering my question. On multiple occasions the customer service would tell me to talk to the Fios department but I would always get disconnected. We have tried every possible way to fix the internet and the most likely conclusion is that there is a problem with our ISP.

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[Ticket: # 942586 - frointer communications](#)

**Date:** 4/30/2016 12:50:03 AM

**City/State/Zip:** La Puente, California 91746

**Company Complaining About:** Frontier Communications

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### **Description**

Worst service ever! Im currently paying for a service i dont recieve. No internet , no tv, no phone. Frointer needs to go away

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**Ticket: # 943207 - Ham Radio Interference**

**Date:** 4/30/2016 4:22:16 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

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**Description**

One of my neighbors long range radios is interfering with my internet connection. Whenever he talks onto it or does something that sounds like morse code (I can here it through my speakers) it drops my internet connection.

His address is (b) (6)

Seattle, WA 98136

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**Ticket: # 942996 - Roku commercials are TOO LOUD!!!**

**Date:** 4/30/2016 2:31:44 PM

**City/State/Zip:** Daly City, California 94014

**Company Complaining About:** Comcast

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## **Description**

Recently, Roku began adding commercials to the media stream on their News Channel. This is a selectable program that appears at the front page of the device. Once selected, the News channel presents you with current news in brief (2 mins on average) oriented towards a specific topic: local news, tech, business, etc.. The commercials that precede the brief segments are TOO LOUD!!!. I noticed that it has become LOUDER in the last week. For example: I live in an apartment and don't wish to disturb my neighbours with my TV viewing. I deliberately keep the programming volume low but now have an extremely difficult time controlling the volume because the commercials are programmed AT RANDOM. I never know when I have to run to the Roku remote and turn the programming completely off or even lower than what I have. It is startling whenever this happens and really, just disgraceful how Roku has allowed the commercial volume level to go back to the loudness before the FCC regulation. Please do something about this.

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**Ticket: # 943015 - Frontier Communications service**

**Date:** 4/30/2016 2:40:58 PM

**City/State/Zip:** Colleyville, Texas 76034

**Company Complaining About:** Frontier Communications

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## **Description**

After the sale from Verizon to Frontier, I do not have the services I pay for. Slow internet , some tv amenities not available, freezing pictures, sound stops, no on demand, no DVR function, no mobile apps. Calls to Customer Sevice involve lengthy waits, then you get hung up on or they transfer you to another department where you get disconnected and they never call back when they promise to do that. No one can help you and the only thing that came promptly was the bill.

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**Ticket: # 943246 - Yahoo Email Login and Help portal via The Internet**

**Date:** 4/30/2016 4:46:55 PM

**City/State/Zip:** Virginia Beach, Virginia 23456

**Company Complaining About:** AT&T

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## **Description**

Somebody else that's been watching and unlawfully cloning websites on the Internet, in particular the Yahoo Email login page via mail.yahoo.com and their help center for trouble logging in, has unlawfully cloned Yahoo.com's website as it pertains to their email server page. Furthermore, when I attempted to call Yahoo in California yesterday for tech support, the disguised Indian homosexual using a bogus name of Mark answered the phone and would not assist unless I had a cellular phone. Those imbeciles live in Miami, Florida that have unlawfully hacked into the computers with Internet access inside of the Kathleen Turner Chicago Public Library building for piece of shit losers and faggots that steal money from the Internet websites cloned via niggers and homosexuals that look really poor, ghetto, and have brown or black skin. Their leader is John Resulta Ward of the States of Virginia, Florida, North Carolina, and Maryland. Joann Resulta Ward paid them to break the laws as it pertains to Intellectual Property. April 30, 2016. The website that had been unlawfully cloned is www.mail.yahoo.com on the Internet

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**Ticket: # 943270 - Intellectual Property Law Violations Contact Virginia State Bar Association and Illinois Governor**

**Date:** 4/30/2016 5:09:08 PM

**City/State/Zip:** Chicago Richmond, Illinois 60606

**Company Complaining About:** Cox

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## **Description**

[https://login.yahoo.com/account/create?.lang=en-](https://login.yahoo.com/account/create?.lang=en-US&intl=us&.src=ym&.done=https%3A%2F%2Fmail.yahoo.com&specId=yidReg&altreg=0)

[US&intl=us&.src=ym&.done=https%3A%2F%2Fmail.yahoo.com&specId=yidReg&altreg=0](https://login.yahoo.com/account/create?.lang=en-US&intl=us&.src=ym&.done=https%3A%2F%2Fmail.yahoo.com&specId=yidReg&altreg=0)

**\*\*that is a cloned version of Yahoo email account signups. Look at how incredibly unprofessional that shit is. Looks as though a 5 year old retard made it.\*\***

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**Ticket: # 943320 - Local News Station Denying Public Access**

**Date:** 4/30/2016 5:38:11 PM

**City/State/Zip:** Bay Shore, New York 11706

**Company Complaining About:** Optimum

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**Description**

News 12 has suddenly decided to deny access to its news content unless we subscribe to the Optimum Triple-Play. Not only should this be illegal, but it is downright blackmail in order to fill someone's pockets. Although I connect to the Internet with Optimum Online, I can no longer view the newscasts because I don't have an "account", yet I pay my Internet bill online so I should be able to use my Optimum username and password. When I took my FCC license, the first thing in the book is "a station's primary responsibility is to the community". This is no longer the case with News 12.

---

**Ticket: # 943444 - Phone calls and messages over the internet !**

**Date:** 4/30/2016 8:31:26 PM

**City/State/Zip:** Cooper City, Florida 33328

**Company Complaining About:** Comcast

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## **Description**

I'm getting phone calls almost every day originated from different phone numbers telling me always the same message, that my computer has been hacked and that I need to call to 1-888-248-4629 so they can check my computer. I'm also getting sudden pop-ups on my monitor telling me to call immediately at the same number so they can check my unit to eliminate any possible hacking. I've been monitoring my unit with Geek Squad and they tell me they don't see anything going on the PC. Please do something about it because this people are calling me constantly and I don't know how to stop them !!!

---

**Ticket: # 943464 - potential hacking of computer and phone calls to our phone**

**Date:** 4/30/2016 8:58:44 PM

**City/State/Zip:** Sewanee, Tennessee 37383

**Company Complaining About:** Charter

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## **Description**

I am very worried that I have opened access to our computer by responding to what looked like an official notification on my computer that "microsoft" had detected potential serious hacking problems with our computer and gave me a number to call. Unfortunately, I did . This occurred about three months ago.

At that time I did call the number, spoke with someone who said he was part of the official security company base in Trenton, N.J. and Toronto. As a novice computer user, I am afraid I did respond to his instructions to let him check the security on my computer. I really do not know what kind of access I gave him, but once I saw that he was using an arrow on my computer, I told him I wanted to stop any communication. He told me that it would only cost a certain amount to install security and told me the monthly price. I again said that I did not trust this type of system; he put his manager on the phone who asked me why I did not want to continue. I told him that I was very uneasy about his access to my computer and asked to be released from any contact. The "manager" became more unpleasant. I again said I did not want to have anything to with his group and asked again to have no more contact. They did send me an email (I still have this), but I heard no more.

I was feeling some relief until I received a phone call this past Thursday from someone who sounded like the manager from the earlier contact. I said that I am listed on the "No Call" register (I am), asked them to remove my number from their list, and hung up. I was very concerned, This afternoon, (Sat., April 17) the same notice I had seen several months ago showed up on my computer. I called the number, 800-875-6182 in hopes of being taken off their list. As soon as I heard the same voice, I hung up. They immediately called back, but I didn't answer. When our answering machine picked up the call, I could hear several people with accents speaking. I did not have any actual contact with this call from them. The caller's phone number our phone recorded was 866-371-3540.

HELP! I am very concerned that this group now has access to the information on our computer (bank accounts and other information.) They are also calling me when our phone numbers are registered with the Federal "no call" list.

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[Ticket: # 943509 - Frontier Communications](#)

**Date:** 4/30/2016 10:20:18 PM

**City/State/Zip:** Oxnard, California 93036

**Company Complaining About:** Frontier Communications

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## **Description**

Horrible service. Making it hard to cancel

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**Ticket: # 943559 - unresolved repair/horrible customer service.**

**Date:** 5/1/2016 12:28:46 AM

**City/State/Zip:** Fort Howard, Maryland 21052

**Company Complaining About:** Verizon

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## **Description**

end of march 2016,started getting kicked off my internet/laptop ,smartphone and tablet saying no internet connection.on all devices in my home.i called Verizon tech support on 4/10/2016 the rep was very unhelpful,i ended the call without my issue resolved.on 4/12/2016 I had a repair appointment set up with Verizon for 4/15/2016 with a tech arriving between 4pm and 7pm.I would be home after 5pm so I left my sister at the home all morning.well 3pm I call the automated system,recording says tech will be out by 530pm.I was home by 5pm,@6pm i received no call text or email.I call Verizon recording says appointment is now for 930pm.I speak to a tech support rep he says a tech will be out by 930pm ,nothing he could do to escalate my missed arrival time.so 925pm i call recording still says 930,so am i to hope?no i call 934pm recording now says 4/16/16 tech between 8-12.I speak to a rep he tells me to wait another hour someone will maybe be out?i tell him the recording says tomorrow..4/16/2016 i call Verizon checking on my appointment ,then it was changed to 4/17/16 with tech arriving by 9am.well 4/17/16 recording says someone is coming out...didn't happen then i call and tech support rep says nobody is coming out and its a network issue.still not fixed but at that point i am exhausted and frustrated with Verizon and need a break.during the week i made attempt to request missed appointment credits at the very least as a tech support rep told me i would get 40.00 for each missed appointment (3).well the first rep that evening once i told her why i was calling hung up on me ,called right back ,2nd rep muted me for 9 mins then hung up on me the .3rd rep told me she cant give credits because "they have problems"really?.Tech support quoted me credit and the amount...my internet is in and out like dial up on all devices ,even the smartphones .Verizon had me waiting 3 times ,did not contact me by text ,email or call or a auto call and they have problems?thats all i get ??so i ask for a supervisor .spoke to supervisor have her name and id number i can provide details from these calls by the time i am called.anyway she says Verizon doesn't give missed appointment credit,no apology ,no empathy ,issue not resolved and no credit .today is 5/1/2016 my issue is not fixed.I called tech support 4/30/16 spoke to Ivan he tells me my ticket is still open from 4/17/16,he doesn't see that it was a network issue.so now i have a new appointment for all day 5/5/16 tech out between 8am-8pm he says i will not be charged for visit or any fees and i should get credit from customer service over my issue.i told him what happened before and he tells me to call customer service once fixed..what i want from this to be resolved is my issue fixed and also the 40.00 x 3=120.00 for the missed appointments.this is unacceptable on so many levels.every time my appointment was missed i had to reach out to Verizon ,not even a automated call,text or email,they just pushed out my appointment with no notification??they had me waiting 3 days in a row,then lied to me about network issue,and almost 30 days from the start of my issue ,its not fixed!commitments,promises of resolve and credit nothing has happened but wasting my time.hopefully the will come out on the 5th but I doubt it,but I will wait...

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[Ticket: # 943592 - Intermittent internet connection without any intent to help](#)

**Date:** 5/1/2016 3:16:51 AM

**City/State/Zip:** Los Altos Hills, California 94022

**Company Complaining About:** Comcast

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## **Description**

I have been contacting Comcast for nearly a month now, during which I have been experiencing intermittent internet connection. Of the nearly 10 times I have called them, they have sent a technician out once, and have not solved the problem. Additionally, they don't seem to have any interest in fixing this issue despite multiple reports and even more outages. The outages have occurred multiple times daily for ~3 weeks, and last from 5 minutes to 2 hours.

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[Ticket: # 943786 - Insane Data Caps limiting access to the internet.](#)

**Date:** 5/1/2016 2:10:53 PM

**City/State/Zip:** Idaho Falls, Idaho 83404

**Company Complaining About:** Cable One

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## **Description**

Cable One has recently instituted a 300gb per month data cap, which as anyone with any basic knowledge of the internet, is completely unreasonable. The advice the company gives is to lower the quality of all your streaming and not download anything. They have a near monopoly in my area and there is nothing the community can do about it. They know this and leverage it to their advantage.

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**Ticket: # 943980 - Ham Radio Interference**

**Date:** 5/1/2016 7:16:10 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

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**Description**

My neighbor's HAM radio is interfering with our internet again whenever he sends out some sort of pulse transmission that I can hear through my speakers. It's only started interfering with my internet connection since last Thursday even though he's been doing it for at least 25 years and ignores neighbors complaints. His callsign is W7OM and his address is :

(b) (6)

SEATTLE, WA 98136

Please do something about this, it's been interfering with our TV, radios, speakers, phones, and now internet connection; this is getting beyond ridiculous. He runs it from sometimes as early as 6 in the morning until 9 at night and has always been a major disruption.

---

[Ticket: # 944127 - Fasten CAN SPAM violation](#)

**Date:** 5/1/2016 10:14:56 PM

**City/State/Zip:** Maplewood, New Jersey 07040

**Company Complaining About:** Fasten

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## **Description**

Fasten, a ride sharing company, is violating the CAN SPAM act by providing an unsubscribe feature in their emails that does not actually remove one from their mailing list. I have attempted multiple times over the course of the past 6 months to unsubscribe, and every time I eventually get another email from them.

---

**Ticket: # 944197 - Problem with internet connection and apps don't work**

**Date:** 5/2/2016 12:04:45 AM

**City/State/Zip:** Westlake Village, California 91362

**Company Complaining About:** Frontier Communications

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## **Description**

I've been having major problems with the internet. It disconnects at random times- sometimes every couple of minutes and other times longer. I work from home and send large files to clients and when the internet disconnects, I have to start the upload again. A few times, I would have to go to Starbucks to get dependable internet service. The apps are another problem. The MyFrontier apps crashes when I try to get info and on the FrontierTV app, I'm missing tons of channels that I used to have when I had Verizon Fios. Called numerous times to the Frontier agents (the hold times are another story) with no avail. They keep telling me that everything should be fixed and to be patient. After almost a month, I'm losing my patience because it's affecting my livelihood. Thank you in advance for all your help.

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**Ticket: # 944224 - Service Drops**

**Date:** 5/2/2016 1:46:34 AM

**City/State/Zip:** Asheville, North Carolina 28801

**Company Complaining About:** Charter

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## **Description**

Good Morning,

My internet service experience frequent disconnects. When I contacted charter they said they run a test on their side and everything was ok. A technician never came out to the property. I checked my equipment and everything is in working order. Now my bill is \$52 a month and I think I should be able to get uninterrupted service. I have chosen a higher speed service.

Thank you for your help.

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**Ticket: # 944329 - Hacking of Personal Computer**

**Date:** 5/2/2016 8:48:34 AM

**City/State/Zip:** Alexandria, Virginia 22315

**Company Complaining About:** Cox

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**Description**

On 4/26/16, while on my PC a large screen with urgent notices and loud, repetitive audio message appeared stating that my PC was infected with a virus/worm. The message imitated a Microsoft help site so I felt I was safe. When I dialed into the number on the site 1-855-401-5392, a contact asked to look at my PC to investigate. After a few minutes they quoted me maintenance fees for a year, two years, etc. I quickly hung up and realized I had been scammed.

---

**Ticket: # 944488 - Verizon**

**Date:** 5/2/2016 10:37:18 AM

**City/State/Zip:** Tyrone, Pennsylvania 16686

**Company Complaining About:** Verizon

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## **Description**

We have been telling Verizon for years that we need new phone lines without any satisfaction. A year ago they gave me a ticket number and were supposed to come the next day then cancelled the appointment. Now since they are on strike, nobody can come for 10 days. I run a business from my home and it's all done online. Verizon was at my neighbors' house last week working on their lines, then yesterday, there was a dark blue van with a ladder at their house again. That's when our DSL went out and keeps blinking red on our modem. I contacted Verizon and they can't come to check things for 10 days. WE know it's their lines because every time it rains the internet goes out. We need some kind of satisfaction soon.

---

**Ticket: # 945171 - Comcast XO email platform lack of disclosure regarding beta test**

**Date:** 5/2/2016 2:10:32 PM

**City/State/Zip:** Edgewater, Colorado 80214

**Company Complaining About:** Comcast

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## **Description**

This is a formal complaint against Xfinity/Comcast regarding deceptive and destructive advertisement of a new Email upgrade rather than a beta test.

Mid- April Comcast sent its subscribers an email asking if they wanted to upgrade their email.

I agreed to the upgrade, and since then the following has transpired:

Week of April 17 – I contacted Comcast 3 times, as their upgraded email OX platform, was malfunctioning, including timing out , system errors, all causing the loss of emails. The technicians said many people have complained.

The technician informed me that the new platform was being beta tested rather than a product for consumer use. This is a very deceptive tactic to advertise a new system rather than ask for consumer approval to participate in a beta test!

Week of April 24: I contacted Comcast 8 times to resolve the ongoing email issues – technician Lisa Santana performed a system change and as a result all my emails, business contacts/address, files were lost and my emails no longer syncs with my phone. I work from home and have lost 4 days of productivity and lost wages due to Comcast's email issues.

I have spoken to 6 technicians and one supervisor, Ivan Fuentes at 720-668-8349.

As of May 2, they still have not my recovered files, business address contacts and emails!

Comcast should have disclosed to their customers that this was a beta test NOT a upgraded email system. I have lost significant wages due to their error and they have a complete disregard for my inability to work, my lost wages and productivity.

Please, I urge the FCC to investigate this issue!

Thank you, (b) (6)

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**Ticket: # 945240 - SPAM EMAIL**

**Date:** 5/2/2016 2:25:05 PM

**City/State/Zip:** Unk, Florida 33062

**Company Complaining About:** Accentleads

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## **Description**

I've notified Ellen Foster of Accentleads.com on multiple occasions not to SPAM me with her emails and she continues. I'd like to take action to formally stop the SPAMMING

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[Ticket: # 945245 - CenturyLink](#)

**Date:** 5/2/2016 2:26:28 PM

**City/State/Zip:** Vashon, Washington 98070-8660

**Company Complaining About:** Centurylink

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## **Description**

Recently Vashon Senior Center signed a contract to switch telephone and internet service from CenturyLink to Comcast. CenturyLink turned off our internet service 22 days prior to the date of Comcast install. This happened a few years ago also when we were going to change service providers so we stayed with CenturyLink just to get our service back up. This practice seems not only incompetent but punitive. I believe that it is an attempt to get us to cancel the change over to Comcast. This is a very bad business practice that should not be allowed to continue.

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[Ticket: # 945564 - Frontier Communications interruption in service](#)

**Date:** 5/2/2016 3:44:44 PM

**City/State/Zip:** Whittier, California 90602

**Company Complaining About:** Frontier Communications

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## **Description**

When Frontier Communications took over customers of Verizon I was without internet service to my business from April 8 - 14, 2016. I spent countless hours on the phone trying to get a technician out to my business and could not get any help. I have spent no less than 10 hours on the phone trying to reach them and trouble shoot the problem and lost countless business as a result of not having phones at my business. Not once has anyone at Frontier apologized for the interruption or offered an explanation as to why the service was interrupted or why it took so long to get someone out to fix it.

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**Ticket: # 945762 - Lack of Services Internet TV Phone**

**Date:** 5/2/2016 4:36:35 PM

**City/State/Zip:** Murrieta, California 92562

**Company Complaining About:** Frontier Communications

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## **Description**

Loss of TV channels over 68.. not working since April 06 2016 repeated calls being lied too.I was told the last time I called 4/27..that they will send a technician out to my home on 5/2/16 from 8 to 12. I called after 12 because he didn't show up I was then told no one is coming to my home they are fixing the problem outside my home and if they have to come they will call me and I will be charged a service fee! They still have not corrected my billing.Phone calls are being dropped internet goes on and off through the course of the day over 68 channels not able to view..all this taking place since 4/6/16 till present.

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[Ticket: # 946154 - Report of child pornography](#)

**Date:** 5/2/2016 7:18:43 PM

**City/State/Zip:** Azle, Texas 76020

**Company Complaining About:** T Mobile

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## **Description**

Child pornography videos being displayed on this site(wetplace.com)

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**Ticket: # 946244 - Internet Service that does not meet Broadband requirements**

**Date:** 5/2/2016 8:20:31 PM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

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## **Description**

I pay for Comcast Xfinity (because there are literally no other options in my area - hooray monopoly) 75mbps down and 15mbps up and I had 0.15mbps upstream, and 3mbps downstream and regularly lose connection to essentially every program that requires a stable internet connection. This happens every single week. I've reached out to their support line with ZERO feedback, or response. Sometimes, the internet works, which of course, I don't need to let them know it's working, but most of the time, I have serious issues which they won't even acknowledge exist! I've reported issues to them asking them to please get back to me and try to take the "catch more flies with honey" approach but apparently I need to do what? Take a \*\*\*\*and the flies should should come swarming? I'm furious about this so pardon my language but what is going to be done to ensure that this horrible practice ends. I'm paying for a service, and I'm not receiving that service. That is fraud, is it not? What are my options and what can you do?

---

**Ticket: # 973074 - Comcast Cable Complaint of Service**

**Date:** 5/11/2016 6:16:49 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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## **Description**

I have had deplorable service from Comcast for the last 17 years. In the latest example I called them (always have to start with low-level rep in Mexico. I started to explain the issue of slow internet, no incoming phone service and a modem that keeps resetting causing me time and aggravation. I also told the rep that I had already tried resetting the modem. During the conversation he reset it again without asking or telling me and it caused my phone line to drop.

I then had to call back get through the low-level person to a supervisor named Maria. I told her about my issues with slow internet and my cable modem that would reset and no incoming phone service. She said that she would set up an appointment for a service call to replace the modem. I asked her if there would be a service fee and she told me there wouldn't. I said that I have heard that before from many others and have never received a call back. She said, "don't worry" she would follow up with me by phone and if there was any charge for the service call she would take it off my bill.

On 5/10/16 a technician came out and found that the amount of service on my account was showing 55 GB at the start of the month but the horizontal usage bar on my computer was almost 2/3 full which meant it was showing way more than I was actually using (see attachment).

I asked him what that meant and he said it appeared I was being "throttled" and showing way more use than the 55 GB should have shown on this bar. He said it was a problem on the back end and he would have to check on this and promised to get back to me.

Today, one day later that bar was showing 60 GB of usage and I am at a loss to know why? I don't stream videos on my computer and only use it for email, internet surfing, etc.

I called Comcast again and asked for a supervisor (Arthur SS9). I explained everything to him and asked if the previous supervisor made notes. Instead of looking he asked me what the problem was. I said I did not get a call as promised from the previous supervisor and that she said I was not going to be charged for a service call. He said that they can't determine that and that is why they offer a \$70 fee in case the problem wasn't originated with Comcast. I explained that all that is fine but that is NOT what I was told. I relied on what somebody told me and if she made notes, as she promised, that this would be in there. Arthur then conceded that such information was in the notes but not that this person promised to call me back. I said she did and if they go back and review the tape, they could hear it.

He said I would not be charged but again admonished me that if I paid Comcast another \$70 then I would be covered. This is another insult and way of Comcast using outsourcing to reduce their expenses, provide inferior customer service and increase their profits.

I then told him about the problem with my internet usage showing more than I am actually using. He said he could escalate this to a level 2 person but that they would not call me back. I asked how I would know if the problem is fixed and he said that I could call them back in a week--UGGG.

He said he would document this in his notes and then said (after saying he would not) call me back if he heard anything about the issue being fixed.

Once again after spending valuable time and energy on the phone with Comcast Mexico I do not have a satisfactory resolution to this problem and am close to being at my maximum level of usage which, of course, is totally in error.

I am requesting that you investigate this on my behalf as I have no hope that Comcast will do anything to help me.

---

**Ticket: # 946401 - Packet Loss and Unanswered Support Requests**

**Date:** 5/2/2016 9:38:40 PM

**City/State/Zip:** Fort Lauderdale, Florida 33304

**Company Complaining About:** Comcast

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### **Description**

I've tried multiple times to reach out to Comcast Xfinity support to help me with severe packet loss and they will not help me. I don't know what to do.

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[Ticket: # 946447 - Internet ads](#)

**Date:** 5/2/2016 10:24:59 PM

**City/State/Zip:** Reseda, California 91335

**Company Complaining About:** Time Warner

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## **Description**

Any time I get to into a website like MSN, there are so many ads, most of them with disgusting pictures of medical conditions like skin conditions or other disgusting pictures. Some of the ads move when I scroll through the pages, some ads occupy the entire page. Any internet user should have the option of deleting disgusting ads permanently from the websites like msn, yahoo or google so that people are not forced to look at the disgusting ads every time the page is opened. Thank you.

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[Ticket: # 946568 - Frequent Disconnects](#)

**Date:** 5/3/2016 12:57:12 AM

**City/State/Zip:** Pryor, Oklahoma 74361

**Company Complaining About:** AT&T

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## **Description**

Frequent disconnects during the day, night, and particularly during storms. Technicians have come to the area and home to fix, but issues persist. Speed will drop before complete disconnect and will not return for significant time.

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**Ticket: # 946644 - Charter gall**

**Date:** 5/3/2016 7:40:21 AM

**City/State/Zip:** Glendale, California 91207

**Company Complaining About:** Charter

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## **Description**

A corporate charter representative called yesterday to brow beat me again. It's my equipment he now says. My equipment are two laptops and a desktop that get no signal in various rooms in the house. So I already pay for an additional signal to the studio bringing my monthly bill to about \$200 with the charter monopoly.

Monopolies don't innovate. They don't care you've been a paying customer for thirty years. They only care about squeezing you dry because they can. To have a regulatory agency like the FCC with no teeth only compounds the problem.

---

**Ticket: # 946772 - LOUD COMMERCIALS ON MSNBC STREAMING BROADCAST COMMERCIALS**

**Date:** 5/3/2016 9:11:59 AM

**City/State/Zip:** Green Cove Springs, Florida 32043

**Company Complaining About:** Streaming Wifi Thru All Local Providers To The Public

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**Description**

We watch MSNBC and have been very offended by their volume on a few commercials they stream over the internet cable providers. We have observed their MORNING JOE program for weeks on internet via internet (which they provide as a service to their cable subscribers. They have one particular AD where sponsor SANDALS Resorts plays commercials at double the volume of all other commercials! It literally has damaged speakers we have played it through. Thanks for investigation.

---

[Ticket: # 946806 - 2005 Bush Administration Investigation /Surveillance](#)

**Date:** 5/3/2016 9:28:20 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you address members of media, tailgating me around my apartment. I continue to be under surveillance by the media. I have been in surveillance 13 years.

Could you close the surveillance.

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**Ticket: # 946811 - 2005 Bush Administration Investigation /Surveillance**

**Date:** 5/3/2016 9:33:14 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Could you not continue to allow the media to track me around the internet. I have been cyber bullied, websites tampered with, while I visit the website, and privacy invasion while I shop online, interference while I shop. I rather the media isn't aware of my internet activity to shopping websites. There is a invasion of privacy to every website I visit.

Could you close the surveillance.

---

[Ticket: # 946936 - Internet service](#)

**Date:** 5/3/2016 10:35:13 AM

**City/State/Zip:** Studio City, California 91604

**Company Complaining About:** Time Warner

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## **Description**

Time warner internet drops out multiple times daily. This has been going on for months. TW needs to address capacity in my neighborhood. It is unethical to take our money and not provide the service.

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[Ticket: # 947262 - Interruption of Internet](#)

**Date:** 5/3/2016 12:10:24 PM

**City/State/Zip:** Cerritos, California 90703

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier took over Verizon's internet business. Now I have intermitted connection. I work out of my house and I need the internet. It's been 5 days of screwed up service and my clients are complaining. Contacted Frontier and working with their phone support have not been able to resolve the issue. I shouldn't have to pay for service that I did not receive.

---

**Ticket: # 947011 - un wanted daily E-mails**

**Date:** 5/3/2016 11:01:32 AM

**City/State/Zip:** Neshanic Sta, New Jersey 08853

**Company Complaining About:** Comcast

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### **Description**

Sir I have filed this complaint twice before I get daily job postings from job.com I never requested this I'm retired and havent looked for employment in over 50 years I've tried to unsubscribe from this website they have some sort of block on it I have E-mailed them twice no response I have called them only to have them hangup on me this is going on 6 months now I'M SICK OF THIS AND i WANTED IT STOPPED!

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**Ticket: # 951565 - Optimum Cable and disconnected Internet****Date:** 5/5/2016 8:45:54 AM**City/State/Zip:** Boynton Beach, Florida 33436**Company Complaining About:** Optimum Cable

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**Description**

In November of 2015 my modem/router was switched out. I work as an IT contractor for Kreitzman and Kreitzman CPAs and was asked to setup VPN access for the company. I have received information about the external IPs which were static and I was able to setup a firewall/vpn device for external access. Everything was working perfectly and as I live in Florida and my client is in NY this was idea for not only myself but the employees of Kreitzman and Kreitzman who, when they go to a clients' office, can have access to their information on their servers in house.

On May 3rd, 2016, I received a call from Kreitzman and Kreitzman at about 4 pm. They explained that the internet was down and they had no remote access and no one could get out. I asked if anything had happened they told me there was a quick power outage but everything came back fine. I instructed them to call Optimum to find out if things were ok. They did and Optimum Cable told them that everything was functioning on their end, nothing was changed and it must be their equipment. I had tried to talk my client into getting into the VPN firewall and they could not because it was giving a strange error about the SSL certificate. Optimum told them that that was probably the issue. I didn't buy it. We left off that Optimum was going to send a tech out the next day because the employees were visiting a new client and needed the VPN to be up and running.

On May 4th I called the office of Kreitzman and Kreitzman to find out what had happened. They changed the router and still they had no VPN and no Internet access. I had asked my client if anything had changed and I was told that Optimum technical support was in fact in the router and that everything was fine.... Once again I didn't buy it. After being on the phone with my client for quite a few hours, we discussed getting a new firewall/vpn router. We tried but nothing was available instantly. I decided to try to have my client delete the SSL from the browser and try to access the VPN Firewall - I had to send instruction to his phone. Upon deleting the SSL they were able to gain access to the VPN firewall. I had them check the WAN status and it was down. That was the issue. Again I questioned if anything had changed and that answer was the same Optimum Cable was in the router and they said nothing changed. I had them check the IP's again and they were in-fact different. That was the problem! Optimum Cable shut off the original static ip's which cut off their internet service. I had the call Optimum Cable to find out what was going on. The explanation I received was the following... They switched the public IP addresses in November of 2015 when they changed out the router/modem. They never informed the client of the new IP address change. The ip's were put back into a pool and the old router was refurbished and given to another Optimum Cable Customer - those IPs that were assigned to Kreitzman and Kreitzman were still associated with that old router as well as the new router that was replaced in November- so basically there was an IP conflict and Optimum just disconnected the Public IPs from Kreitzman and Kreitzman's new router without informing them of this change. Optimum explained that in fact Kreitzman and Kreitzman has 2 different public IP's and they weren't supposed to have that. Optimum never informed Kreitzman and Kreitzman that a) the Public IP's were changed in November b) on this new router they were assigned new IPs but the old IP's were still associated to the account.

c)Optimum decided to just cut off the Internet from Kreitzman and Kreitzman without any explanation. Instead of explaining the situation, they tried to convince them and me that the problem was with our netgear firewall. And in fact Optimum tried to sell us their own firewall! They were absolutely wrong about not informing us, going into our router without our knowledge or consent and deleting our Public IP's. WE WERE NEVER informed by this company of any changes until I found out by accident when I was able to gain access to the firewall. This is entirely irresponsible on Optimum Cables, part not to mention the loss of business revenue as a result of not being able to remotely log in and the time and effort of office staff and myself to try and figure out what happened.

As an IT professional for over 15 years, I work for a major hospital in South Florida as a Network Engineer/Administrator, I'm an MCSE, I've studied CCNA and in the process of CISSP I find this highly unethical that a company just makes a change like that and effects a business for two days and tries to convince them the problem is the equipment on their end! Yes it was a mistake but a costly one for the company and I believe that Optimum should be held responsible.

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**Ticket: # 947152 - Potential Jamming of Wi-Fi and Cell Signals****Date:** 5/3/2016 11:44:53 AM**City/State/Zip:** Orlando, Florida 32824**Company Complaining About:** Bright House

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**Description**

For the past three years I have had trouble getting a wi-fi signal in my condo even though the area is a large metropolitan area - Orlando My neighbors have to go outside of their condos to pick up a cell signal. I was able to overcome it by purchasing an AT & T Microcell Tower. In addition, I have had at least 10 service calls to my house related to wireless interference issues with my home security system. The technician came out today and ran a scan to see why I am having interference with my wi-fi signal for the home security system. He found that there was an interference signal of equal strength consistently across all of the Wi-Fi channels. He said the interference was not coming from inside my condo. It was outside my condo and was of the same amplitude across all 11 channels. I researched this on the Internet and it appears to be the type of interference wave that would be generated if someone was operating a wireless jammer.

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**Ticket: # 947281 - re: Scam**

**Date:** 5/3/2016 12:15:10 PM

**City/State/Zip:** Cave City, Arkansas 72521-9578

**Company Complaining About:** Excede Or Wild Blue

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## **Description**

While on the internet, a scam for cleaning one's computer jammed my computer and forced me to call a number to talk to "Virus Eraser". Their phone number is 888-723-5864. They said that my computer was working slow and that I could get in cleaned up for the amount of \$199.00. They ask for remote access into my computer to check for viruses and malware and adware etc. I allowed them to do this so that my computer would not be jammed. Then they offered me a lower price because I answered some questions reducing the price to \$99.00. I told them I had only 25.00 to my name. They said to call back when I could afford it.

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[Ticket: # 947396 - Yahoo refuses to address hacked email](#)

**Date:** 5/3/2016 12:44:53 PM

**City/State/Zip:** Kemah, Texas 77565

**Company Complaining About:** Yahoo

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## Description

I got notices on my alternate email that my Yahoo email ((b) (6)) that I needed to change my password. When I tried to log in, it wouldn't accept the old password nor allow me to change it. I called Yahoo (Feb. 19, 2016 at 5:24 pm CST) and they told me my account had been hacked. I asked them to delete it and they said that Customer Service couldn't delete an account and that Tech Support would call me. No one ever called.

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**Ticket: # 947757 - Century Link Fail**

**Date:** 5/3/2016 2:14:38 PM

**City/State/Zip:** Chanhassen, Minnesota 55317-9598

**Company Complaining About:** Centurylink

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## **Description**

Since last year I have made several attempts to get to the bottom of why our internet connection is so slow. Each time I call Century Link, the phone call is a minimum of one hour long, and usually longer. I was instructed to replace the router, so I did, based upon Best Buy's recommendation, I purchased what one I needed. It is now nearly 6 months later, and problem continue to exist. I tried to "UPGRADE" the Mbps, but it seemed not to be working, so I (once again) made the attempt to get the problem resolved with Century Link. After a 20 minute wait on hold, I spoke to an agent. She was very kind, but obviously foreign, and she seemed to think that the router I had was incorrect. So, I said I would like to purchase the correct one. Put on hold once again (for 20 more minutes) I got another agent. This one had very broken English and I wondered if she even knew what I was saying. I told her I needed to purchase the correct modem and then upgrade my system so that we could have uninterrupted internet service. She put me on hold again. (20 minutes more). She then informed they were having issues with their own system and asked to schedule an appointment to call me back. 6:30 PM was the agreed upon time. By 8:30 PM, still no call from Century Link. I assume they decided to not help me.

I merely need to get our internet up and running, properly, as I run a small business from my home office. If there were other choices for internet providers, I would like to know, as these guys are not helpful.

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**Ticket: # 947805 - Cell phone Hacking****Date:** 5/3/2016 2:25:10 PM**City/State/Zip:** Stockton, California 95209**Company Complaining About:** Verizon Wireless

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**Description**

I have Been with Verizon, Sprint, Metro-Mobile and then back to Verizon again, because someone is disconnecting my phone calls in the middle of our conversations. If I use my credit to purchase something on my cell phone or my landline phone , the Credit card gets used within the following Day. I have Google Lookout from the Play store installed on each cell phone and it shows that my cell phone is at my neighbors Home within 300 feet away. My phone has turned up at 2 other Phones in my Neighborhood. My PC has been hacked so many times that for over 2 months I had no internet and my email is being used to buy different products that keep showing up at my Front door. My cell phone security password has been changed more than I can count as swell as my passwords to my voice mail. I left Verizon because every time I tried to call someone, my phone call would get dropped. I receive unknown phone calls that I don't answer. When I call that phone number back, I says the Phone the Phone number is not an active number or it just says that that phone number is no longer a valid Phone Number. This has been going on since the first week of December and still continues to be a constant source of irritation. I have Contacted the Police , the FTC, The IC3, and the FBI in Stockton CA.,. Is there Any one who can help me with these Problems.

Sincerely, (b) (6)

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**Ticket: # 948259 - Spoofing Texts, Phone Calls, and E-mails****Date:** 5/3/2016 4:36:11 PM**City/State/Zip:** Colorado Springs, Colorado 80922**Company Complaining About:** Centurylink

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**Description**

I am writing to address the practice of "spoofing". When used to harm and control others, to harass and threaten, to isolate people from other people, to stalk people, it becomes a criminal case. The problem is, it is difficult to prove where the communication originates. We have been harassed, myself, my husband, and my son for three years. It has taken that long to get law enforcement to recognize the problem. Harass is not an adequate word when you are talking about DAILY pummeling and threats from a deranged woman. It becomes difficult when a victim has to make a report to a new officer unfamiliar with the case. They tend to say something like, what's the big deal? The big deal is that spoofing has controlled our lives and we are now fearful. This woman now has 4 felony charges, 3 for stalking, and 3 restraining orders. The problem is, she DOES NOT CARE, after all that she has resumed her battering and again, under spoofed numbers and made up names. We are now starting from the beginning to show that she is violating probation. She should be in prison. Spoofing is more than consumer fraud and stolen identities, and practical jokes, it is criminal stalking and the source of the communication must be visible to victims and law enforcement. Something has to be done about this. When following recommendations for stalkers, we are now at this step: take self defense classes. How does that help an elderly woman with osteoporosis when an aggressor would have to be in your personal space? We are law-abiding people and will remain so, but spoofing needs to be addressed in increasingly vigorous ways. Victims of this type of malicious activity need to show where the call, text, or e-mail originates.

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**Ticket: # 948831 - Loss of Phone, Internet and Television Service from Verizon to Frontier**

**Date:** 5/3/2016 8:28:44 PM

**City/State/Zip:** La Verne, California 91750

**Company Complaining About:** Frontier Communications

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## **Description**

I am a small business owner who conducts business out of my home. I have been without phone service and internet from 4/23/2016 to the present (intermittent service) as well as no television service. Being without a phone and internet service is a HUGE disruption for my business and I am unable to conduct business as usual which will have an impact on customers not being able to reach me and my income.

My 2 business lines are connected to my internet service so I am unable to receive/make phone calls from my business lines. I am also not able to fax, scan or email which makes conducting business impossible. My business software is on the cloud and can only be accessed by the internet. I am also not able to print invoices or do anything with my customers as I am unable to access my business software.

I also have a foreign exchange student and as part of my contract is to provide them with internet service so they can do their studies and homework. This may cause me to lose the income I receive from my foreign exchange student and hinder me from getting any in the future.

Frontier has been promising everyday that they will have someone to come out and address the problem and as of today, they have not come out or called me in regards to the disruption in my service. They have hung up on me multiple times when I have attempted to speak with. They should be able to communicate to me what is going on with my situation and when they will be able to come out and address the issue. This has been extremely disruptive to my business and personal life.

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**Ticket: # 948886 - Complaint against Frontier Communications**

**Date:** 5/3/2016 8:53:44 PM

**City/State/Zip:** Long Beach, California 90814

**Company Complaining About:** Frontier Communications

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**Description**

Ever since Frontier took over my Verizon FIOS account my service has been interrupted. I call CS and technical support rings and rings until they hang up on me. I got a hold of someone once and I could not understand their English, they had a strong Indian accent. So CS tells me they will call me back and they never did. I currently can't get a hold of anyone and my Internet and Cable TV is not working and meanwhile they are charging me for service.

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**Ticket: # 949007 - Electronic harassment**

**Date:** 5/3/2016 10:49:29 PM

**City/State/Zip:** Albuquerque, New Mexico 87112

**Company Complaining About:** Comcast

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## **Description**

Could not determine where to file this complaint under.

This is a request for the FCC to send a monitoring truck to my sister's home to record the transmissions of different types of unknown electronics from her neighbor to stalk, harass, and we believe can harm my sister physically. She owns her home and the neighbor is a renter. These homes share an adjoining wall. If the FCC is unwilling to provide the monitoring truck then what steps can be taken to prove that this activity is happening? What equipment needs to be purchased by us and who needs to take the readings? Will the FCC accept my sister or my taking those readings or who has to do the readings? My sister is willing to have a person to enter her home to either experience or take readings under the proper conditions.

The landlord is intimidated by his renter and his only concern to this point is getting his monthly rent payment and not having his rental home damaged by this renter. He had shown no willingness to help until this past month and as of last weekend still considers the renter to be in good standing with him since his father makes the rent payments on time. Landlord asked a New Mexico State Police Officer friend of his to help deal with the harassment and complaints of my sister that she has been making since December 2015. However, a resolution has not been made.

My sister had called the Albuquerque Police Department several times and went to the substation two other times to complain to them of the renter. They did send out police officers one time to speak to the renter about the complaint but there were no results. They have refused to help since. She tried to speak to the renter, but he threatened to make her move out of her home instead of him stopping his attacks. She has tried to protect herself in her home by whatever means possible. At this point she is only able to visit her home daily since the harassment is so intense for the past three weeks.

Description of Activities and of harassment:

Prior to present activity the renter did hack into the Wi-Fi of my sister system. He was playing his music very loudly which started up with the same song. Like from a play list. My sister suspected he was stealing her Wi-Fi and one day pulled the plug on her Wi-Fi router and the music the renter was playing so loudly stopped after a few seconds. This happened a few more times with her pulling the plug on the Wi-Fi. One day when she pulled the plug she overheard him apologizing to his girlfriend that he did not know the Wi-Fi was going to be down and confirmed to my sister that he was stealing her Wi-Fi service. She has changed the settings on the Wi-Fi to prevent future hacking. She has also hardwired the system to her other computer components and telephone and does not use the Wi-Fi feature on the router. When his equipment is running and if her hardwire from the router touches the floor then her iPad does not work. She will have to make sure hardwire is off the floor. If his equipment is not running and hardwire is on the floor her iPad works.

The renter starts his harassment when he gets home from work from three pm to five pm and continues to about eleven pm to one am. Then he starts back at three am and continues until either she leaves for work. When he is home and thinks she is alone then his equipment is running. If he thinks she has a guest then he will turn off his equipment. His front outside cameras are pointed so that he could see any one coming to the front door.

There is a type of white noise with a high pitched ringing imbedded in that noise in the ceiling that is not very loud but will cause twenty four hour lasting ringing of a person's own ears after leaving the home. There is in this white noise an intensity of reverberation from light to oppressive. This is a constant noise. Also this noise provides the ability to hear him walking and or moving around in his house which was not present before he moved in and started this noise up.

The attacks and tracking start with the sound of two or three taps sounds. One on the upper wall of her living room, one on hall way to the bathroom and either one on the hallway near her bedroom. If she physically moves after the tap sound, he locates her right away and starts the attacks. If she holds still then he needs to work to locate her.

The renter is able to track my sister entering and leaving her home by her cell phone. If she enters her home with the cell phone out then the attacks begin right away. If she places her phone in a metal taped bag that blocks signals then he may not know right away that she has entered the home. Her home phone has had problems even to the point of not being able to get a signal.

She purchased some small lights that run on batteries and placed three in the kitchen. Also purchased a package of batteries for those lights. All these lights batteries are from that same package. One on the cabinet across from the refrigerator, one on above the sink and one a little farther down the kitchen. After two weeks the one across from the refrigerator still is working. The other two lights the batteries have run down within 2 weeks to the point the lights did not work until new batteries were placed in them. What could drain batteries is such a short period of time? Many nights she has heard his voice in different places in her home and at times the voice of a female also telling her a story of her doing certain activities that she has never done. That she would give all her possessions including her home to him.

Main attack is the presence of vibrations of different strengths directed on her. These vibrations are through the wall of the home and do not vibrate items in the home, they just vibrate her. They can be light on an ankle or very strong directed on the body or directed at the head. Since the renter has been able to track her in her home, he just finds where she moves to and put the vibrations on her again. During a night she has had to move from one bed to another to get any type of rest.

Other attack is sudden heat. One moment your temperature is fine or even on the cool side and suddenly hot. If this devise is placed on you while sleeping and do not wake at that time the effects last for days. A number of times she has woken to having her head hot on one side only, with that side of her head being red for hours and painful to touch for days afterwards. After having even one of these heat attacks we have experienced diarrhea for the remainder of the day and into the next. There is a new attack that my sister has experienced for only a few days. He has told her to lay still and accept the laser. When he uses this item on her she reports feeling ill and nauseated. She has left right way because of the intensity of this thing.

Last week she did hear something moving in her ceiling in the area where the white noise is heard. He was in his home at the same time. There are no coincidences with activities any more. There only seems to be a one to one purposeful correlation.

The neighbor directly across the street from the rental has reported seeing colored lights coming from the direction of rental. Neighbors west of my sister's home have reported hearing strange noises from time to time.

I recently found on the internet, some DJ type equipment called "parabolic directional speakers" that can transmit sound to only one person that it is directed at and focused to and only this person hears what is being transmitted. The parabolic directional speakers have the greater ability to send sound over a farther distance in a narrow beam and travels by waves. If the renter is using this technology, he is being abusive and using it inappropriately towards my sister.

We can only make guesses as to what this equipment could be or what type of monitoring equipment we could even be purchased to prove what he is using. We need your help desperately. I beg you for your help sin

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**Ticket: # 949020 - Constant interruption of Comcast internet service-616 E St, NW Unit 910, Wash, DC**

**Date:** 5/3/2016 11:10:11 PM

**City/State/Zip:** Washington, District Of Columbia 20004

**Company Complaining About:** Comcast

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## **Description**

Since signing up for internet and cable in November 2015, purchasing the modem and router recommended by Comcast, we have had constant interruption of internet and cable service. Untold numbers of telephone calls and multiple service calls have resulted in nonsensical conversations with individuals who clearly have no idea of the technological issues occurring nor have any information regarding the local outages and issues affecting service within the United States. The problem remains-we do not have reliable internet or cable service. We have spent hours on the phone with supervisors (mostly script readers from foreign countries) who have promised a solution, to no avail and hours with technicians in our home who keep telling us "the last technician set things up incorrectly" .We pay our bills diligently. We are deeply dependent on the internet for our professions. I am an attorney and my husband is an interventional cardiologist. We have been tossed around by this company, Comcast, since we have moved to DC in November and no one in the company has given us a satisfactory answer as to why our internet service repeatedly fails. We cannot get through the morass of incompetent customer service representatives to get a decent answer to this problem. It is incomprehensible that a company can fail to provide a service or service solutions for which it demands consistent payment. I have called an average of two times a week since contracting with Comcast for these services. They have set up a system where no customer can expect a resolution-smoke and mirrors.

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[Ticket: # 949090 - Frontier lack of service](#)

**Date:** 5/4/2016 1:10:22 AM

**City/State/Zip:** Long Beach, California 90815

**Company Complaining About:** Frontier Communications

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## **Description**

Since the takeover of Verizon, April 1,2016, by frontier... We have had spotty TV reception and loss of contracted services. Intermentent phone service and complete lack of service. And total loss of INTERNET service. Resulting in drastic over charges for data on separate cell phone provider. And numerous incidents regarding contacting frontier and waiting for technical support, both on the phone and in person. Both of which were nonexistent. We finally went through the inconvenience of changing carriers. By use of the plural of carriers, since Verizon had the MONOPOLY in our city we had to use multiple services to get satisfaction for our phone, TV and internet use.

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[Ticket: # 949530 - WiFi Jammed at School](#)

**Date:** 5/4/2016 11:18:17 AM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** N/a

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## **Description**

I represent Fusion Education Group. One of our Manhattan schools is experiencing a wireless deauthentication attack, preventing any staff or students from accessing WiFi in our space. I have attached documentation for your reference. It includes contacts as well as information discovered by a hired vendor and Cisco.

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**Ticket: # 950025 - Comcast is a terrorist!**

**Date:** 5/4/2016 1:37:06 PM

**City/State/Zip:** Washington, District Of Columbia 20019

**Company Complaining About:** Comcast

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## **Description**

My phone is NOT WORKING! When I pick up my landline I am not getting a dial tone. Not only am I not able to make calls but I am not able to receive them as well. For the past month I've been talking to Comcast with this issue and it has gone unresolved. As of today, I was trying to call Comcast about the problem for 24 hours. But since my phone wasn't working I've had to wait. I could not even email them about the problem because the Internet was also not working. Today when I spoke with them for more than an hour about the issue I was hung up on! When I called back I was told that I could not be connected to a supervisor for further assistance.

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**Ticket: # 950131 - Unacceptable**

**Date:** 5/4/2016 2:07:57 PM

**City/State/Zip:** Manhattan Beach, California 90266

**Company Complaining About:** Frontier Communications

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## **Description**

Im sure all I have to write are the words "Frontier Communications" and you can probably copy and paste the millions of other exhausted, frustrated and furious customers' stories into this field because its the same. Hung up on, stood up, made to wait, miss work, unable to have phone access along with internet. This is my place of business when out west for work. . .

Hours upon hours of my time spent trying to understand why Ive been paying for a service that Im not receiving and then rather than rectify or work towards a solution, we are put on hold and treated as if our business doesn't matter. And do I blame Frontier? Yes, a lot. But Verizon is no innocent party, and neither is the party that allowed this takeover to happen. People have school work and jobs and lives. How is this acceptable? Please help. I cant do this anymore without losing my cool on the poor employees that are equally in a very unfair situation, or the non English speakers that don't even know what the problems are because they don't speak the same language. Its a mess.

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[Ticket: # 950413 - Interferences/Deauthorization of attack](#)

**Date:** 5/4/2016 3:31:07 PM

**City/State/Zip:** Ny, New York 10023

**Company Complaining About:** N/a

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## **Description**

We are a private school that is currently under a deauthorization attack from a neighbor. We have been without our Wi-Fi now since April 11th. The attack is causing sever disruption to our students, our teachers, our administrative staff and our daily operations. We need support in identifying the guilty party and taking necessary legal action to not only stop the attack, but also to seek justice for this severe disruption to our operations.

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**Ticket: # 950458 - Ham Radio Interference**

**Date:** 5/4/2016 3:44:13 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

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**Description**

Our neighbor is doing it again. He's doing some Morse code pulse thing through his HAM radio (I can hear it through my speakers which are 100 yards away from him) that cuts our internet connection whenever he does it. He's always done it for years and years but about a week ago it started cutting our internet connection. His callsign is W7OM and address is:

(b) (6)

SEATTLE, WA 98136

He will not listen to neighbor complaints and has kept up doing this for over 25 years, knowing full well he interferes with neighbors phones, tv's, and other electrical equipment.

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[Ticket: # 951061 - No service for days](#)

**Date:** 5/4/2016 6:52:49 PM

**City/State/Zip:** Flower Mound, Texas 75022

**Company Complaining About:** Frontier Communications

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### **Description**

I have had no service for days and no one can come out for a week so I can't work and kids can't do school work

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[Ticket: # 951145 - Microsoft Windows 10 Forced Upgrades over the Internet](#)

**Date:** 5/4/2016 7:42:49 PM

**City/State/Zip:** Santa Maria, California 93454

**Company Complaining About:** Comcast

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## **Description**

Microsoft Inc. is forcing individuals and businesses that have previous versions of Microsoft Windows to upgrade to their current version Windows 10. Microsoft is continuously cost us money in dealing with the forced installation and de-installation of their software. We are a small business and do not have the resources to deal with this interference with our business. Not all of our business application programs are compatible with Microsoft Windows 10. What can we do to legally to stop Microsoft from continuously pushing their software (Windows 10) onto our LAN workstations? COMCAST is not our problem. Microsoft is!!! Please help!!!

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**Ticket: # 951420 - Possible retaliation**

**Date:** 5/5/2016 12:38:46 AM

**City/State/Zip:** Magna, Utah 84044

**Company Complaining About:** Telmate

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## **Description**

Since I filed a complain against this company recently, I have since noticed that now when using the message communication (within the same services of my other complaint video/message) they are being delayed in delivering them. I know that the message system is sending them back and forth however, just mine are delayed. I have been using this service for a few years, and this is the first time its been happening. I asked them what was going on, and they said the other party had to approve them, again never happened before, and apparently still happening. I am unsure of what if any information has been sent to them however, to trigger this response.

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**Ticket: # 951752 - My computer was locked so I could not use it unless I called a certain phone number and paid for services to unlock it.**

**Date:** 5/5/2016 10:43:02 AM

**City/State/Zip:** San Angelo, Texas 76903

**Company Complaining About:** Sudden Link

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## **Description**

While I was using my computer, it suddenly locked up and a page appeared on the screen telling me that I had violated the cyber security law of neglectful use of my personal computer. The screen said my computer had been locked to stop my illegal activity. Unless I called the number provided (1-844-307-1766) my files would be confiscated and I would suffer severe penalties. If I called the number, they would take care of the problem for me. A pop-up screen also asked for my name and password. Something of this sort had happened to me once before, and I knew it was a scam. I tried to contact the FCC by phone but it was after office hours. I called the number on the screen and demanded that the man who answered unlock my screen at once and told him I knew this was a scam. He asked who told me it was a scam, and I told him the screen was so obviously a scam nobody needed to tell me. He tried to tell me he was a certified Windows support person, but I continued to insist that he unlock my screen immediately. I also told him I had already called the FCC I didn't tell him I hadn't talked to anyone. When I demanded again to get my screen back, he hung up. An hour or so later, the scam screen disappeared and I was able to use my computer again.

A very similar scam event occurred a few months ago. My screen was blocked and a page came up that told me my computer had been broken into and I was in danger of a virus and having my identity stolen. The only way I could correct that was by calling the number on the screen. I knew this was probably a scam, but called. The man who answered said he was a certified Windows consultant and could solve the problem if I agreed to pay him an ongoing fee to keep my computer free of such problems in the future. I refused and hung up. An hour or so later my computer cleared up. I'm taking my computer to a local shop I have used before and trust to see if they can check it up and help me prevent such scams in the future

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**Ticket: # 966290 - bad connection**

**Date:** 5/9/2016 12:21:18 PM

**City/State/Zip:** Coatesville, Pennsylvania 19320

**Company Complaining About:** Comcast

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## **Description**

ive called comcast 4 times about my connection i was told by several techs the line from the pole to the house is bad and i would get a call with in 48 for someone to come out and do just thatits been months and im still having the same problem.... after spending alil more the an hour today on the phone with comcast i was told they needed to send another tech out to do the same thing the other techs who came out did. my problem started in dec and everytime a tech comes out they say the same thing and i haft to pay for them doing nothing ..... can you help me im paying for service that half ass work..... i tried to file a complaint with comcast but was told they have no complaint department

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**Ticket: # 952024 - Frontier communications**

**Date:** 5/5/2016 12:14:34 PM

**City/State/Zip:** Fort Worth, Texas 76244

**Company Complaining About:** Frontier Communications

---

## **Description**

This company cannot provide adequate internet service and with no other options we are forced to lose business (we run a home based business) and are having to pay surcharges on our cellphone internet just to get by. We spent 2 hours on the phone trouble shooting our internet for them to tell us there is just an outage in our area and it would be up the next day. The next day they said there was still an outage in the area but not for everyone in our neighborhood. Sounds like a lie. When we explained the problem with not having internet, we are paying for, for a 3rd day they would send a technician out... In 6 days. This is unacceptable.

---

[Ticket: # 952099 - Unsolicited Emails](#)

**Date:** 5/5/2016 12:31:53 PM

**City/State/Zip:** Cool, California 95614

**Company Complaining About:** The California's Grange Of The Order Of The Patrons Of Husbandry

---

### **Description**

Getting Unsolicited Emails of a threatening nature in an attempt to interfere with my ongoing work with the Pilot Hill Grange.

---

**Ticket: # 952152 - Unsolicited spam**

**Date:** 5/5/2016 12:44:56 PM

**City/State/Zip:** Phoenix, Arizona 85015

**Company Complaining About:** American Express

---

## **Description**

I have received dozens of unsolicited spam and marketing emails from technology companies in the last several days. The attached email is a sample I received today from brillo.com. I tried emailing "abuse@brillo.com" and "info@brillo.com" (listed as a contact on their website), and both failed as undeliverable. This company is not reachable. And yet, they have purchased my email address, and no doubt many others, from an unscrupulous spammer, and are spamming the victims with unsolicited offers. Please help.

---

**Ticket: # 952739 - Broadband Provider blocking content**

**Date:** 5/5/2016 2:07:54 PM

**City/State/Zip:** Poland, Ohio 44514

**Company Complaining About:** Armstrong Cable

---

## **Description**

Armstrong Cable of Butler Pennsylvania blocks webpage content telling me I have used an allotted amount of internet megabytes. When I acknowledge their message, I still cannot access the webpages. Their directions tell me to clean my cache but the pages are still blocked. I never signed a document when I signed up for the service that stated the amount of megabytes or gigabytes of data I am allowed each month. No amount of data was spelled out in my signed contract. My bills are paid and my account is in good standing. I feel I am being fleeced for money for a service I cannot measure.

---

Ticket: # 969758 -

**Date:**

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**Ticket: # 969386 - Frontier Communications**

**Date:** 5/10/2016 1:18:06 PM

**City/State/Zip:** Wesley Chapel, Florida 33544

**Company Complaining About:** Frontier Communications

---

### **Description**

I have been experiencing issues with Frontier (previously Verizon). My internet/Wifi is constantly going out. I recently signed on with a company to work from home and need my Internet and Wifi service to work properly.

---

[Ticket: # 978446 - add appearing on my screen](#)

**Date:** 5/14/2016 12:41:17 PM

**City/State/Zip:** Ft. Collins, Colorado 80524

**Company Complaining About:** Comcast

---

### **Description**

add appears on my screen. This is not the first time. I never had a contract, nor have I ever used comcast.

SEE SCREENSHOT (attached)

---

[Ticket: # 954907 - Frontier](#)

**Date:** 5/5/2016 5:49:20 PM

**City/State/Zip:** Ballinger, Texas 76821

**Company Complaining About:** Frontier Communications

---

## **Description**

I have called Frontier 4 times to have them come out and preform a service call. They have scheduled it 4 different times and every they are a no show and don't call and cancel the appointment.

---

[Ticket: # 955208 - interuption of service we're paying for](#)

**Date:** 5/5/2016 6:39:41 PM

**City/State/Zip:** Tyrone, Pennsylvania 16686

**Company Complaining About:** Verizon Wireless

---

## **Description**

We have had verizon wireless for a month or so and ever since they went on strike our internet is SLOW. I mean we barely can get it to stream. We should't be paying for it or they should up our speed MB for free.

---

[Ticket: # 974127 - Unwanted Texts and Emails](#)

**Date:** 5/12/2016 11:58:37 AM

**City/State/Zip:** Jacksonville, Florida 32223-1757

**Company Complaining About:** AT&T

---

## **Description**

I have been receiving numerous unwanted texts, emails, and calls from 1+0000. I usually receive these calls on a daily basis. Additionally, I have been receiving a great deal of emails where the address is blocked.

---

**Ticket: # 955457 - Doctor Move Multiple Text Messages**

**Date:** 5/5/2016 7:28:45 PM

**City/State/Zip:** Dallas, Texas 75219

**Company Complaining About:** Verizon Wireless

---

## **Description**

I continue to get unwanted solicitation text messages from a company I once did business with. After they ripped me off and refused to take my calls about the issue I filed a complaint with BBB and they never responded. I have reported them to Verizon and I've responded to the text messages several times. I've even blocked the number and they've used different ones to continue to harrass me.

---

**Ticket: # 955554 - Ham Radio Interference**

**Date:** 5/5/2016 7:51:47 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

---

**Description**

Same story as before if you've seen my other complaints. My neighbor is running some type of pulse/Morse code with his HAM radio that's interfering with our internet. He's being interfering with our electronics for years but since a week ago is the first time it's actually dropped our internet connection and we've been using the same CAT5 cables and not using wireless. His callsign is W7OM and address is:

(b) (6)

SEATTLE, WA 98136

---

[Ticket: # 963349 - Unwanted and unauthorized text](#)

**Date:** 5/7/2016 2:53:52 PM

**City/State/Zip:** San Juan, Puerto Rico 00926

**Company Complaining About:** AT&T

---

## **Description**

On May 7, 2016 I received an unauthorized and unwanted text message from a person claiming to be an attorney who'd been attempting to contact me to no avail because I had been selected as a "winner" for a promotional event. This person is not only violating federal FCC laws but also illegally posing as an attorney

---

[Ticket: # 956402 - unwanted sms message](#)

**Date:** 5/6/2016 1:34:00 AM

**City/State/Zip:** Vancouver, Washington 98665

**Company Complaining About:** Verizon Wireless

---

## Description

contents of sms:

ASAP Business Proposal respond with email only

from line of sms:

(b) (6)

I'm on Verizon wireless and I assume they used the Verizon sms/email gateway. This came through as a text message.

---

[Ticket: # 997545 - loss of service](#)

**Date:** 5/24/2016 1:58:59 PM

**City/State/Zip:** North East, Maryland 21901

**Company Complaining About:** Verizon

---

### **Description**

my service keeps dropping off. I have tried for 2 weeks to get someone to fix it. It took 3 days of someone saying they were coming out to come out and then it still is not fixed. I am getting a run around when i call them.

---

[Ticket: # 956560 - Rebuttal to 906619](#)

**Date:** 5/6/2016 7:25:03 AM

**City/State/Zip:** Malibu, California 90265

**Company Complaining About:** Frontier Communications

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## **Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 972662 - gmail, facebook, yahoomail, internet services](#)

**Date:** 5/11/2016 3:55:16 PM

**City/State/Zip:** Buckland, Alaska 99727

**Company Complaining About:** Exede

---

## **Description**

there are a group of people using my gmail, facebook, yahoomail to harass people. They boot me out of my internet services and use my gbs. They use my cell phone gbs and to harass. I assume they are programmers.

---

[Ticket: # 958108 - Cox - 6 months of problems](#)

**Date:** 5/6/2016 11:30:22 AM

**City/State/Zip:** Henderson, Nevada 89044

**Company Complaining About:** Cox

---

## **Description**

Internet unstable/egress on the line. 10 times a tech has been out(requiring 3 hours of our time each occurrence). More phone calls(and time) than I can track. Devices time out because the latency can be up to 3000 ms.

---

[Ticket: # 958449 - over billing and disconnected internet service.](#)

**Date:** 5/6/2016 12:25:14 PM

**City/State/Zip:** El Dorado Hills, California 95762

**Company Complaining About:** AT&T

---

## **Description**

I was over billed several months. My internet was disconnected 3 times for a past due amount that was caused by the over billing. I paid my internet service on time and was current. I lost income due to the interruption caused by AT&T. I have spent approximately 8 hours on the phone over a 3 month period with AT&T. I have been disconnected 7 times and never received a return call. I have documented these calls and times.

---

[Ticket: # 958802 - Verizon: No service for 11 days](#)

**Date:** 5/6/2016 1:08:36 PM

**City/State/Zip:** Selinsgrove, Pennsylvania 17870

**Company Complaining About:** Verizon Wireless

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**Description**

PLEASE READ ATTACHED LETTER WITH DESCRIPTION

---

[Ticket: # 958847 - Service](#)

**Date:** 5/6/2016 1:13:45 PM

**City/State/Zip:** Forest, Ohio 45843

**Company Complaining About:** Frontier Communications

---

## **Description**

Service is down more than up it seems. And they can't be bothered with actually trying to fix it. They just read from a script and give the same responses and "troubleshooting" that doesn't solve anything.

---

**Ticket: # 979898 - Illegal Broadcasting of Music Via Internet**

**Date:** 5/16/2016 10:36:04 AM

**City/State/Zip:** San Antonio, Texas 78240

**Company Complaining About:** Time Warner

---

### **Description**

Radio Station called Tutt Radio has been running a request line to broadcast Music on a game site I play called POGO. I believe they are using copyrighted materiel and interfering with this site.

---

[Ticket: # 959041 - interference with internet, cell phone , wifi, TV services](#)

**Date:** 5/6/2016 1:37:18 PM

**City/State/Zip:** Los Alamitos, California 90720

**Company Complaining About:** Los Alamitos Military Base And Military Airport

---

## **Description**

interference with internet, cell phone , wifi, TV services, computer. Unable to use these services when planes are getting ready to take off. Interference about 80 times a day for 3 to 10 minutes at a time. I use Time Warner cable and T mobile cell phone service.

---

**Ticket: # 961398 - Very poor Internet performance/speeds from Bright House**

**Date:** 5/6/2016 6:16:49 PM

**City/State/Zip:** Orlando, Florida 32807

**Company Complaining About:** Bright House

---

**Description**

(CTR 364) (b) (6) is deaf, and depends on video relay service to access the telephone network and 911 emergency services. He states that he has called Bright House Networks (his ISP) 3 times over the past 2 weeks to repair his Internet line, which keeps disconnecting and exhibits very poor performance in general. Bright House keeps insisting that nothing is wrong.

(b) (6) had a video relay service technician from Sorenson Communications come to evaluate the issue, and the technician ran several tests - and found that the ping times were abysmal (400-1000ms) and connections would randomly time out for no reason. The technician also observed that the wiring behind (b) (6) house was very old. (b) (6) feels that he is not getting the appropriate level of service that he is paying for from Bright House, and wishes for Bright House to do a thorough line check and connection monitoring to ensure that he has a strong, error-free connection to the Internet.

---

[Ticket: # 962841 - Email problems](#)

**Date:** 5/7/2016 9:42:12 AM

**City/State/Zip:** Lake Mary, Florida 32746

**Company Complaining About:** AT&T

---

## **Description**

On Monday, April 25, 2016, my email shut down. I have been in communication with AT&T since. The email is still dysfunctional. I spoke with Carina with AT&T on May 4, 2016 and I was promised a call back within 48 hours and was told that the problem was elevated to the "escalations department" and I have heard nothing. I called AT&T back this morning, Saturday, May 7, 2016, and still there is no solution to the problem. They are utilizing individuals abroad who do not communicate in acceptable English, the service is unacceptable and I am not getting results. For one of the worlds largest communication companies, you should expect better service I believe.

---

[Ticket: # 963143 - Blocked internet wifi public access](#)

**Date:** 5/7/2016 12:35:58 PM

**City/State/Zip:** Snow Camp, North Carolina 27349

**Company Complaining About:** ?

---

## **Description**

PIIn Alamance county N.C. The libuaries, schools and other government offices seem to have blocked all access to public wifi. You can pull into their parking lots and there's no signal or it is blocked. I can drive to neighboring Gillford County and Chatam County or Orange County, and there are no problems. Being Im from Alamance County I'm sure this has something to do with blocking out certain people or a lack of concern for the general public. In other words the privileged look after themselves here.

---

**Ticket: # 963240 - Ham Radio Interference**

**Date:** 5/7/2016 1:33:17 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

---

**Description**

Our neighbor is running his HAM radio so powerful again that it's cutting our internet. He's been at it for over 3 hours this morning and it is beyond annoying, but attempts to talk to him about it have been ignored over the last 25+ years he's been running it. While it normally just messes with our speakers, TV's, and phones, now it actually cuts out internet connection dead.

His info is:

Callsign W7OM

(b) (6)

SEATTLE, WA 98136

Please do something about this.

---

**Ticket: # 963301 - Internet interruption**

**Date:** 5/7/2016 2:23:50 PM

**City/State/Zip:** Naples, Florida 34114

**Company Complaining About:** Comcast

---

## **Description**

For the past two weeks, Comcast has been having issues with their internet service. The interruption is confirmed by their automated system. But when you try to contact them for help, you are rerouted to multiple call centers all over the world( Philippines, South America et al). When you asked to be transferred to the united states, the person informs you that is not possible. Never getting an answer of why or when the service will be back up. Not to mention being put on eternal hold waiting for a response with someone in a call center. It is most difficult when continuing your education online and having faulty internet capabilities. Never fully knowing if you will be able to complete assignments on time because of the providers lack of resolving the issue. Comcast will acknowledge a problem but does not offer a resolution or compensation of any sort unless you continually call. if this were happening to their business i can assure you it would be resolved quickly, because time is money. Well unfortunately it works both ways.

---

[Ticket: # 963651 - Volume of Advertisement on Internet](#)

**Date:** 5/7/2016 6:03:09 PM

**City/State/Zip:** Turnersville, New Jersey 08012

**Company Complaining About:** Comcast

---

### **Description**

Volume of Hellman's internet commercial is so much louder than the volume of the page I'm on (usually pch.com) it actually startles me. The commercial starts with 2 Asian guys yelling "Strangewich."

---

[Ticket: # 963727 - my computer](#)

**Date:** 5/7/2016 6:52:41 PM

**City/State/Zip:** Edmonton, Kentucky 42129

**Company Complaining About:** ??? 18885435025

---

**Description**

someone has blocked my internet and told me to call a number

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[Ticket: # 963732 - spam complaint](#)

**Date:** 5/7/2016 6:57:29 PM

**City/State/Zip:** Ely, Nevada 89301

**Company Complaining About:** AT&T

---

### **Description**

I received this unsolicited email today and could not find a way to opt out or find out exactly what email address they sent it to.

---

[Ticket: # 964382 - Internet issues](#)

**Date:** 5/8/2016 3:35:56 PM

**City/State/Zip:** Lyman, New Hampshire 03585

**Company Complaining About:** Fairpoint

---

## **Description**

I have been battling with fairpoint for months about an intermitent internet connection, that never seems to get fixed. My service keeps dropping quite regularly, I now outages are expected, but to the frequency they happen here is down right outrageous.

---

[Ticket: # 964167 - Xfinity hacking](#)

**Date:** 5/8/2016 10:10:57 AM

**City/State/Zip:** Albuquerque, New Mexico 87185

**Company Complaining About:** Centurylink

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## **Description**

Xfinity has somehow hacked my computer and is sending advertisements for their service. When I had tried to access the Internet I was not able to. I have a Mac computer and Norton security software and somehow they got through.

---

[Ticket: # 964412 - Transition from Verizon to Frontier](#)

**Date:** 5/8/2016 4:19:04 PM

**City/State/Zip:** Sarasota, Florida 34235

**Company Complaining About:** Frontier Communications

---

### **Description**

Since April 14, 2016 Frontier has not given me the service I used to get from Verizon. I lost my entire email directory; getting a lot of spam mail; getting incoming emails in duplicate; slow download.

---

**Ticket: # 964715 - Frontier not helping**

**Date:** 5/8/2016 10:46:35 PM

**City/State/Zip:** Sherman, Texas 75090

**Company Complaining About:** Frontier Communications

---

## **Description**

For weeks I have been trying to get ahold of Frontier Communications to have them fix an Internet issue. Everytime I call them, I spend 30 minutes to an hour most of the time on hold and then the call gets "dropped." So I decided that I would try to use their live chat to get ahold of them quicker. However, every time I try using this I never have someone respond to me or they ask one question and never respond. Also to keep in mind I have to use my data on my phone to do this which I don't have that much but I still have to use it for getting ahold of them. My problem is that everytime I just thunders, the internet goes out. Or if one drop of rain falls, it goes out. I'm really getting tired of them getting away with acting like they are trying to help but don't. Also I'm almost positive that the FCC has set the standard for DSL to be 1.5 Mbps and yet they throttle me down from anywhere between 1 Mbps to 1.4 Mbps. I am very close to canceling because the customer support is far too bad and needs to be changed. Please help me reach out to them to get this issue fixed because my neighbors and I are becoming angry that Frontier isn't willing to help.

---

[Ticket: # 964919 - wifi interference or possible wifi jamming](#)

**Date:** 5/9/2016 8:17:53 AM

**City/State/Zip:** Willowick, Ohio 44095

**Company Complaining About:** Time Warner

---

## **Description**

there seem to be excessive wifi interference or jamming in high rise apartment resulting in low wireless speed of 2 -52 mbit depending on which day the worst days are weekends the wired side run fine and not caused by cable company i have tested the same wifi router at different location with good speed of 100-300 mbits i need the matter resolve because its affecting my wireless devices such as ipads,laptops and tvpc sticks

---

**Ticket: # 965117 - 2005 Bush Administration Investigation up I**

**Date:** 5/9/2016 10:35:46 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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### **Description**

Could you address members of media, which is cyber bullying me along the internet. There is tailgating and interference. There's a invasion of privacy. I haven't been able to place calls to Homeland Security Washington's answering machine, their comment line for a month.

Could you please close their tracking around my internet activity.

---

[Ticket: # 965118 - 2005 Bush Administration Investigation up I](#)

**Date:** 5/9/2016 10:35:51 AM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

---

## **Description**

Could you address members of media, which is cyber bullying me along the internet. There is tailgating and interference. There's a invasion of privacy. I haven't been able to place calls to Homeland Security Washington's answering machine, their comment line for a month.

Could you please close their tracking around my internet activity.

---

[Ticket: # 968770 - Verizon Tampering with Internet service](#)

**Date:** 5/10/2016 10:31:40 AM

**City/State/Zip:** Hudson, New York 12534

**Company Complaining About:** Verizon

---

## **Description**

Ticket No. 938715- was started on April 28th. From May 3rd through May 10 we had one week of service. Verizon DSL service went out again at 9:45 this morning May 10th, 2016.

Same issues as before. Verizon says no way to diagnose the outage. The entire area is affected. Makes me think someone is turning service off upstream in sympathy with the striking workers.

---

**Ticket: # 965812 - Emails of Sexual Nature**

**Date:** 5/9/2016 11:42:54 AM

**City/State/Zip:** Anderson, Indiana 46016

**Company Complaining About:** Comcast

---

## **Description**

This is an example of what I'm getting:

Have u seen my nude puss yet? If no, just msg me here - (b) (6). There are many of pictures that are waiting for you. we've had a spark at the party recently, if u don't remember. lol

---

[Ticket: # 966939 - bandwidth theft](#)

**Date:** 5/9/2016 2:53:11 PM

**City/State/Zip:** Rockford, Illinois 61101

**Company Complaining About:** Comcast

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## Description

(b) (6)

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**Ticket: # 967478 - AT&T Service Complaint**

**Date:** 5/9/2016 4:59:31 PM

**City/State/Zip:** Santa Clarita, California 91350

**Company Complaining About:** AT&T

---

**Description**

I have been a customer for years with AT&T and recently even upgraded my internet as I'm working remote spending almost \$500 per month.

I use the Uverse TV & Internet bundle as well as the wireless service for home and business.

**ISSUES:**

1) I continue to have issues where my internet and cable intermittently just drops service and reconnects and they continue to say there is nothing wrong with the outside line. They keep replacing my router and still intermittent service. I work remote so my work phone is via my computer and when the internet shuts down 5 times a day I get disconnected from everything.

2) I recently added a work line to my lines for my phone and they had a buy one get one free offer on a new phone. They didn't tell me that it required adding another line to the account (which I didn't need a new phone OR a new line, just figured I could upgrade my sons phone if that phone was free). With all the issues I'm experiencing with AT&T I can't believe they tricked me with that too and I wanted to cancel the line but I'd have to bring back the phone too which I've already used / set up.

I can't seem to issue a formal complaint anywhere and whenever I try to get to the cancellation dept I either get disconnected or wait 10 mins on hold. I got to them one time but they just wanted to cancel without resolution and I obviously needed to find another service first.

I'm very disappointed by their service, and their technical support (all outsourced) and not being able to actually speak to a person or manager that can help without getting re-routed and then ultimately disconnected.

Very bad business practices, customer support & resolution, and service ... this is serving as my formal complaint since I cannot do one direct to them apparently

---

**Ticket: # 967668 - Internet service provider**

**Date:** 5/9/2016 5:55:56 PM

**City/State/Zip:** Ocean View, Delaware 19970

**Company Complaining About:** Mediacom

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## **Description**

Dear Sir/Madam,

I wish to file a complaint about Mediacom. I am in Ocean View De. With the exception of Verizon providing DSL (which is not fast enough for our needs), our only option is Mediacom. Mediacom and the Ocean View town council have done a "deal" for the cable service in our area.

In essence, it established a cable monopoly. The only high speed internet provider we can get is Mediacom. If Mediacom's service and product were good and reliable, this control by Mediacom and Local authorities would not be as unacceptable.

That being said, Mediacom is abysmal at all levels. Customer service is mediocre. Service Techs are nice but unable to fix the problem as their cabling is old and out dated (which they do not need to replace because they are the only provider in town).

The worst part is that the Internet service is horrible. It is unreliable and intermittent at best. It "comes in and out" frequently (min 5-6 times during working hours). Evenings are marginally better.

As we work from home and used web based services (such as Windows 365) we need a constant reliable Internet service.

Our only option at this point is to install dsl & - home phone (as a home phone is required) and to continue with Mediacom (so that we can stream as we have no cable service).

This seems like an unfair proposition to pay more to get less and have marginal quality.

We have contacted Mediacom. They have sent technicians to the house. Another one will be here this week. Our result will be the same. He will jiggle some wires, it will improve for the 10 minutes he is here and then return to its normal lack luster performance.

I apologize in advance for the length of this complaint. We are at our wits end. Normally we would simply take our business elsewhere. Unfortunately that is not an option.

Any assistance would be greatly appreciated.

Sincerely,

**(b) (6)**

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**Ticket: # 967769 - 300Gb Data cap**

**Date:** 5/9/2016 6:29:12 PM

**City/State/Zip:** Rineyville, Kentucky 40162

**Company Complaining About:** Comcast

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## **Description**

Comcast put a data cap on our internet connection and never let us know. Now we have an overage charge from watching too much Netflix. I am constantly studying via internet videos such as CBT Nuggets as I study for Cisco certifications. My girlfriend and I both require internet for scholastic reasons and cant be limited to 300 gb.

We try to watch more cable but we always end up on netflix or gaming online and its starting to become a real nuisance. As I said before, when I purchased the services that Comcast offers, I didn't have any cap. Now, without even a friendly notice, they have the ability to overcharge me for the service that they offer.

---

[Ticket: # 967792 - Dish network piracy](#)

**Date:** 5/9/2016 6:34:15 PM

**City/State/Zip:** Altoona, Iowa 50009

**Company Complaining About:** Centurylink

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## **Description**

Technician stole my 3 year address & closed my account with century link to open another consumer next door in the duplex next to me. (b) (6) Altoona Iowa 50009

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**Ticket: # 968127 - 205 South 54 th st space #55**

**Date:** 5/9/2016 8:48:56 PM

**City/State/Zip:** Springfield, Oregon 97478

**Company Complaining About:** Verizon Wireless

---

### **Description**

Springfield I have not been able to get internet, and sometimes my phone will not be able to use my phone. I have to walk out the trailer park to get service. This is getting old. I keep getting xfinity WiFi I have Verizon. I can't get xfinity to go away. I should not have to walk away from my home to use the internet or my phone. Help

---

[Ticket: # 981365 - Frontier services](#)

**Date:** 5/16/2016 5:32:38 PM

**City/State/Zip:** Brandon, Florida 33511

**Company Complaining About:** Frontier Communications

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### **Description**

I have not had phone, TV or Internet services since 4 May. I have spent two days at home waiting for a technician. Both days they were a no show.

**(b) (6)**

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[Ticket: # 969252 - Venticity spam emailer](#)

**Date:** 5/10/2016 12:43:42 PM

**City/State/Zip:** Ranchos De Taos, New Mexico 87557

**Company Complaining About:** Comcast

---

## **Description**

These people use phony names to continuously blast hundreds of emails that are inappropriate and irritating. They appear to be using a cover name. Ban them.

---

[Ticket: # 969407 - intermittent loss of internet connectivity](#)

**Date:** 5/10/2016 1:22:25 PM

**City/State/Zip:** New Port Richey, Florida 34654

**Company Complaining About:** Frontier Communications

---

## **Description**

Frontier communications is new to the Pasco County of Florida. A few weeks ago, Verizon switched to Frontier Communications. Since that change my internet connectivity has been unreliable. After many complaints, supposedly they sent out a repair person who I never saw and they charged me for fixing an issue not caused by myself. I am being charged for that service. I work from home and I am very dependent on internet access. When I explained that to them, they said that I wasn't a business so their priority changes for residential accounts. I'm patient and I am willing to work with companies but Frontier has not responded properly for good customer service. When I decided to change to Bright House Communications, they threatened to charge me the \$195 for cancelling the service.

---

[Ticket: # 970579 - Highjacking download requesting money to retrieve PC data](#)

**Date:** 5/10/2016 6:24:01 PM

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

**Company Complaining About:** Cox

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## **Description**

I was hijacked after visiting a site for an item I purchased at Lowes

I'm spacing the site I visited

b o n a i r e (dot) c o m

When I attempted to download User Guide/Manual my PC was hijacked and a voice alert saying I had to call a number to get my PC working again.

The item was a power washer made in China and had no info on the item.

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**Ticket: # 970562 - Mediacom Internet**

**Date:** 5/10/2016 6:17:40 PM

**City/State/Zip:** Ardmore, Alabama 35739

**Company Complaining About:** Mediacom

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### **Description**

I am having problems once again with mediacom's service. I pay for 100mbps download and 20mbps upload. The speeds that I am getting now are .56mbps download and .00mbps upload and my ping is 247. This is not even 1% of the speeds that I am paying for. This has gone on since November of last year and this will be my second complaint. I have had about 15+ service appointments and have exchanged my equipment 3 times, without my issues being resolved. Each technician that comes out says that the problem is on their end. I have had my line replaced in my yard as well. Can you all please help!

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**Ticket: # 971017 - Frontier Comm.**

**Date:** 5/10/2016 9:32:43 PM

**City/State/Zip:** New Port Richey, Florida 34652

**Company Complaining About:** Frontier Communications

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## **Description**

Ever since April 1st. My FiOS internet keeps cutting out every 15 minutes or so..

Then a few minutes later, it starts working again, until the next time this happens, It might happen in 5 minutes or 2 hours.

Before April 1st. I never had so much as a hiccup with my service.

Now I have called for help and all I get the last two times of calling, somebody from the Philippines that I can't understand.. That is not help at all, it is a time waster.. MINE!!!!

I want them to give me a refund ever since April 1st, and continue to give me a refund until they kindly fix the problem!

I am paying for a service that is very intermittent. And they can't seem to send a service guy out to look at it, because they have nothing in place for me to talk to a U.S. based technical person that understands what is going on. They need to expedite a repair team here to my house, or to fix the trouble in their Centrals offices.

PLEASE HELP...

(b) (6)

New Port Richey FL 34652

(b) (6)

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**Ticket: # 971447 - Dropped Packets/Poor Service**

**Date:** 5/11/2016 9:30:38 AM

**City/State/Zip:** Crystal Lake, Illinois 60014-4318

**Company Complaining About:** Comcast

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## **Description**

Comcast has not been providing the (reliable) service as advertised. Since Friday, May 6th, service has been spotty with internet access repeatedly locking/freezing. In repeated calls to Comcast, agents verified "packets" are being dropped. No notice is given as to if/when full service will be restored. Prior to the current issue, Comcast altered ports without notifying the company resulting in our VOIP phone system not operating, with the end result being interruption of business operations reliant upon phone system.

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**Ticket: # 971492 - COMCAST CABLE LINE**

**Date:** 5/11/2016 9:59:37 AM

**City/State/Zip:** Mobile, Alabama 36604

**Company Complaining About:** Comcast

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## **Description**

Over six months ago I contacted Comcast Cable to come to my home and remove a line of theirs that is strung from my next door neighbor's house, across my living room window to the pole in front of my home. THE LINE IS LEANING ON MY LIVING ROOM WALL AND BANGS AGAINST IT CONTINUALLY! I HAVE CONTACTED COMCAST MANY, MANY TIMES AND THEY CONTINUE TO DO NOTHING!!! THREE WEEKS AGO THEY CALLED MY OFFICE AND SAID THEY WERE WORKING ON GETTING THE LINE REMOVED, THEN ONE OF THEIR REPRESENTATIVES WROTE YOU A LETTER AND SAID THAT THE SITUATION HAD BEEN FIXED TO MY SATISFACTION?????? THIS IS A LIE! THESE PEOPLE DO NOTHING BUT MAKE PROMISES THEY NEVER KEEP! I WANT SOMETHING DONE TO THIS LINE! I CALLED ALABAMA POWER COMPANY TO HAVE THEM COME OUT TO MY HOME TO SEE IF IT WAS THEIR LINE, I CALLED THEM IN THE MORNING AND THEY CAME TO MY HOME THE SAME AFTERNOON!!! IT IS A CABLE LINE AND NOT THEIR LINE!!! WHY DON'T YOU DO SOMETHING ABOUT COMCAST'S LOUSY CUSTOMER SERVICE? IF YOU REGULATE THEM WHY DON'T YOU DO A BETTER JOB?????

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[Ticket: # 972212 - Groupon](#)

**Date:** 5/11/2016 1:45:51 PM

**City/State/Zip:** Greenville, South Carolina 29609

**Company Complaining About:** AT&T

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### **Description**

Groupon.com continues to email me after I've unsubscribed multiple times. If they have to give me money, please let me know.

---

**Ticket: # 972250 - Internet Hijacking**

**Date:** 5/11/2016 1:57:45 PM

**City/State/Zip:** Broken Arrow, Oklahoma 74011-1812

**Company Complaining About:** Cox

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## **Description**

For several days I have had my internet addresses HIJACKED and redirected to to a Customer Support page with a telephone number 855-960-4203. This happens anytime I click on a link within a web page I have previously visited. It states that my computer has an issue, and to not to try and fix it on my own or it will "DAMAGE MY COMPUTER". It advises me to call the above number for assistance. When called I get a Computer Service Center that wants to charge me to fix my computer. This is INTERNET FRAUD and should be investigated IMMEDIATELY. There is a virus 'bdt.femurssculler.com' that is responsible for thsi action, and I have not found a cure for the issue. PLEASE ASSIST...

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[Ticket: # 972412 - Advertising much louder than program.](#)

**Date:** 5/11/2016 2:33:37 PM

**City/State/Zip:** Weatherly, Pennsylvania 18255

**Company Complaining About:** Metrocast

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## **Description**

I'm not sure who is liable. But I watch movies on the popcorn flicks app on my Roku. There is a moo.com Comercial for business cards that comes over so loud u thought it was going to blow my speakers out. I tried contacting them to no avail. It is my understanding that commercials have to be at. The same volume as the program. Thank you for your attention to this matter.

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**Ticket: # 972564 - Ham Radio Interference**

**Date:** 5/11/2016 3:16:14 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

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**Description**

Our neighbor does morse code so strong with him HAM radio that it cuts out our internet whenever it is active and I can hear it through my speakers. He's done this for many years but it has only been in the last 2 weeks that is he effected our internet connection. His callsign is W7OM, and name/address:

(b) (6)

SEATTLE, WA 98136

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**Ticket: # 972622 - Sabotaging My Responses to an Internet Search and Preventing Me from Sending Out a Contact Page Response**

**Date:** 5/11/2016 3:42:34 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** AT&T

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**Description**

The following is a message that should go to my brother at broadoakenergy.com dallas as soon as you can do it: David: I am still in Shreveport, having had my Bank of America bank account closed when I got downtown after doing some errands in South Shreveport. Could you please do something about it. Also, when I took my first cash advance this morning, I made the selection of \$300 and only received \$200 cash that I realized on my run to South S'port. Please ask Sandra if she knows anything about it, before I notify the police. All my best, BAB

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[Ticket: # 972781 - Cable interference](#)

**Date:** 5/11/2016 4:33:02 PM

**City/State/Zip:** Westville, Indiana 46391

**Company Complaining About:** Mediacom

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## **Description**

Mediacom has a orange cable running from a green pole in my back yard across my lot all the way to the neighbors fence. I've already cut it in half once with my lawn mower on accident. I've called several times and they still yet to bury the cable.

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[Ticket: # 972934 - Time Warner Outage](#)

**Date:** 5/11/2016 5:25:55 PM

**City/State/Zip:** Staten Island, New York 10301

**Company Complaining About:** Time Warner

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### **Description**

On Monday 5/9/16 I was without telephone service and internet issue due to a network wide outage. Time warner is only compensating me 7.00 for the loss of service for that day. I find it strange that I find out that the charter merger was allowed and this happened.

---

[Ticket: # 972964 - Xfinity Wifi gateway](#)

**Date:** 5/11/2016 5:38:01 PM

**City/State/Zip:** Winchester, Virginia 22602

**Company Complaining About:** Comcast

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## **Description**

Currently in my area of Winchester VA, Comcast xfinity uses a consumer gateway device that users install and do not know they are broadcasting for Comcast open WIFI. Issue is that Comcast is broadcasting on all open 2.4GHz and 5GHz channels at frequencies between 50 dBA and 90 dBA so many users, including myself, are unable to use Wireless Channels to get paid for bandwidth. This multi-casting by Comcast has caused multiple Co-channeling and channel overlaps due to the multiple AP's in such close Proximity to each other. I have called comcast multiple times about low speed and inability to connect and even called to complain about the multicasting issues. I have purchased a wifi channel analyser program that looks at all wifi signals a monitors channel overlap. I have taken screenshots of the over abundance of Xfinity multi-casting AP's to prove the channel hording of frequencies that interfere with customers wifi signals. they said they can not do anything.

---

**Ticket: # 991447 - Caller ID Spoofing**

**Date:** 5/20/2016 3:10:01 PM

**City/State/Zip:** Austin, Texas 78752-4512

**Company Complaining About:** AT&T

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## **Description**

My phone numbers (b) (6) are being used to make robocalls. Please fix this problem. My ATT provider was not helpful. I am also on the no call list and continue to receive robocalls and have notified my attorney. You should be hearing from them soon.

(b) (6)

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**Ticket: # 973431 - Frontier Communications Florida**

**Date:** 5/11/2016 8:56:46 PM

**City/State/Zip:** Wesley Chapel, Florida 33543

**Company Complaining About:** Frontier Communications

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## **Description**

On April 1st as a Verizon Fios customer I was given no warning or choice when my internet and television service was changed over to Frontier Communications. Over the past 5 weeks there have continued outages in television and more importantly internet service. I work from home and this has been a huge problem for me. In Thursday May 5th my internet service went completely out. For the past week I've been on the phone with Frontier Tech Support and Customer service and average of 3 hours per day trying to get some sort of resolution. The past three days I've been told that technicians would be here to fix the problem and all three days they have not shown up or called to say that they were not coming. Two customer service reps had even told me that techs were on their way, I think to just get me off the line. I have also been told that I can't speak to supervisors because they are in meeting that can't be interrupted, that dispatch has blocked all call and chats for new complaints, that their own intranet is down and that I should try to go work from a coffee shop or friends house.

---

**Ticket: # 973483 - Fraud Western Union e-mail received**

**Date:** 5/11/2016 9:44:05 PM

**City/State/Zip:** Port Saint Lucie, Florida 34986-2150

**Company Complaining About:** Comcast

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## **Description**

This is the address from where the e-mail is supposed to have originated.

-----Original Message-----

From: Evangelia Manola <Evangelia.Manola@engelholm.se>

Sent: Wed, May 11, 2016 5:14 pm

Subject: Transaction WUMT-MYR791126(Reply for Inquiry)

Good luck in tracking down these criminals!

(b) (6)

Port Saint Lucie, FL 34986

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[Ticket: # 973996 - interference](#)

**Date:** 5/12/2016 11:16:23 AM

**City/State/Zip:** Portland, Oregon 97211

**Company Complaining About:** Xfinity

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## **Description**

xfinity takes over my internet signal. It knocks me off the dsl service I pay for, Centurylink, so that I suddenly find that I have no signal and an Xfinity pop up takes over my screen. GRRRR! This has happened to me on my MacBook at a neighbor's and other locations in Portland, Oregon.

---

[Ticket: # 973967 - Four Seasons Austin blocking WIFI access](#)

**Date:** 5/12/2016 11:06:35 AM

**City/State/Zip:** Norwalk, Connecticut 06851

**Company Complaining About:** Four Season's Hotel, Austin, Tx

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## **Description**

My personal hot-spot on my phone and my Verizon Jetpack device are both being blocked currently at the Four Seasons Hotel in Austin. Worse, when I connect to the hotel's "Free" wifi I am unable to use a VPN to securely connect to my business network. I know that these services are being blocked because when I step off the property, they work!

---

[Ticket: # 974045 - numerous threatening emails](#)

**Date:** 5/12/2016 11:32:08 AM

**City/State/Zip:** New Market, Alabama 35761

**Company Complaining About:** Food Packaging Co. Mrmvb, Techniqhamptons, Websterstreet, Dknovals, Libyanschoolusa, Cer-tek Software, Vicedu, Brasiltelcom

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### **Description**

The church is being flooded with bogus, threatening emails for unpaid bills. This is causing undo stress of the staff of our chruch.

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[Ticket: # 974134 - 3rd party windows people who claim to be from Microsoft and try to gain access to my computer](#)

**Date:** 5/12/2016 11:59:50 AM

**City/State/Zip:** Lansing, Michigan 48917

**Company Complaining About:** Comcast

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## **Description**

Today (5/12/16, 11 a.m.) my Windows 10 computer suddenly locked up and a phony Microsoft website appeared. A dialogue box covered the page which claimed the computer had been blocked because a hacker had accessed the computer, and that I must call 1-844-576-0493 immediately to allow Microsoft's engineers to access the computer to fix the problem. The dialogue box indicated that all my personal information had been stolen (email address, all credit card info, phone numbers and photos, etc). This all started when I tried to type in the access to Facebook, but instead of hitting .com, I accidently typed (.cm). I called the 1-844-576-0493 number and a 3rd party windows person wanted to access the computer. I hung up. I immediately called my Dell technician and explained the issue. Dell accessed the computer and removed the malware that the "phony microsoft 3rd party windows" person had put on my computer. I also received many 3rd party windows people calling my home constantly wanting to access my computer. I think people who are not aware of these phonies may allow them to access their computers. The Dell technician told me never to allow them access and all they want to do is get hold of my information. My computer is both cable and wireless.

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**Ticket: # 975398 - Connectivity signal lost thurogout the day****Date:** 5/12/2016 6:20:53 PM**City/State/Zip:** N Hollywood, California 91615**Company Complaining About:** AT&T

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**Description**

I ordered AT&T Uverse internet service online to find out the order did not take..so after 3 attempts, I called At&t to find out why it was being dropped from the system and the person could not answer but opened a ticket for further investigation....a few days later I received a phone call from At&Tt (San Francisco Office) to let me know that there was an issue with the signal and in order to have my order accepted in their system they would have to add a "Suite #" which my address does not have a Suite #. After installation, signal will go off and on.....several times a day...I contacted At&T and they tried to fix it over the phone....and also sent a Technician who came over just to switch routers..and left ...saying it was fixed....but It was never fixed...today May 12, 2016 I have been without service since I got to work at 11am and I called technical support...to tell me they will send a technician not today but tomorrow.....the worst thing is that my telephone lines work with the internet service so I have not only been without internet service but also I have no phone lines in my business.....I asked the technical support guy if he could tell me the number of times I lost internet signal for the last 30 days...he said that every single day I had the signal on and off...but the day with the greatest number of signal losses was on May 5th with a total of 42 times!!! every time the signal goes off I lose my phone lines...and when I get the signal back on the phone system reboots taking time n therefore if a client calls it gets directed to the voice mail....I am losing money and clients ....I feel I was deceived by AT&T as they invented a suite number in order to get my business and make a profit knowing that the chances of me having this problem was eminent ...and not telling me the consequences of doing this...I am cancelling my two year contract with At&t immediately and I will have to pay a early termination fee which I totally will fight to the bone. I beg to you to please help me out...I have lost business due to this negligence from AT7T Uverse....I feel hopeless as this companies take advantage of a small business owner who is trying to make a living for myself and my family....

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[Ticket: # 974287 - CAN SPAM ACT](#)

**Date:** 5/12/2016 12:47:33 PM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Comcast

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### **Description**

After requesting to no longer receive ads via email, still receiving email ads.

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**Ticket: # 974990 - Marketing emails continue to be received from a company that claims to have stopped.**

**Date:** 5/12/2016 4:21:42 PM

**City/State/Zip:** Memphis, Tennessee 38117

**Company Complaining About:** AT&T

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## **Description**

This appears to be the wrong form, but it is the one I get from the "Spam complaint" page on all browsers.

On 30 April 2016, ticketmaster.com and livenation.com (these are the same company) acknowledged that they had previously received and processed an opt-out request for my email addresses. I nonetheless have received marketing communications from address email@direct.livenation.com on:

- 30 April
- 5 May
- 12 May

I have followed up with Ticketmaster customer support following each one, and they fraudulently claim both that they have already removed my addresses and that they will prevent any further email from being sent to them.

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**Ticket: # 975088 - Comcast internet complaint****Date:** 5/12/2016 4:50:52 PM**City/State/Zip:** Ashland, Virginia 23005**Company Complaining About:** Comcast

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**Description**

I am not the kind of person to complain but Comcast is the most distasteful internet service I've ever had. I have had connection issues from December to the beginning of March all regarding my wifi suddenly dropping or not letting my devices connect to it for some reason. My bother had called and complained about the wifi working only to be told by technical representatives to "return the box and we will give you another one", and still the same issues kept happening. On the box, it would show that we had internet but when we would try to play a game or watch Internet or even do online homework, the signal would constantly drop and we would have a hard time connecting back. So finally in March a tech came over to discover that it wasn't the router/motem that wasn't working, we were actually in a area that was having "noise" interruptions which led to the wifi actually dropping and connecting. That it wasn't just our house, it was an AREA problem. So the the tech replaced our wires in the back yard and called his supervisor to report the issue in the area so they could fix it. Then told us that he would credit our account for a month for poor service. So when I called back at the end of the month, I find out through speaking to a Comcast rep that he did not in fact put the credit in my account, but the rep insured that she was going to have her supervisor because it was over her credit amount and told me it should apply to my next bill, so I pay my past due and call next month only to find out that AGAIN the credit has not been put on my account nor is there any notes in my account about the wifi outage, so after being promised the same thing, that I would have the credit out on my account, I call back on 5/5/2016 only to find out that no EVER had put a request in, so I ask to speak with a supervisor and was told that the supervisor would call me back in 2 hours. Then the representative told me she was going to send the credit request again and I ended my phone call. I never got a call from a supervisor. So I called again on 5/10/2016 to get more time to pay my bill and to speak with a supervisor, in which again I was told would call me in 2 hours. I FINALLY get the call at almost 8pm at night, just for the supervisor to tell me she could only credit me for 2 days of disconnected service, which is a total of roughly 5\$. And that was the best that she could do for me and told me she was going to listen to my calls and give me a call back in the morning the morning the next day after I had to explain to her the injustice or all this bullcrap I've been going through for over 3 months. I have been told the same lie for 3 months, every single time I tell a rep to note my account they wouldn't. I can't EVER get anyone to give me a call back, and through all of this, they only want to credit me back 5\$ though all the lies and promises they have told me. I am disgusted with Comcast and EXTREMELY ANGRY, with all that they have put me through. They give you a run around and bill you for crap serivce when you had none.

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[Ticket: # 975840 - Speed throttling and constant shut down of service](#)

**Date:** 5/12/2016 11:14:40 PM

**City/State/Zip:** West Valley City, Utah 84119

**Company Complaining About:** Centurylink

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### **Description**

CenturyLink has been throttling our internet speeds for the past year and is constantly shutting our internet off every other hour without warning for a few minutes.

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**Ticket: # 975177 - Fraud**

**Date:** 5/12/2016 5:10:05 PM

**City/State/Zip:** Yorktown, Virginia 23692-4233

**Company Complaining About:** Cox

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## **Description**

I had a blue screen to appear from Gentechlls along with a voice message from Cox and Microscoft...they said that my computer had been compromised.The Tech # was 18 and his name was Paul. The telephone number was 888-503-1593.It was a scam and virus.Hopefully I caught it in time after many hours of frustration.

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**Ticket: # 975600 - Comcast Xfinity blocking access to HBO Go on Playstation 4.**

**Date:** 5/12/2016 7:56:14 PM

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

**Company Complaining About:** Comcast

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## **Description**

Having spoken with several representatives of HBO and Comcast Xfinity, I have been told that Comcast is exclusively blocking access to HBO Go on Playstation 3 and 4. They permit access on XBox and XBox One, but are actively blocking Sony Playstations.

This is absolutely unacceptable, as I pay for Internet and HBO, and have been informed that I cannot stream on a gaming system that has the capability. I have been informed by HBO that a huge number of other internet suppliers permit access, but Comcast does not.

---

**Ticket: # 975612 - Internet Service Always drooping**

**Date:** 5/12/2016 8:03:32 PM

**City/State/Zip:** San Antonio, Texas 78218

**Company Complaining About:** Time Warner

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## **Description**

Internet service always dropping and Time Warner is always throttling the speed but my main issue is almost everyday i have to unplug the modem do to most of the time it will get disconnect from internet and 2 is really low speed I'm paying for 50Mb Per Second Down speed and some time can even pass 3 mb now i have contact Time Warner numerous time and they blame the sense is not there modem they can do much so I when and buy a second modem from best buy thinking is the modem but no it was not the modem still doing the same the next thing they blame is the installation on the house as they say and sense i don't have cable as TV provider at home the modem is plug straight from the pole to the modem I'm sure the installation in the house has nothing to do with this problem now some time when i have contact Time Warner they say they remote and reset the connection the that should solve the problem but still have issues but one thing they don't have an issue is collecting the bill I'm really feed up with Time Warner

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**Ticket: # 975985 - Internet speed/competition for bundled services****Date:** 5/13/2016 4:14:55 AM**City/State/Zip:** Odessa, Texas 79761**Company Complaining About:** AT&T

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**Description**

Since late Feb, the speed of my Internet has intermittently slowed significantly. Last month alone, two separate service repairs required to address phone/internet issues. AT&T is my Internet and land line phone service provider. About a month ago, my tv programming provider, Cable One, announced that it would switch from analog to digitally transmitted programming June 7, 2016. Consequently, I was directed (by letter) to order/reserve CableOne boxes to avoid disruption in service. Upon speaking with a cable rep in person, I learned that CableOne would afford me two free Motorola boxes. Each additional tv in my home would also require a Motorola box from Cable One for which I'd incur monthly fees. Having received Cable One programming without benefit of boxes for the past thirty years, I'm unhappy to learn about the need for boxes and the additional monthly fees. I'm equally frustrated that it's difficult to access a knowledgeable, human, cable rep by phone. Over the past year, I've received hundreds of print and verbal invitations from AT&T and area Cable Tv Communications providers to bundle telephone, tv and Internet services. I've declined bundled offers in favor of the personal freedom to explore options as need and opportunity dictate. To avoid the use of cable boxes, fees and robot customer service phone center, I now want to explore Internet tv but strongly suspect AT&T of intermittently slowing my home internet speed to hamper/prevent access to streamed content such as Firestix, Netflix, etc. Having already voiced my lack of enthusiasm for boxes to a CableOne sales rep and repeatedly declined AT&T and Cable One bundles, unless I surrender to bundling my phone, net and tv services to a single provider, I likely face ongoing Internet slow downs. Hence I hope the FCC can offer direction with respect to preventing Internet speed slowdowns without bundling services. As each tv requires a dedicated box, I'm wondering if the boxes are also used to collect/transmit information to tv providers like subscriber usage, viewing preferences, etc.

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[Ticket: # 976001 - Frontier Communications](#)

**Date:** 5/13/2016 7:41:34 AM

**City/State/Zip:** Lake Elsinore, California 92530

**Company Complaining About:** Frontier Communications

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### **Description**

The worst company in America in regards to customer service and Internet, phone and tv service in general. I'm sure you've heard it all and it's true!

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[Ticket: # 976081 - Longview Kilgore cablelynx](#)

**Date:** 5/13/2016 9:11:56 AM

**City/State/Zip:** Kilgore, Texas 75662

**Company Complaining About:** Longview Kilgore Cable

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## **Description**

The only Internet provider in the area is now changing their plan to an allotment plan from unlimited. There prices are higher then surrounding towns and now they are putting limits on usage that are not what customers have not agreed to when signing up originally for. They have a monopoly that leaves you with no other options.

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[Ticket: # 976569 - up sale](#)

**Date:** 5/13/2016 12:05:25 PM

**City/State/Zip:** Camino, California 95709

**Company Complaining About:** Comcast

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### **Description**

Comcast is not giving you good service so you have to up grade higher price no other option unless you continue to pay for interruptions of service so you have to up grade wont give you a box at same price to have continued good service at same price their service is to make you pay more I have internet only

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**Ticket: # 976809 - Internet issues**

**Date:** 5/13/2016 1:15:58 PM

**City/State/Zip:** Fort Bragg, Florida 28307

**Company Complaining About:** Centurylink

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## **Description**

Internet has been out for 3 days received notification on Wednesday morning May 11th. That dispatch will come and fix the issue by 4pm. I called at 4:15pm same day because no one from Centurylink gave me an update, and I was advised it was a common area issue and would be resolved by 7pm Wednesday May 11. Next day May 12th. I called Centurylink once again again they advised me that common area issue was resolved but my internet is still not working. Centurylink representative continue to tell me that dispatch will be out to fix it, no updates and the Internet is still not working all day. On Friday May 13th I finally spoke with a supervisor who advised me I will need to pay additional \$6.95 to have dispatch come inside to fix wiring in my home that could possibly be causing the issue, all the representatives I spoke with prior did not advise me of this additional cost as well as notifying me that the issue could be internal. At the point everyone that I spoke with at centurylink has not been helpful and cannot tell me the real reason why my internet is not working. This company does not value customer service as well as catering to the customers needs like they state when first getting Internet service with them.

---

[Ticket: # 977716 - Haven't fixed e-mail issue for 2 months...still not fixed](#)

**Date:** 5/13/2016 5:43:39 PM

**City/State/Zip:** South Park, Pennsylvania 15129

**Company Complaining About:** Comcast

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## Description

(b) (6) ...e-mail address book is not working properly...cannot delete unwanted addresses

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[Ticket: # 978053 - Internet Email](#)

**Date:** 5/13/2016 9:05:47 PM

**City/State/Zip:** Tampa, Florida 33624

**Company Complaining About:** Frontier Communications

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### **Description**

On April 1st when Frontier took over from Verizon I spent eight hours talking to various folks to transfer my email over. To this day they have not been able to make my email work so all my files are some where that I can not access. They Frontier blames Verizon but I am now Frontiers customer. This failure in helping the consumer is criminal in that they do not take ownership and are completely technically incompetent.

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[Ticket: # 978190 - Internet Service Interrupted/Slow](#)

**Date:** 5/14/2016 1:47:13 AM

**City/State/Zip:** Avondale, Arizona 85392

**Company Complaining About:** Centurylink

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### **Description**

Called Centurylink due to dropped internet connections/interrupteded service with slow connection when available.

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**Ticket: # 978335 - Time Warner Interruptions, Slow Internet, No connect, Missing Stations, BILLING!!!!**

**Date:** 5/14/2016 11:12:09 AM

**City/State/Zip:** Lake Geneva, Wisconsin 53147-1519

**Company Complaining About:** Time Warner

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### **Description**

So tired of getting @#\$\$@#@# by Time Warner, service is HORRID, not only cable, but also internet. For at least 5 years now, I pay ridiculous monthly cost of \$100-\$129 per month for 1-box & internet....that's it, no premium channels, no nothing...and that's what I get for the \$\$, no NOTHING!!!! When is the FCC going to take the consumers side and do something about this monopoly that gives consumers no choice...and NO VOICE!!! Class Action suit should be taken soon!!!!

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**Ticket: # 978551 - Electronic Signal blocker**

**Date:** 5/14/2016 2:18:32 PM

**City/State/Zip:** San Marcos, California 92078

**Company Complaining About:** The Ones We Know About Are: Att, U-verse, T-mobile, & Others

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### **Description**

There appears to be a possible "Signal blocker" in use in Encinitas CA... Several residents & we have been disrupted numerous times & it is now disrupting every visitor, passer-by, & residents...the disruptions are erratic yet constant for a month +/-...an investigator was brought in to identify the issue & suggest filing this complaint with FCC...so, here we are

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**Ticket: # 978498 - Microsoft error #268d3**

**Date:** 5/14/2016 1:10:33 PM

**City/State/Zip:** Harrison, Arkansas 72601

**Company Complaining About:** Cox

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## **Description**

I received a Microsoft error stating that my computer was at risk and that if I went to another website without calling 877-773-1935 that all my credit card numbers and account passwords would be taken immediately. Additionally, this error message from Microsoft looks so real that I called the number and they started to connect to my computer remotely, in an attempt to actually take my credit card numbers, I believe. However, I became suspicious and Googled the error message and it prompted me to disconnect immediately because it was a scam. The people then continued to call my cell phone back from this number (b) (6)

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**Ticket: # 978502 - my things my money my life my health destroyed**

**Date:** 5/14/2016 1:12:48 PM

**City/State/Zip:** Phoenix, Arizona 85021

**Company Complaining About:** Cox

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## **Description**

my internet has utilized and possible still is from other sources. this a example as every time I have a way to show I'm not making up a story, lol I do make up stories when I am not able to access my things apos and have owner admin of any if my things. X box live was an account in NY name I purchased the video game console for myself for netfkux etc and my yg adult children to have that when visited or our holidays etc. my roommate had used the account for his own gaming when we closed that , I did my email is attached it us still active but Xbox won't let me take off my email or that avatar looks lime me . and sdo show in august after roommate \ boyfriend i we were in a relationship but that us not what GE told others behind my back and idk what he said online galing. GTA game, my car was stolen for real. now it gas been smashed vandelused, luc a part gale to it and fine for dollars when I owe thousands and the car I purchased to last me over a year to pay the me hanic bilks and new parts agai and again in NY credit well king story, I have no cat and not confident that after since 2006 I have had a succession of awful "badcar" luck such as I had sold a car in 2006 , that man served GTA time and now the same game series had been played in my household and now the same thing is happening again, unexplainable identity theft, weird thins in myniteboojis, myappkes are licked but active and won't turn off after months, my phones device I paid for another to survive and notebook HP as my emachibe AMD gastewat are notfunctioning. I dipised of my emavhibe and yet when I was finally able to access for eminent my amazon account the PC was an active acoiybt I had my internet glitch everytimne I turned in my college assignment and had to drop classes as nothing went in on timeand rewritten . so are my emails

my work , Macy's, I had to resign, as the corporate bkevel hr received notes out of my trash in apt dumpster , scribble notes for a subject matter of o more IR less my own scribble note and tossed out, put in order to appear as if slander against my Macy's scanned and sent on my email. this has now where I gave no car no proper communications. electric magnetic forces that are not healthy for the Hunan body I'm sure and cix told me after first first tech acknowledged I'm srcerly hacked, the 2nd tech argue with me for hours and I was signed on to WiFi that service finally turned off as fix had refused to turn off my own service IR acknowledge a orobke! my identity and credit us trashed now my location and devices still are not in my control , I had oucs if showing 13 hosts in my notebook owners public groups gusted indivial accounts !!!!! are theybosying the bilks and kuvubg a life that ruined same as things . Verizonsays Apple , apple says Verizon and lung ping ball Apple Verizonappkw Verizon . my icloyd address was receiving fb messages for a Diana Jensen in north Dakota ????? and Facebook of course and I cloud played the same blame a d noir ever resolve the situation thus few wekks past I have began to contact you but the emails I see are that the data in complete , ya bet, so who are you going to punt at say the name of where to get my life my this GS my health or do I need to ghp homeless IR leave the country to get my bilks reimbursed a d my things fguxed or replaced?

now at Macy's I had customer tell me he was from n Dakota and at Christmas apple pay his purchase, another apple pay put through three transactions at three other Macy's locations before he left Macy's after his purchase . what in the geck is going on? fix tis please Verizon cox Google Xbox Apple no one will actually help me correct this if you want research data I'm happy to help and maybe you all that lord knows what in my phones and computers and accounts I'm not afmin of or things I

own . resolve and reimburse me and you get the answers you need please I will not go homeless again because of police borrowing what they should have. AMD the leak of boyfriend mad as um done pasyibg for everything so he won't have my car stolen it smashed and thus please god everyday I pray, my fingers are numb from electric waves and I had just had a 6X4 tumour removed not cancer a giant growth? and my thyroid is if you had radioactive exisure cox tech did slightly admit radio frequency still in?!! please help me. it may difficult to do as um sure all possible obstacles will gobup f

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**Ticket: # 978560 - AT&T throttling based on device and data capping****Date:** 5/14/2016 2:35:53 PM**City/State/Zip:** Brinkley, Arkansas 72021**Company Complaining About:** AT&T

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**Description**

AT&T has selectively blocked ports in order to reduce internet usage by media devices and gaming consoles. This is in direct violation of FCC regulations of Net Neutrality regarding unfair and illegal practices in limiting internet access based on device and damages the service used by customers who consistently and legally consume television and media using the internet. When I called to address this issue, AT&T attempted to sell me U-Verse and DIRECTV products and would not answer any questions regarding the data cap recently imposed other than it is 250GB/month and that they would "email if you reach 65% of your data cap." When transferred to a specialist, they indicated that it would be raised "to 300GB or 600GB per month" but never indicated when or how long and refused to answer questions regarding the nature of the data cap which is another violation of transparency as set by the FCC. Direct quotes from customer service representative "We checked with the FCC and they approved this data-cap before we sent it out". I asked what was their reasoning and why did they approve this and he said, "I can't tell you that but rest assured the FCC approved this." In addition to capping, AT&T has been selectively throttling game consoles and then charging customers a fee (via a third party called "AT&T Connect" to fix the issue created by the companies selective port blocking (\$49.99 one time fee or \$14.99 a month). This is known as a "scam" and yet another FCC violation. When trying to fix the issue, multiple CSRs attempted to transfer me to AT&T Connect and would not or did not disclose that this was a third party nor that it would cost the customer. When directly asked about this policy, AT&T refused to answer and I was repeatedly instructed by the CSR to hire a lawyer to contact their legal team because they would not answer any questions about their FCC violation or their policies. She directly admitted this was a legal issue. The CSR continually responded that they would need a subpoena before they would engage in this conversation. This tells me they are aware of their violation and they are endorsing a legal grey area. The CSR said specifically that the "FCC mandated the data caps" which I cannot believe is a true statement. Nor could I verify this statement as I was continually directed to contact the legal department of AT&T (though they would not give me an address or phone number to contact).

AT&T is engaging in multiple FCC violations -- open internet, transparency, and throttling based on device which hinders the legal consumption of media.

Transcription of mailer:

"Updates to Internet usage allowances

Beginning on May 23, 2016, we will be increasing the U-verse(r) Internet data allowance for many customers. After a grace period, and as our agreement provides, there's a \$10 charge for each 50GB of data you use over the allowance amount. The maximum overage charge will be \$100/mo. If you choose to bundle your U-verse Internet with DIRECTV(r) 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. Or if you choose, an unlimited allowance is available for purchase as an optional bolt-on to your Internet service for an additional \$30/mo.

After May 23, 2016, log in to you 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).

Thank you for being a loyal U-verse customer,

AT&T"

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**Ticket: # 978786 - AS I MENTIONED SEVERAL TIMES, I AM SABOTAGED FROM TIME-TO-TIME LIKE THIS AFTERNOON**

**Date:** 5/14/2016 7:13:02 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** Don't Know Exactly, Because Fedex Office Is Where I Am

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### **Description**

I was trying to send a quick contact to my brother and I was thwarted from doing it. It was important, because it was about monies I need desperately for the weekend and it took more time that I now don't have on my card. Email is for ID only.

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[Ticket: # 979213 - Cannot sen out e mail](#)

**Date:** 5/15/2016 1:43:42 PM

**City/State/Zip:** Lincolnton, North Carolina 28092

**Company Complaining About:** Charter

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## **Description**

All of my outgoing e mails are being marked undeliverable or are being sent to trash bin.I recently filed a coplaint on a seperate issue but got no response.That issue was resolved privately.Please try to respond to this issue as I do not like having my communications cut off

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**Ticket: # 979134 - Frontier Communications complaint**

**Date:** 5/15/2016 11:30:59 AM

**City/State/Zip:** Lewisville, Texas 75067

**Company Complaining About:** Frontier Communications

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## **Description**

I would like to issue a formal complaint against frontier communications. The company has since taken over my account from verizon. For the past few days my services have not been working due to "outages in my area." The customer service lines are rude, unwilling to help, and refuse to answer any questions. I have been told I will not be getting a refund for the days my service has not been working. I was also never under contract with Verizon, and was told by frontier that it would cost me \$250 to get out of my frontier contract. I did not have an option to go to frontier. I believe this is a blatant violation of the communications act (Section 258 if my research is accurate) as I did not authorize a switch to frontier from verizon, and am now stuck in a "contract" I never agreed to. A simple search of on the internet will show you that I am not alone in this. Thousands of Americans have expressed the exact same issues. As consumers, this company has made us all powerless. There is no help for us because they just don't care.

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**Ticket: # 979153 - Phone & Internet Service**

**Date:** 5/15/2016 12:09:41 PM

**City/State/Zip:** Globe, Arizona 85501

**Company Complaining About:** Cable One

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**Description**

Yesterday I received a letter from the Cable One in regards to my complaint # 873740. with the FCC. Asst. General Counsel -Regulatory Affairs Emerson Yearwood responded & made a statement letting me know about the one time complaint that I made with Cable One in regards to my service. Well the statement is not accurate for the most part. After the initial incident (complaint) I did call other phone numbers a few months later to try and let the local Cable One agencies know of my displeasure with there services.

Still the problems were ongoing even though I filed a complaint.

Called Steve the local service agent 928-792-2414 again a few months down the road after the first incident with the mentioned service truck in the area, he never responded.

Then I called down in Phoenix , cant remember the gents name, he never responded. I never filed an official complaint again because I do not want to create problems, I just want the problem fixed!

Enough is Enough!

I don't have time for this, but I will start documenting .

These problems have been on going for quite some time.

Are there no FCC field agents available to come to the area to find out the truth. Check the local businesses such as China Buffet located on HWY 60 in Globe. They will tell you how many times they have lost service and were not able to run credit cards and have lost business due to these incompetency's.

Other businesses to. How sad this company has made excuses why there service continues to be the way it is, but yet collects everyone's money with no repercussions. Today I was on a VERY important website with some very sensitive information and my internet acted up AGAIN & I lost all of my information.

Was I MAD!

My Cablenone has been acting up for the last three days!

Attached is my documentation.

For your information there is a Facebook page dedicated to Cablenones problems in the area.

Type in cableonenetworkstatusinarizona and you will find that many statements are made from the people in this area.

The only reason I have not dropped there services is that I am planning on moving soon. Trust me my services will no longer will be with Cablenone, but I sure would value a refund for my frustrations since I have been with them for 3.5 years.

I would suggest that Emmerson Yearwood gets out of the chair, comes up here to find out what is really going on!

Respectfully

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**Ticket: # 979329 - Internet advertising that prevented me accessing my own Internet provider**

**Date:** 5/15/2016 4:18:20 PM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast

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## **Description**

In recent days, X-finity Wi-Fi (Comcast) has been blocking my access to my own internet service provider (Verizon) with unwanted advertising of its services. X-finity made itself my default Internet provider with almost full-screen ads promoting its services. There was no option on the advertising screen to reject those services and, when I closed the advertising window, I was still cut off from my own Internet service and the unwanted X-finity ad would come back again and again and again.

I called X-finity and, after half an hour's wait, reached a Customer Service representative who said they could stop the problem if I gave them my computer model number. I gave them the number but also told them that I couldn't understand how they could stop my problem with a computer model number that I share with many thousands of other users of the same computer model.... However, that ridiculous "solution" was all they had to offer and, of course, it didn't work.

Eventually, I solved the problem with my own Internet provider, Verizon.

I think it is very wrong for Internet providers to be able to block consumers from accessing their own Internet service (for which they are paying) with unwanted advertising. And they should not be allowed to effectively force consumers to buy the unwanted service by providing no escape route from the unwanted service. They are effectively stealing from people like me who have selected an Internet provider and are already paying for service. Please tell X-finity to stop this dishonest and despicable marketing practice immediately.

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**Ticket: # 979576 - ISIS Manufacturing of terrorism in California FBI is defective.**

**Date:** 5/15/2016 10:08:48 PM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** Cia Fbi Iana Fcc Nsa

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## **Description**

I am reporting that the FBI is fraudulent in United States of America. A division of the CIA self proclaimed as the Secret Service. Hey Northridge brain link was used to relay top-secret information about a facility in Southern California that was used to manufacture terrorism. The top secret facility was described as a Spy Site in Northridge California, and a second node Spy Site location located above Bel Air off of Mulholland. An agent described the location used the manufacturing of terrorism was being manufactured from as a airtight room with a lime green floor that was illuminated from behind that can change colors the current and only color that I've known into display has been green. An agent describes to many of these rooms are located side-by-side and at i have head things from next door or down stairs. When I asked an agent why I was program to pick up an object like a weapon they informed me they were instructed to do so. This is the same location manufacturing a synthetic form of schizophrenia that is been falsely reported as a stabbing conducted by Isis. The same location using the same brain link at Northridge educated me to stab people Internet with car keys and I did not. This same Northridge brain link is responsible for manufacturing and synthetic form of schizophrenia that Nikki Bayes of Simi Valley experience during a stabbing. The America military is blocking my communications to CNN news and the Authorities. They are violating my freedom of speech and my Constitutional rights. i have a Ticket number from a complain being processed on a related matter from the IANA and FCC as well as reported to the FBI and the CIA.

The Brain link used in the manufacturing of terrorism that was reported by an Agent to be known as the "Northridge Brain link." the Northridge brain link was also used to defend myself resulting in injury of an Agent during a synthetic and electronic schizophrenic terrorist attack during the time I was incarcerated at a Ventura detention center. The miss use of this system included the manufacturing of know terrorist Jonny Andrade of Simi Valley and Nikki Bays being used to exercise a known installation of synthetic schizophrenia to stab multiple potential affiliated gang members or potentially innocent people caught in the wrong change. Agents since then have identified two locations addressed as Northridge and Mulholland correlates to Harris Corp. It was while my brin was connected to the Northridge brain link when multiple agents described the location. I have interviewed Nikki Bays and Johny Andrade as it appears neither have knowledge of how they were miss treated and missed by the FBI in SIMI VALLEY. I am reporting that the FBI ANTI TERROR TEAM IS IN CONTEMPT OF THE LAW AND MULTIPLE KNOWN MANUFACTURED CASES OF SCHIZOPHRENIA or NON ISIS RELATED BUT THE STABBING OF ISIS WERE MANUFACTURED THE SAME WAY AS NIKI BAYS STABBING and the Shooting of Johny Andrade's finger. within Simi Valley. instances include many others correlate to Canada Schizophrenia stabbing. Tony Ramirez, Myself, Christopher Harris(help him please he got stuck by the military in a shitty roll to displace this mind control conspiracy on the use and side effects of Narcotics., Jonhy Andrade (Shootings, Armred Robbery, Home Invasions) , Kuma Tae (Invasion), Clayton who attacked me with a Machete Nikki Bays (who stabbed others), Holly Coons, Nichole Ehrecke, Aaron Real, Fernando Lira, Benno Von Archiboldi, Maria G Kelpé, Keisha Lousie Carter Porn Star, Zachery Carter, Mathew Carter, Cynthia Carter. Linda Schaedle, Sami Gawad, Jeana Esler, Emilie Erika Barcos of Denmark, Melissa Nichole Wade, Jessica Bentley PORN STAR, Jarid Bentley, Sadie Morris, Lisandra Castro, Antonio Castro,

Christy Mac PORN STAR, Heath Leger ACTOR, Ronald Ragan, Nancy Reagan, Carline Durks BILLIONAIRE, Robert Hubert Tuttle AMBASSADOR, John Langley PRODUCER, Danielle Fishback PORN STAR, Tawney Palmer PORN STAR, Nicholas Petrov SYNTHETIC KLEPTOMANIA, Tiffany Walhood METH PORN, Klara Coleman (of Ireland) Pro-Tech Systems Inc. FRED Joshet of Bel Air Customer of Media Home Theater. Paul Thomas Ott Sr., Paul Thomas Ott Jr. Tea Leoni and David Duchovny Actor Porn and Domestic Sex Addics. Brittany Spears Shaved head, Tom Cruse Actor, Mathew Ryan Waitkus (Programed Suicide) Marco Lira (Darpa Disaster) DAPCI and the use of synthetic kleptomania at DAPCI as was used by the CIA in BEL AIR and Greater Los Angeles to accomplice at least 2 residential burglaries. One being a customer account of Pro-Tech Systems Inc. and Audio Visual Experience and the other as reported previously as Caroline Dirks Bel Air Robbery. Correlate to NSA mind control doc search in the United Nations Search Engine aprox 2 years ago

Here is a picture of what a Clandestine Operation did using unregulated government radio communication of the electromagnetic spectrum.

Correlate to FBI report of ISIS manufacturing terrorism and Salinas FBI blotter collage Campus Terror Investigation, Caroline Dirks of Bel air and Ambassador Robert Hubert Tuttle pursuit of political aims, UK. GOV emailed about this issue and the targeting of Pro-tech Systems Customer Affairs and Media Home theater, Sound and Vision Systems Of Simi Valley, Notified the United Nations of Ungovernment radio communications used to manufacture terrorism and ISIS in America and CANADA at a top secret location using a Northridge Brain links to Manufacture Terrorism Johnny Andrade and others. Facility location described as Northridge and Mulholland Above Bel Air. correlates to Harris Corp. Agents at harris corp described the facility where terrorism is manufactured in America as a facility with a illuminated lime green floor where I witnessed via Synthetic Telepathic viewing of an agent being injured and may have been killed by blood loss and asphyxiation on the green floor which I reported to Cert@cert.org The Department of Home Land Security. IANA Reference numbers #886044, #904476, #889484, #886270

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[Ticket: # 979610 - Military](#)

**Date:** 5/16/2016 12:02:23 AM

**City/State/Zip:** Simi Valley, California 93063

**Company Complaining About:** Military

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## **Description**

Currently A military facility within the view of water and the 5 freeway is manufacturing terrorism via Neural Processing Center. I can make some of the transmissions out. Correlate to last report

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[Ticket: # 979676 - Text fishing](#)

**Date:** 5/16/2016 7:37:48 AM

**City/State/Zip:** Otangeburg, New York 10962

**Company Complaining About:** Verizon

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### **Description**

Received text from bank I don't have asking if I spent money. Poor grammar wrong acronyms and bad spelling

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**Ticket: # 979833 - Filed Commplaint last week got intimidating call from Verizon**

**Date:** 5/16/2016 9:54:26 AM

**City/State/Zip:** New Castle, Pennsylvania 16101

**Company Complaining About:** Verizon

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## **Description**

Several hours after I filed a complaint with the FCC I received a call from Verizon regarding the issue with double billing me for an internet service that was supposed to have been disconnected in June 2015 the call was from a woman who only identified herself as a Verizon employee who receive notification that the FCC had received a complaint from me she was forceful she was intimidating somewhat terse and upset stated that they did not want to hear my reasons for filing this complaint she was only calling to let me know that they had been notified she came close to even telling me to be quiet when I tried to explain to her the issues regarding two and a half days and eight or more calls and several hours on the phone with Verizon she said she didn't want to hear it and when I try to explain to her that this but filing wasn't because vindictiveness it was only in hopes that I would receive back money paid to Verizon falsely she again stated she was only calling to tell me that she got the complaints and at that point I realized that she was not being more rude more forceful and I ended the call by hanging up on her I did not realize that by filing this complaint to get back over \$1,200 paid to Verizon falsely would cause me to feel intimidated and Afraid of what Verizon what to do to me later for filing this report I'm not happy about the call made to me from Verizon I don't wish to have any more intimidating calls from Verizon about this internet service issue I just would like it resolved with a check being sent back to me for 12 months of payment money paid for late payment and money paid for restoration of services when they would turn my service is off because of this bogus internet bill and finally I would like an apology from Verizon for allowing this to go on and allowing their employees over the month to insist I didn't understand my bill.

(b) (6)

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[Ticket: # 980032 - blocked e-mails](#)

**Date:** 5/16/2016 11:19:25 AM

**City/State/Zip:** El Paso, Texas 79902

**Company Complaining About:** Content-filter At Ecb-mx-in2.episd.org

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## **Description**

An agency that calls itself Content-filter at ecb-mx-in2.episd.org is arbitrarily blocking my e-mails. No permission was given by myself for this agency to block my e-mails.

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[Ticket: # 991570 - spam e-mails](#)

**Date:** 5/20/2016 3:53:09 PM

**City/State/Zip:** Fishers, Indiana 46040

**Company Complaining About:** Comcast

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## **Description**

One company is sending out a lot of e-mails for all kinds of products and even after notice of un-

unsubscribe

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[Ticket: # 979994 - Century link](#)

**Date:** 5/16/2016 11:09:46 AM

**City/State/Zip:** Phoenix, Arizona 85051

**Company Complaining About:** Centurylink

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## **Description**

Poor service! I'm paying for 12 MBPS and lucky if I get 3. I have called and called and emailed and called the cable manager and no one cares or returns calls. This is my second email to you guys. I'm one of thousands in this area that can't get any help from century link.

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**Ticket: # 980564 - Xfinity-Customer Block**

**Date:** 5/16/2016 1:51:06 PM

**City/State/Zip:** Naperville, Illinois 60540

**Company Complaining About:** Comcast

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## **Description**

Xfinity has put a customer block on purchasing wifi.

I don't understand why, I have used access pass in the past.

My data plan has jumped overages twice this month as a result.

I am a disabled mother and applied for Internet essentials through Xfinity over a month ago.

Every time I call to follow up, the CS rep says they have to create a heat ticket to get my app to the next level. This has occurred thre times this far.

Xfinity CS told me yesterday that I was approved for Internet Essentials and that's why I am blocked from Access Pass.

Today CS said I have not been approved and they must create a heat ticket.

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**Ticket: # 980607 - Uverse Internet**

**Date:** 5/16/2016 2:03:59 PM

**City/State/Zip:** Los Angeles, California 90012

**Company Complaining About:** AT&T

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## **Description**

AT&T is excessively charging customers for Uverse Internet.

They service representative promises one thing over the phone and the bill is entirely different. When I call to rectify the issue, I am given the run around and transferred to several different reps with no resolution. I believe that ATT is purposely overcharging and misrepresenting the Uverse Product. I do not want any Uverse product as I do not trust ATT and the Uverse Product does not work as expected. ATT should not be allowed to overcharge customers or misrepresent Uverse products.

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**Ticket: # 980657 - UNABLE TO SUBMIT MESSAGE TO MY NEPHEW TO ASK MY BROTHER TO SEND EMERGENCY FUNDS**

**Date:** 5/16/2016 2:19:55 PM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** AT&T

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### **Description**

Dear Sir: I have made these complaints before that I have trouble on-line, like I did again last week, however, some of the players may have changed. This one could be MB, the U.S. Government outside attorneys. I am in a dangerous situation with them, where with Carolyn Prator's direction, they are trying to leave me on the street with no monies or food for days and are asking my brother to do so, too. They have nothing substantial on me just yet. All my best, (b) P.S. Address is (b) (6) Shreveport 71105 or (b) (6)

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**Ticket: # 981069 - Extremely Poor quality of service**

**Date:** 5/16/2016 4:08:02 PM

**City/State/Zip:** Crystal Lake, Illinois 60014

**Company Complaining About:** Comcast

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## **Description**

Earlier this year, Working World contracted with Comcast at a higher cost to increase the internet speed available. Beginning Friday, May 6th, service quality dropped. Incoming and outbound VOIP calls are difficult to hear, on-line internet service locks up. Per Comcast, we were, (AND STILL ARE) experiencing intermittent signal problems in our area. In an email, Comcast claimed that these issues are due to power failures that the power company is experiencing. Their technicians were working with ComEd to restore services back to 100%. They did not have an ETA on repairs. When contacted, the City of Crystal Lake was NOT aware of any ComEd power issues. Multiple trouble tickets have been initiated with no end in sight as to when the service being paid for is restored. On agent indicated that there are issues with the nodes. Working World is compensating Comcast for service it is not receiving.

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**Ticket: # 981133 - Internet Outages**

**Date:** 5/16/2016 4:22:28 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** AT&T

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## **Description**

We are a galvanizing plant that is part of a large corporation based out of Texas. The corporate office has contracted with Windstream, who then subcontracts our internet service out to AT&T. AT&T has been installing fiber optics in the surrounding areas for the past few months, and ever since they started we have had issues. Except for the past month those issues are getting worse, and worse, to the point we are losing days of work and days of data. We keep getting told we are "on the crisis list" with AT& T, but no one has fixed our connections. We have been told we need to upgrade to fiber optic, it is our own network, it is our wires just outside our building, it is the weather, it is a data card at their center, it is just a sporadic outage, and that they are aware of the chronic issue; but working on it. I am currently sending this from my home, for I cannot get internet at the office and neither can numerous other employees. At this point we are beyond fed up with the excuses, and need someone to intervene. Please help!

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**Ticket: # 981288 - Cancellation of Service**

**Date:** 5/16/2016 5:10:06 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** AT&T

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### **Description**

AT&T canceled my service without my authorization on Wednesday May 11, 2016

I called and told them I didn't not authorize any cancelation and told I had to reestablish service with a new account number.

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**Ticket: # 981529 - Unreliable Service****Date:** 5/16/2016 6:31:00 PM**City/State/Zip:** Richmond, Texas 77406**Company Complaining About:** Entouch

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**Description**

Dear Sir/Madam,

On the twentieth of February this year I took over the responsibility of the internet/cable/security services for our home provided by EnTouch. At the time of initiating the takeover I requested the upgrade of both the cable (video) and security services and we were provided same. However, within a week of receiving the upgraded service we began to have problems with the internet which also impacts the cable (video). I have reported these problems to EnTouch and some attempt has been made by them to correct them, however, they still persist. The most recent experience of these annoying and inconvenient problem occurred during the weekend of 05/14-15/2016 which resulted in the frequent (more twenty times) disruption of both our internet and cable services requiring the resetting (unplugging and replugging of power supply) of the internet modem and the Mini TiVo unit located upstairs in our home. On Sunday 15th instant I contacted (via telephone) EnTouch internet technical support department in order to ascertain why we were experiencing this chronic and persistent problem, only to be advised by their representative that my name and address does not come up on their system, ergo, no assistance could be offered to me and at which time the call was terminated. I was quite flummoxed at this especially in light of the fact that I receive bills from them via post and email.

I am totally fed-up with EnTouch service and the unprofessional attitude of their customer service representatives. Ergo I am using this to solicit your assistance in helping me to terminate my service with EtTouch without being charged any termination fees. I want to take this course of action based on the fact that they have breached our contract by not providing the services agreed upon and that I am billed and duly pay for.

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**Ticket: # 981573 - Comcast**

**Date:** 5/16/2016 6:49:56 PM

**City/State/Zip:** West Newbury, Massachusetts 01985

**Company Complaining About:** Comcast

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## **Description**

For the past two months, our Comcast Wi-Fi/TV services has drastically declined in terms of acceptability. We've made several calls, and have spoken to many "tech support specialists" but, in nearly every instance, our efforts to have our problem(s) resolved resulted in discourteous, rude, and extremely unprofessional service, that never resolved the problem with our service. We have been placed on hold for unreasonably long periods of time, only to be transferred to another representative who was even more coarse than the first one. Our requests to speak to a manager \*again\* resulted in our being put on hold for several minutes, and then told that the manager was, "on lunch". We are paying a substantial amount of money to Comcast for services that we are not -- and have not -- received from them. The manner in which we've been spoken to by many of the Comcast representatives, in nearly every instance, was nothing short of contemptuous. As I type this complaint, my wife was just berated over the phone by a Comcast representative (Nathan, ID#: CR 590104341), and had her request for assistance summarily dismissed.

---

[Ticket: # 981734 - commercials and cutting program time](#)

**Date:** 5/16/2016 7:51:46 PM

**City/State/Zip:** Fridley, Minnesota 55432

**Company Complaining About:** Centurylink

---

## **Description**

Even though I am paying for cable TV, the TV Land channel adds so many commercials (and cuts off the last few minutes of many programs), I feel I'm paying primarily for commercials. I can't imagine why this is allowed. Not every channel does this. There must be some regulation to control this behavior on the part of TV Land.

---

[Ticket: # 981778 - internet cost and availability](#)

**Date:** 5/16/2016 8:09:43 PM

**City/State/Zip:** Miltonvale, Kansas 67401

**Company Complaining About:** Carrie Padgette

---

## **Description**

Over \$100 a month for just internet in Miltonvale, KS. Why is a phone mandatory when I don't need a phone. When you call it takes days to get someone on site. There is no other internet provider. How can we get another internet provider in Miltonvale? Bennington, KS which is about 25 minutes away has Eagle and for \$49.00 a month and no interruption of service. Why don't we have a choice? How can we get better service and choice? For that price we should have better service or selection.

---

**Ticket: # 981953 - OPTIMUM SERVICE ISSUE**

**Date:** 5/16/2016 10:05:10 PM

**City/State/Zip:** Brooklyn, New York 11221

**Company Complaining About:** Optimum - Cablevision

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### **Description**

Experiencing intermittent connectivity issues with optimum internet service since installation on 4/2016. Company refusing to reimburse for services not rendered.

---

[Ticket: # 982066 - StraightTalk Cellphone Advertising](#)

**Date:** 5/17/2016 12:17:17 AM

**City/State/Zip:** Northborough, Massachusetts 01532

**Company Complaining About:** Straight Talk

---

### **Description**

Straight Talk not only has too many ads but they are mostly sexually oriented. I am so sick of the barrage of ads. SICK SICK SICK OF THEM

---

**Ticket: # 982226 - Unwanted product insertion on my computer ( THEFT) ( CONVERSION)**

**Date:** 5/17/2016 8:37:45 AM

**City/State/Zip:** Titusville, Florida 32780

**Company Complaining About:** AT&T

---

## **Description**

Gentlemen: for well over a year, mu computer has been bombarded daily by Microsoft insisting on downloading windows 10- I insisted that I did not want this and rejected their offer- overnight by "stealth" the bastards downloaded this egregious software ( which I forthrightly unloaded) I want accountability from those government offices that I have paid an contracted with to do their duty-Please request a response why they should not be fined for "Computer fraud and theft" Note\* Their only entitlement was "TO UPGRADE EXISTING PROGRAMS AND NO OTHER"

(b) (6)

Titusville FI 32780

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[Ticket: # 982366 - Caller ID Spoofing](#)

**Date:** 5/17/2016 10:09:25 AM

**City/State/Zip:** High Point, North Carolina 27265

**Company Complaining About:** Time Warner

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## **Description**

When my caller ID showed my aged neighbors phone number I thought she was in trouble and I answered. The line was open but I received no response. I could hear noises in the background but they were not identifiable.

---

**Ticket: # 982534 - CONTINUATION OF THE PREVIOUS SUBMISSION TODAY**

**Date:** 5/17/2016 11:02:49 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** AT&T

---

### **Description**

Dear Sirs: and like they successfully did to get support to murder my father, by calling him a "gay father" that was absolutely not right, because he and my mother had me ready for marriage. If I have any problems at all it would be at the hands of the government, the way they have let CP hurt me along the way as she took everyone who loved me to another lady for 25 years. All my best, BAB

---

**Ticket: # 982525 - WENT INCOGNITO TO CONTACT MY NEPHEW WHO I WAS AFRAID WOULD BE UNDER SEIGE BY MB AND OTHERS FOR HELPING ME TO GET SOME MONEY TO GET OUT OF AN AREA**

**Date:** 5/17/2016 10:59:09 AM

**City/State/Zip:** Shreveport, Louisiana 71105

**Company Complaining About:** AT&T

---

## **Description**

Dear Sirs: I came in early this morning to the center to try to find a cup of free coffee, because my brother has not honored the court-appointed letter agreement to, as my former executor, possibly, to put a small amount of cash on my debit card to last for a week or ten days, while I try to do what I can, as an untrained person, too, to keep our country from going under communist rule, foreign rule or any other rule, so that people can quiet down and get back to work, after seven years of partying sometimes and looting what belonged to others at other times, like many people did to stay in the race to be a good family man, sometimes, and have fun at others. CP has control of that group. Others, like I am, just sit and wait a while, before doing enough, because if I do things too quickly, others might follow. Others keep going very quickly without any legal right to do so, so that perhaps they won't get caught, but many of them have. Whatever, when I did my first search this morning a baby's face came up instead of the original search and when I went into incognito to protect my nephew from further siege, a baby face came up again. This group of people that practices "creative law" did it again then, they set it up where it looked like I had a problem I do not have and they know that. Moreover, I heard from a birdie, an old boyfriend of mine who married someone else and whom I only ran into 20 years ago and not again went into the court and told the court I was "permanently gay" saving them a whole lot of time in getting the support to go ahead and kill me like they tried to do several times in the last 24 hours. Would you please check these things out and give them to the local head of marshals. All my best, (b) P.S. I have made a series of complaints over the years and will be sending another section of this message. Please look for it, because I may be taken off by one of the groups I'm sort of exposing.

---

**Ticket: # 982755 - Conversation on a website**

**Date:** 5/17/2016 12:04:17 PM

**City/State/Zip:** Henderson, Texas 75654

**Company Complaining About:** We Aren't Sure

---

## **Description**

Potentially threatening definitely racist conversation between a Black , a Jew , an Aryan and a Muslim . I've never filled a complaint but I really feel there is a need for this to be monitored or at least looked into.

If possible please email me back. Sorry for the images

We couldn't find a internet issue for our complaint so I just chose a random one .

<http://www.celebjihad.com/britney-spears/britney-spears-nude-sex-music-videos>

---

**Ticket: # 983406 - Regarding REQUEST #938938, Never got a reply**

**Date:** 5/17/2016 3:04:37 PM

**City/State/Zip:** Brownwood, Texas 76801

**Company Complaining About:** Echo Wireless Broadband, Early, Texas

---

**Description**

I never did receive a reply to my previous complaint

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[Ticket: # 992406 - computer scam about virus in your system](#)

**Date:** 5/21/2016 8:36:29 AM

**City/State/Zip:** Tulsa, Oklahoma 74105

**Company Complaining About:** Cox

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## **Description**

clicked on a site & a recorded message told me that I had a virus & NOT to click off of the site. Gave me a #286DE. Also said I would NOT be able to use my computer until repaired !! DID click off & at once received a phone call from 876-846-6031(J.M. Kingston) a young male voice said "Do you have the money, Bitch !" This happened @ 5-20-2016-1:25 P.M.

---

**Ticket: # 984933 - Loud commercials on DirecTV**

**Date:** 5/17/2016 8:31:26 PM

**City/State/Zip:** Newton, Massachusetts 02458-1834

**Company Complaining About:** Directv

---

## **Description**

Particularly in the evening and late evening, out of many groups of three commercials, some of the commercials in the group are set to blaringly loud volume, enough to wake-up my sleeping wife next to me. This is a deviation from the sound level of the regular programming, and some of the other commercials in the group. This occurs regularly and is deliberate. It is my understanding that this is a direct (no pun intended) violation of the CALM Act, Public law 111-311 enacted as an addition to 47 USC 151 on December 15, 2010,

When I called DirecTV to complain today, they told "this is the first time we've heard of this". This is clearly untrue since I could easily find many references to this problem on searching the Internet, specifically with regard to DirecTV.

Also, ound transmissions is very inconsistent from channel to channel. On some channels, DirecTV also sets the background volume "too low" so one must turn up the volume control to hear the regular programming, and some of the commercials.

Note: the problem I complain about above, occurs on "regular sound" channels.

I request that you act swiftly and appropriately to end this violative practice forever on DirecTV.

Submitted May 27, 2016

(b) (6)

Newton, MA 02458

(b) (6) imcsi@rcn.com

DirecTV (b) (6)

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[Ticket: # 985136 - Privacy and civil and individual and us constitutional rights...](#)

**Date:** 5/17/2016 10:15:04 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Directv

---

**Description**

...summerlin crossing rest stop TV 14 10:00p.m.-person of interest

---

[Ticket: # 985126 - SiriusXM trial offer spam has no unsubscribe link](#)

**Date:** 5/17/2016 10:10:21 PM

**City/State/Zip:** San Jose, California 95136

**Company Complaining About:** Siriusxm

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## **Description**

SiriusXM has made some sort of deal with Nissan to spam you constantly. It's now every other day that they solicit me with free trial nonsense. As far as I know I never consented to this.

That's not the worst of it though. There's absolutely no unsubscribe feature available as far as this message is concerned. That seems like a direct CAN-SPAM violation to me. And I'm probably not the only victim here. . .

I can forward you the messages, or screen shots.

Thanks for seeing what you can do about this.

---

**Ticket: # 985151 - SPYWARE**

**Date:** 5/17/2016 10:20:27 PM

**City/State/Zip:** Calumet, Michigan 49913

**Company Complaining About:** Charter

---

### **Description**

while on the computer my computer screen was blocked by a box stating Charter Communications says I had Virus and needed to call 1-877-929-7084, I was not to get on and order anything until I called this number and removed some ad spyware, It said all my personal info would be compromised if I didn't, I contacted Charter and the technician researched the info I gave him and he said this was not Charters Policy and that I should report this to this email

---

[Ticket: # 985611 - internet outage](#)

**Date:** 5/18/2016 10:17:30 AM

**City/State/Zip:** Mooreville, Mississippi 38857

**Company Complaining About:** Comcast

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**Description**

no service for two weeks no one has been to repair my problem.

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[Ticket: # 985701 - someone sending texts and emails in my name](#)

**Date:** 5/18/2016 10:47:17 AM

**City/State/Zip:** Lawrenceville, Georgia 30043

**Company Complaining About:** Sprint

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## **Description**

It says it's from you but the email address is (b) (6) . This entity is sending texts and emails in my name.

---

**Ticket: # 986764 - Comcast Poor service and complaint resolution**

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

**City/State/Zip:** Seattle, Washington 98199

**Company Complaining About:** Comcast

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## **Description**

I have consistently had problems with the internet. Pay for "high speed and takes 45 minutes to download one movie, for example. I contacted corporative office in PA (5/3/16) to complain they sent me to "Executive Customer Relations" and was redirected to Pacific region ( (Herman J) for resolution. That was over 2 weeks ago. The "executive" fails to return phone calls or answer emails in a timely fashion. My last communication was May 9th., and explained I was traveling and to contact my wife and set up an appointment for someone to come out, and he hasn't called or followed up. I'm paying close to \$200/month for sub-standard service. From my research, including Consumer reports, I find that Comcast has lived up to their negative reputation. I'm tired of fighting and waiting, I need your help please.

---

**Ticket: # 986978 - civil rights US**

**Date:** 5/18/2016 4:10:29 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Straight Talk

---

## **Description**

8910 Dartmoor way

cc HUD and wiretapping delaying my availability to credit or to talk to anyone about new car and work on my credit, and ask for more money from SSI disab. or even to call the credit compapines, even to deal with abuse, verbal here in Fort Myers FI Lee County FI from HUD or anyone the BBB SBA FTC and even related to ICE or immigration, the Sheriffs dept or Fort Myers FI police state troopers and even bounty hunters ESPN and for hookers and call girls or even employment through ESPN from Rutgers and even to cont. to more education to take summer or spring fall classes and to disconnect with faith, and then fellowhisp world and hten the centers here in Lee County to talk about anything with crock. warnings through the US Mllitary BRAGG or Veterns and families and even for private or regarding private or public eduaiton, for k-5th or k-12th grade in Fla. or NJ NY Or even Conn for UCONN or CAP and to call anyone and dealing with civility of Facebook and the feed around, and also for any Fla. Welfare check here in Crown Colony Golf & County there right to privacy and to pursue...thank you end.

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**Ticket: # 987154 - Scam telephone calls, endlessly after I block their number**

**Date:** 5/18/2016 5:02:07 PM

**City/State/Zip:** Richardson, Texas 75081-5059

**Company Complaining About:** Time Warner

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## **Description**

I am Time Warner telephone customer and I have reported at least 8 calls from "This is credit card services and we want to tell you how to lower your credit card interest rate" The middle number is always "234" . Today's number was from 682-234-1125, in the past most calls were from area 210, then 234- an a four digit number. Richardson phones has the same middle three numbers, the scammers I also have asked Time Warner to flag our account with no more RoBo calls, I have listed our number on Do Not Call list for Texas and USA. Help! Please investigate that scammer that keeps calling about how to lower your interest rate.

---

**Ticket: # 987317 - Yahoo email**

**Date:** 5/18/2016 5:50:14 PM

**City/State/Zip:** Preston, Connecticut 06365

**Company Complaining About:** Yahoo

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## **Description**

Hello, I'm writing this on behalf of my son who can not get into his yahoo email. He has had this email for about 15 years and it has his military buddies, business and legal contacts in it which will be lost if he can not gain access. However Yahoo no longer offers phone or chat report and limited online support. We had to go through a spam link just to get thee option to email them and have had no one contact us. There is a link to reset your password (his suddenly stopped working) but because his account somehow became unlinked to mine and linked to a former business he worked at which no longer exists Yahoo offers no remedy, It just says to go to other help options. or the issue can not be taken care of online but gives no recourse. When he initially signed up they did not ask for his phone number either so that seems to be an issue with long term email holders. We have been going round and round for a couple weeks now on the website trying to find help, we called yahoo but the operator says there is no support for email and connected me to a recording that says to go to their internet site. After further investigation we have found that Yahoo, does not have live technical help and does not offer phone or chat help. One suggestion they gave was to create a new email, but legally there seems to be something wrong here when they are holding years of personal information on an individual and by refusing to allow them to access their personal account they interfere with their a persons affairs including business, legal and financial.

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[Ticket: # 987643 - Charter Internet frequently drops connection](#)

**Date:** 5/18/2016 8:16:35 PM

**City/State/Zip:** Cedar Springs, Michigan 49319

**Company Complaining About:** Charter

---

### **Description**

Our family has home Internet thru Charter in Michigan. We don't have other affordable options. Charter is our only 'reliable' option and it's inconsistent at best. We wish there was more competition / more options. Not sure what to do other than to suffer thru regular outages.

---

[Ticket: # 987697 - Frontier Communications](#)

**Date:** 5/18/2016 8:55:02 PM

**City/State/Zip:** Apple Valley, California 92308

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier communications has continually failed to show up for service appointments, made their own appointments at their own will with out informing client, had service that has not worked for 5 days with no remedy to situation when contacted. Constantly given the run around to different departments when calling trying to remedy the situation with no success. Had to figure it out with out the help of Frontier, would still be without service if left up to Frontier and their terrible service.

---

**Ticket: # 987989 - FiOS internet, TV, and phone**

**Date:** 5/19/2016 8:33:22 AM

**City/State/Zip:** Tampa, Florida 33629-8419

**Company Complaining About:** Frontier Communications

---

## **Description**

After multiple calls for service outage, Frontier communications set a service appointment. The evening prior to the appointment an automated call stated the problem had been fixed. It had not been fixed and both the tech support office and the office that Attorney General Pam Bondi set up for Florida customers were unable to set up another service appointment until next week. Frontier said that the problem is fixed at the same time they are saying there is a general outage in the area. It is impossible to get repair with this company and they continue to require payment. I have spent hours and hours by cell phone trying to get help.

---

**Ticket: # 987992 - Microsoft Windows 10**

**Date:** 5/19/2016 8:35:24 AM

**City/State/Zip:** Jacksonville, Florida 32210

**Company Complaining About:** Microsoft

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**Description**

DAMN MICROSOFT! WINDOWS 10 SNEAKS IN AS AN "UPDATE" TO EXISTING WINDOWS. Attempts to install itself on everyone's computer.

When I turned on my computer this morning my only option was to agree or decline the installation of Windows 10. My auto-update settings had been changed to "always allow update to download". Microsoft downloaded it last night.

I DON'T WANT WINDOWS 10!!! I HATE WINDOWS 10!

Microsoft has no right to sneak into my computer and hijack my operating system, hijack my computer and force people to use their "big brother" overgrown phone app., installed WITHOUT CONSENT over the internet via their virus program.

WHERE IS THE FCC??

---

**Ticket: # 987995 - Comcast**

**Date:** 5/19/2016 8:37:48 AM

**City/State/Zip:** Tamarac, Florida 33321

**Company Complaining About:** AT&T

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## **Description**

I live in a gated community with a HOA. The HOA contracted with Comcast to provide television cable network service. I use AT&T as my internet provider. Comcast (Infinity) is trying to solicit me to change my internet service to their company. I do NOT want to change. Every time I turn my computer on, the first thing I see on my screen is an Infinity advertisement. I do NOT want to see this advertisement, which pops up repeatedly on my screen throughout the day, no matter what I am looking at. I called Comcast and they told me that they contracted with a third party advertising company to advertise and they ("Comcast") cannot control where or how this third party places their advertisements. I know this is not true. I want to STOP Comcast and/or Infinity from advertising on my computer. Please advise.

Thank you,

(b) (6)

Tamarac, FL 33321

(b) (6)

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**Ticket: # 988115 - Email address spoofing**

**Date:** 5/19/2016 10:04:30 AM

**City/State/Zip:** Aurora, Colorado 80016

**Company Complaining About:** Whatishoste.dynv6.net

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**Description**

I am getting spam sent to me from my own email address. They are coming from whatishoste.dynv6.net. When I told them to stop, the spam increased.

example:

from: (b) (6)

to: (b) (6)m

date: Wed, May 18, 2016 at 3:27 PM

subject: [?]Congrats (b) (6).you win \$5,000. Walmart giftcard[?][?]

mailed-by: whatishoste.dynv6.net

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[Ticket: # 988374 - Internet out over a week now](#)

**Date:** 5/19/2016 11:42:43 AM

**City/State/Zip:** Rowlett, Texas 75089

**Company Complaining About:** Frontier Communications

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### **Description**

My internet has been out for a week today and still not fixed. I have made 15-20 calls and on average each time around 45 minutes. Every time I was given false hope on a tech working on my issue not no resolution.

---

[Ticket: # 988380 - Personal wifi Hotspot blocking](#)

**Date:** 5/19/2016 11:43:29 AM

**City/State/Zip:** Kansas City, Missouri 64154

**Company Complaining About:** Cleveland Convention Center

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## **Description**

The Cleveland convention center is blocking multiple wifi Hotspot. I took video and pictures to prove it. Their website even says they do this... I tried to find on site staff to discuss this issue but no one would see me.

---

[Ticket: # 988675 - LOUD commercials on go.cnn.com live broadcast](#)

**Date:** 5/19/2016 1:03:47 PM

**City/State/Zip:** Washington, District Of Columbia 20520

**Company Complaining About:** AT&T

---

## **Description**

Hi FCC.

Sorry to bother you with this. While listening to go.cnn.com live broadcast on the Internet some of the commercials are way too loud. I contacted CNN but they didn't respond. Can you assist? There wasn't a choice on this page for this type of a complaint.

Thanks!

---

[Ticket: # 988708 - Internet always cuts out and they refuse its happening](#)

**Date:** 5/19/2016 1:10:53 PM

**City/State/Zip:** Deer Park, Washington 99006

**Company Complaining About:** Centurylink

---

## **Description**

Centurylink controlled by att here in deer park wa always cuts out, I call them and they said they don't see any outages but i am looking here at the router and the internet and dsl lines go out once a minute for hours at a time. I've tried everything and they deny it.

---

[Ticket: # 988780 - computer virus extortion from 888-804-2557](#)

**Date:** 5/19/2016 1:32:25 PM

**City/State/Zip:** Flemington, New Jersey 08822

**Company Complaining About:** Comcast

---

## **Description**

computer virus extortion complaint over internet from 888 804 2557. when you look up the telephone it is well known that this is from a well known extorter. why cant any fcc or justice dept get after theses sobs?

---

**Ticket: # 988902 - Time Warner Cable**

**Date:** 5/19/2016 1:58:00 PM

**City/State/Zip:** Monroe, North Carolina 28110

**Company Complaining About:** Time Warner

---

## **Description**

I have contacted Time Warner Cable numerous times in hopes to get my internet fixed. Every time it rains I loose internet service. They act like I am crazy. I am sick of paying for service that is unreliable and constantly faltering. When I do call they send a tech out a couple days later and he cannot find an issue because by that time it is not raining and had time to dry out. I am to the point I dont even want to call to report this issue any longer. Their unconcerned responcees are getting old. It seems like they could care less if I get service or not just aslong as I pay them money.

---

**Ticket: # 988990 - Frontier Communications unable to provide us service or fix our service that we have already paid for**

**Date:** 5/19/2016 2:22:29 PM

**City/State/Zip:** Grapevine, Texas 76051

**Company Complaining About:** Frontier Communications

---

## **Description**

Our business service went out on Friday, May 13th. We contacted Frontier Communication at least 4 times on Friday. They had us reset all equipment etc. They said a technician would not be available to us until May 24th. As we are a small business; this would probably ruin us. Another company in our office building also had Frontier Communication and contacted them on Monday, May 16th and Frontier sent a technician out to them the next day. I asked why they were getting better service than we were - no answer. We were told by the technician that it was a software issue and not an equipment issue and Frontier would have to fix the issue.

I contacted Frontier May 19th to check status of software issue. I asked to speak to a supervisor. I was told by the customer service rep that the supervisor could not speak with me. I told them I would find a new service provider.

---

**Ticket: # 989083 - Internet**

**Date:** 5/19/2016 2:50:13 PM

**City/State/Zip:** Long Beach, California 90807

**Company Complaining About:** Sprint

---

## **Description**

Consumer states that he has a tablet. He states that he can not get on the internet. Consumer also states that Google is interfering with him getting on the internet. Consumer states that every time he goes online he get messages saying that he is being track.

---

[Ticket: # 989109 - Internet Hacker](#)

**Date:** 5/19/2016 2:55:46 PM

**City/State/Zip:** Englewood, Florida 34224

**Company Complaining About:** Frontier Communications

---

## **Description**

Neighbor hacked into internet connection and provider has not sent a tech out. It has been 4 days. My speed has slowed down to a crawl and I am a telecommuter and it is affecting my job productivity.

---

[Ticket: # 989172 - solve media](#)

**Date:** 5/19/2016 3:09:55 PM

**City/State/Zip:** Ball, Louisiana 71405-0645

**Company Complaining About:** I Do Not Know What Company These People Are Using.

---

## **Description**

As of a couple of days ago, all of a sudden when I am playing games that I play almost everyday, solve pops up with an annoying word or phrase for me to type in. If I don't do this, I cannot continue to play my games. I have pop ups blocked and I have opted out of this over and over again. Google says this is not a trusted site and I cannot get rid of it!!! Please help!!!

---

**Ticket: # 989515 - Mlive/The Ann Arbor News misrepresentation to conceal conspiracy**

**Date:** 5/19/2016 4:42:10 PM

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

**Company Complaining About:** Mlive

---

## **Description**

May 19, 2016 mailing to Federal Communication Commission-3 pages -to uphold prevention of Conspiracy and Authorities upholding neglect to report wrong doing by Judges and Attorneys, [https://mailqueue.advance.net/index.php?\\_m=tickets&\\_a=viewticket&ticketid=338218](https://mailqueue.advance.net/index.php?_m=tickets&_a=viewticket&ticketid=338218) Fax 1-886-416-0232 Federal Communication Communication-commentissues@mlive.com for Mlive to give an explanation on the Link rot being presented -three pages, served the Federal Communication Commission, the Washtenaw County Clerk, the Ann Arbor News by United States Postal Service Certificate of Mailing to uphold original evidence that is relevant, reliable, credible for 5/13/2016 [#NBF-892687][https://mailqueue.advance.net/index.php?\\_m=tickets&\\_a=viewticket&ticketid=338218](https://mailqueue.advance.net/index.php?_m=tickets&_a=viewticket&ticketid=338218) Link rot and 5/13/2016 Gmail-Fwd: Scan from AADL Downtown: The purpose of presenting the MLIVE (Ann Arbor News) misrepresentation is to prove how the Ann Arbor News is not honest and has no concern for the integrity of upholding what is right and forbidding what is wrong or using this misrepresentation to conceal this conspiracy.-three pages (12 pages)

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[Ticket: # 989888 - pbj39k@outlook.com](#)

**Date:** 5/19/2016 6:39:38 PM

**City/State/Zip:** Independence, Alaska 64056

**Company Complaining About:** Boost Mobile

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## **Description**

Neighbors hacking and harrassing my juvenile childs phone, xbox, etc

---

[Ticket: # 989918 - subject poing up when not wanted](#)

**Date:** 5/19/2016 7:00:47 PM

**City/State/Zip:** Parsippany, New Jersey 07054

**Company Complaining About:** Tech Support

---

### **Description**

when I use internet explorer it will open a new window and bring up a subject that I do not want. This interferes and prevents me from doing my research properly.

---

**Ticket: # 990053 - Internet provider is not providing stable internet**

**Date:** 5/19/2016 8:10:30 PM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** Netvision

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## **Description**

My internet cuts out 50-100 + times a day. I have repeatedly called and complained about this problem. The internet is included in my rent. They have made no noticeable attempts to fixing my problem. They have shown up without the proper tools or gear to fix my internet. After 6 months of this consistent problem I am beyond made and frustrated and I have no idea how to get them to actually fix my problem. It has in turned cost me money. From them telling me I needed a new 130 dollar router and being disconnected constantly has wore me out. I've talked to the landlord and informed them multiple times but as I am not always home its harder to communicate.

---

**Ticket: # 990122 - Zito media**

**Date:** 5/19/2016 9:04:28 PM

**City/State/Zip:** Haleyville, Alabama 35565

**Company Complaining About:** Zitomedia

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### **Description**

My son and law has Internet and cable with this company and has for over six months and the Internet goes out at least once a day and the cable has not worked at all right since they have had it and it is not working at all now, when you call they always say that they have a work order for a certain date, and they never show up, and it has been going on, since they have had the service

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[Ticket: # 990279 - Frontier Debacle](#)

**Date:** 5/19/2016 11:54:18 PM

**City/State/Zip:** Sarasota, Florida 34232

**Company Complaining About:** Frontier Communications

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## **Description**

No Internet or cable service for over 9 days. Customer service has had many conflicting statements and each individual said something different. Have spent hours on the help line and have been told to just wait. I was even told that I would be issued a discount but I don't wish to pay for something I'm not getting. I'm concerned due to my living depending on Internet access. Cable is not nearly an issue as compared to our current Internet issues. Will be looking to cancel tomorrow if not resolved early.

---

[Ticket: # 990400 - Changing my personal computer without my o.k. or knowledge](#)

**Date:** 5/20/2016 8:33:18 AM

**City/State/Zip:** Mount Vernon, Washington 98274

**Company Complaining About:** Comcast

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## **Description**

I have dire illnesses in both my daughters---I NEED to communicate with them hourly---daily. This morning, although I have refused it MANY times---the new Windows 10 was set up on my machine. I refused again, but took a long time for it to be restored to my original Windows 7 again. This is a direct intrusion into my personal life---my personal computer, and I want it stopped. I don't know for sure if it is my local Comcast Company that did that, or the Microsoft Company. At any rate, I need my computer handy and ready and not wait for an hour to get it restored again to my Windows 7. This is not funny---My daughters lives depend on it.

---

[Ticket: # 990401 - Changing my personal computer without my o.k. or knowledge](#)

**Date:** 5/20/2016 8:33:42 AM

**City/State/Zip:** Mount Vernon, Washington 98274

**Company Complaining About:** Comcast

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## **Description**

I have dire illnesses in both my daughters---I NEED to communicate with them hourly---daily. This morning, although I have refused it MANY times---the new Windows 10 was set up on my machine. I refused again, but took a long time for it to be restored to my original Windows 7 again. This is a direct intrusion into my personal life---my personal computer, and I want it stopped. I don't know for sure if it is my local Comcast Company that did that, or the Microsoft Company. At any rate, I need my computer handy and ready and not wait for an hour to get it restored again to my Windows 7. This is not funny---My daughters lives depend on it.

---

**Ticket: # 990728 - No Comcast Services for Internet, Phone, Cable - Customer /Technical Service Complaints**

**Date:** 5/20/2016 11:30:03 AM

**City/State/Zip:** N. Chesterfield, Virginia 23236

**Company Complaining About:** Comcast

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**Description**

We lost "All" Comcast service due to cable still above ground after almost 2 years that was cut accidentally with the lawn mower. Contacted Comcast Wed, 5/18 and was given a Tech appt for Fri, May 20, 8AM to 10AM. I stated I sometimes work from home and requested a better date and was given Thursday, 5/19 3PM - 5PM. Arrangements were made and appointments cancelled to be available for the scheduled time. At 3PM, I received a call the Tech was running behind. After several calls from both me and my husband we were given same day 5PM to 7PM. No one showed up. At 7:20PM Comcast was contacted again. We were told someone name Kevin would call us. No one called. I waited by my cell phone until 9:00 PM. My adult son rearranged his schedule to be available for the original date of Fri, 20 May 8AM to 10AM. It is 11:30AM as I am typing this and no one has shown up. We contacted Comcast a bit after 10AM and was on hold for 34 minutes or so, only to be hung up on. I have not contacted them yet as I am very frustrated with their service. I will cancel their service as soon as possible.

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[Ticket: # 990734 - Microsoft Download to Windows 10](#)

**Date:** 5/20/2016 11:30:45 AM

**City/State/Zip:** Leesburg, Florida 34748

**Company Complaining About:** Microsoft

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## **Description**

Microsoft keeps trying to get me to install Windows 10 which I do not want at this time. I can find no way to X out of it anymore and find it to be a harassment each time I access the internet. I have tried contacting Microsoft but can't seem to speak to a person.

---

**Ticket: # 991011 - Internet issues for months**

**Date:** 5/20/2016 1:06:45 PM

**City/State/Zip:** Corning, Ohio 43730

**Company Complaining About:** Excede Aka Wild Blue

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## **Description**

We have had Excede or Wild Blue internet satellite service for several years. November of 2015 we received a letter wanting us to buy more mb's per month. We are retired and we use the internet everyday but we never came close to our maximum usage so we decided we didn't need to buy more. Ever since then we have had nothing but problems. We either can't get online, or it's extremely slow or we get an email saying "You have used your maximum usage for the month when it's only 2 weeks into the month". We have contacted them countless times since this started in November and they have sent tech's out 3 times to fix the problem but it never gets fixed. 3 days ago we received another email saying we were 70% and we weren't even 2 weeks into our month. We had one man tell me that we were using up our mb's by watching too many video's. We are in our 60's, WE DON'T WATCH VIDEO'S. I kept telling him this and he said I'm looking right at it lady and I know what I'm seeing, basically calling me a liar. We live in the middle of no where so we don't have a lot of choices for internet service but we still should not be treated in this manner. We are desperate to get this taken care of PLEASE HELP!

---

**Ticket: # 991503 - Electronic harassment in dickson,tn on (b) (6) and family**

**Date:** 5/20/2016 3:30:16 PM

**City/State/Zip:** Burns, Tennessee 37029

**Company Complaining About:** AT&T

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## Description

I am writing for help with a small drug syndicate\group in my city of Dickson, TN. They are using hacking abilities they learned from military trained soldier, (b) (6), to electronically harass me and my family. They are hacking all of our devices, and remotely controlling them from their hub computer, at (b) (6) apartment or trailer, (b) (6) from hwy. 48 or other location, (b) (6) from other cell phones and computers, (b) (6), from either (b) (6), or (b) (6), (b) (6) and (b) (6) from either (b) (6) or (b) (6), with (b) (6) and (b) (6), (b) (6) and (b) (6) and (b) (6) and (b) (6) and (b) (6), (b) (6) and (b) (6), (b) (6) and (b) (6), (b) (6) and (b) (6) and (b) (6) and (b) (6), and a few others. They have hacked our devices and remotely took over our screen and stopped Web pages, rerouted emails and stopped them, killed links and pages, made spoof pages appear on page to try and get us to order what we are trying to buy thru them stopping pages, then taking our money and then sending us defective devices as if it came thru the company we ordered from. Writing "fuck you, catch me if you can" on the screen of the devices we use. They have used electromagnetic pulse, or emp, or directed energy to destroy devices, restart devices, change remotely all email and other accounts passwords, making secret dating sites for my wife and using them to coerce her into prostitution, by threatening to kill our 6yr. Old daughter, my grand father, my mother, brother and sister, and the rest of my family, and my wife's family, if she doesn't do as they say. They are using a spooky 2 or royal something rife machine, to use directed energy weapons and synthetic telepathy, on people in this town to extort others and to move their drugs and run their prostitution rings, without detection, from the federal authorities, that are trying to catch them in our town. They have also gathered Dea agents, fed agents body frequencies to covertly identify confidential informants as they sickly are working with the police and giving illegally gathered information 5o inform on others while they gather big ticket people to allow their robbery crew to come rob them and Noone know how it's happening. They can jam cameras, cell signal, calls, alarm systems, etc. Anything to get away with the robberies, home invasions, murder cover ups, etc. They commit. This is of the upmost urgency. Please get some feds on these people, and I think the irs, tbi, atf, dea, fbi, cia, and whichever other agencies involved, to notify these agencies of the drug, gun, prostitution, coercion, blackmail, extortion, manipulation, brainwashing, mind control, and robbery crimes, these people are involved in. Please consider this urgent. Sincerely, (b) (6).

---

**Ticket: # 991557 - Re: [FCC Complaints] Re: Yahoo mail login with AT&T**

**Date:** 5/20/2016 3:47:26 PM

**City/State/Zip:** Sacramento, California 95817

**Company Complaining About:** AT&T

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## **Description**

This is a follow-up to your previous request #879581 "Yahoo mail login with AT&T"

This issue is still not resolved. AT&T say that they resolved it ( call via phone (b) (6) @ 12:28 today) but I am still not able to access my emails at all since they stopped it again. Secondly they're still charging me for suspended internet connection.

Sent from my MetroPCS 4G LTE Android device

On Apr 12, 2016 3:04 PM, Quixote (b) (6) wrote:

I have now called back ATT on 404 896 8605 from which came their first call, went in to message and left my particulars @ 3 pm Pacific time 04/12/16.

I truly appreciate your help. Thank you very much

Sent from my MetroPCS 4G LTE Android device

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**Ticket: # 991559 - False representation**

**Date:** 5/20/2016 3:47:56 PM

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

**Company Complaining About:** AT&T

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## **Description**

Received "opt out" notice by mail. Typed in the URL provided to access the online form (att.com/ecpniptout). It was a blank page. Tried it again. Still a blank page. Called the number they provided. Was told it was the wrong number. Was sent to another number. "Pat" said I was sent to line that handles BUSINESS accounts and mine was a residential line. "Pat" forwarded my call to "Rasdi" the residential rep. Rasdi asked for my account and passcode. Then Rasdi disconnected me.

---

**Ticket: # 991766 - New car problems**

**Date:** 5/20/2016 4:58:53 PM

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

**Company Complaining About:** Comcast

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## **Description**

I bought a new 2016 Volkswagen Jetta from (b) (6) on May 14, 2016. . The address: (b) (6). I only had the car for 24 hours and I then had to return the vehicle to dealership due to loud noise coming from the car. The dealership looked at vehicle and determine they need to replace the car engine due to metal particles coming from the oil. I haven't had the car for 5 days now. I requested for another 2016 Volkswagen Jetta car they said no they can fix the current car but will not give me another one. I explain I was uncomfortable with this vehicle especially I only had it for one day. I didn't get a response from the dealership, I had to go to the dealership the next day to get help. While I was there I had to wait almost two hours before the manager came and talk to me about my issue. They still told me no. I reach out to corporate who I am still waiting to help me with my issue. I am frustrated because I am not having a great experience with Volkswagen and at this point I just want out of my deal which the dealership told me no. I really just want out of my deal and given my old car back. This is a very terrible experience with them. I am very disappointed.

---

[Ticket: # 991994 - Hollagrams](#)

**Date:** 5/20/2016 6:40:43 PM

**City/State/Zip:** Torrance, California 90502

**Company Complaining About:** AT&T

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### **Description**

There putting hollagrams on the tv been on going there all over the Internet. Here's a pic of the hollagrams

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[Ticket: # 992384 - Comcast](#)

**Date:** 5/21/2016 7:44:21 AM

**City/State/Zip:** Florence, Alabama 35630

**Company Complaining About:** Comcast

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### **Description**

Comcast has been changing over its bookkeeping/billing new programs and everyday I have no internet. But they lie about it. They put you through hours of doing things to your Computer and then I finally got someone who told me about the new changeover here in North Alabama. No credit for no internet...just lies...

---

**Ticket: # 992473 - Electronic Harrassment electronic rape**

**Date:** 5/21/2016 10:34:09 AM

**City/State/Zip:** Dickson, Tennessee 37055

**Company Complaining About:** AT&T

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## **Description**

I am being electronically harrassed and gangstalked by some petty thugs illegally in Dickson, Rutherford, Humphreys, Cheatham, Stewart, Houston and Wilson counties. They have threatened my 6yr. Old child's life, my grandfather, my mom, brother and sister. They threatened to turn my wife to prostitution, and they have been electronically coercing her and threatening her until they got her to just give up and just do what they tell her, she is so scared. They told her they are with the Gangster Disciples, The Dixie Mafia, The Crips, The Bloods, The Vice Lords, and that they are a coalition team drug and prostitution syndicate ring. They are using hacking, remote device controlling, privacy invasion, identity theft, coercion, manipulation, extortion, brainwashing, mind control, synthetic telepathy, directed energy weapons, cointelpro, spoof calls, spoof Internet networks, rerouting calls, ending calls, jamming signals and frequencies, and port scanners to harrass, gangstalk, extort, identity theft, human trafficking, mentally breaking down women and using mind control, to force them into sex slavery!!! They are running a discreet drug, identity theft, extortion, coercion, mind control sex slavery, human trafficking, and prositution ring, in our local counties. These people are robbing homes with high tech security systems, without detection, using electromagnetic pulse, directed energy weapons, radio frequencies, signal and frequency and carrier wave jammers and some kind of resonance. They are trained by an ex military or active military guy named (b) (6). They know about rife machines, and orgone generators. Orgone generators and rife machines turn your "Chi" natural body energy up and your sacral chakra open and they make your sexual hormones rage, and they use electromagnetic pulse and telepathic sex simulators, to make the females very horny and cloud their judgement similar to date rape drugs, and then they use the EMP to force penetrate and electronically rape the females, until they are desensitized, and emotionless to sex, and they emotionally strike fear in them to make them not resist or go to authorities for help from being electronically raped!!!! That's what's being done to my wife, (b) (6), and she is being told to not say a word, or her husband, (b) (6), our child (b) (6), or the rest of our family, will be killed. She is becoming emotionless and being brainwashed using this mind control, synthetic telepathy, directed energy weapons, and electromagnetic pulse. I am pleading for my family, and for the safety of my child and wife. I could handle it by myself, but it would not be the best outcome, for my daughter, who is 6yrs. Old. They have threatened to burn our house down in the middle of the night, with our family and kids in it. To kill all of us and to humiliate us all over town, etc. These people are the scum of the earth, and do not deserve any sympathy, or plea bargains when they get arrested. They wreak havoc in my city, and terrorize the weaker people, gangs, groups, and criminals. They have inside connections to the 23rd District Drug Task Force, DEA, TBI, ATF, FBI, and probably other agencies I do not know about. They are terrorizing our family along with one of my own family member, my cousins (b) (6), which is a Gangsters Disciples, and (b) (6), that is a drug addicted junkie, and a thief. They are paying him in dope, to help assist them, gather information on the rest of my family, and not say anything to anyone, about what is being done. A few of them, snuck to my home and pounced on me out of nowhere, and stabbed me in the neck with a syringe full of something that made me pass out, unconcious, and my cousin (b) (6) stood there, to not even defend me, or help me, then I woke up with blood dripping from the backs of my arms, top and back of my head, and

stomach. The ones that did this is (b) (6)

[REDACTED]  
[REDACTED]  
[REDACTED]. They are emotionless and care free, for anyone else's feelings, or regard for human life. They electronically harrass me and my family, and threaten my 6yr. Old child, my grandfather, my brother, sister, and parents. Then threaten to prostitute my wife out into human trafficking sex slavery, and used for prostitution. These people are ruthless, evil killers. Please put a stop with them. They are big time drug kingpins, and involved in prostitution rings, gun running, drug trafficking, alcohol smuggling, extortion, and identity theft ring.

Please get the right agencies involved and help my family with this matter. Thanks. SINCERELY,

(b) (6)

---

[Ticket: # 992768 - change service without authorization](#)

**Date:** 5/21/2016 3:07:44 PM

**City/State/Zip:** Crown Point, Indiana 46307-9314

**Company Complaining About:** Comcast

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## **Description**

I only subscribed to Performance internet and called to activate new modem, my service was changed to a internet and latino cable, when called to activate my new modem, when I called back to request correction and return to original service, I was told Help Desk will call they are the only one who can switch back my service, instead they gave me another unauthorized more expensive package and help desk never called to change

---

**Ticket: # 992905 - High Latency at Peak Hours**

**Date:** 5/21/2016 5:17:47 PM

**City/State/Zip:** Elmhurst, Queens, New York 11373

**Company Complaining About:** Time Warner

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**Description**

My ping (Latency) constantly hits around 200-300 on any game server or website opened. Gaming is near impossible from 4-11 PM on weekdays and weekends in general. I have logged the ping for various servers over a 48 hour period, and it has consistently gone from normal to an unacceptable level at around 4 PM. Attached are the trace logs, and I am hypothesizing that the node I am on is overloaded and needs to be split.

I have had this issue for 5 months, and have had 5 technicians come over and none could solve the problem, and it was never elevated further.

---

**Ticket: # 993052 - Comcast Throttles internet speeds, tries to hide it by forwarding complaints to their own speed test webapp which produces fabricated results.**

**Date:** 5/21/2016 8:46:19 PM

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

**Company Complaining About:** Comcast

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## **Description**

On May 30th at 8pm I noticed internet bandwidth problems. I contacted my ISP Comcast(Xfinity) to ask them to resolve the issue. They directed me to [www.speedtest.net](http://www.speedtest.net) which showed that I was operating at about 70% of advertised download speed (24.78mbps out of 35.00 advertised) which they did not treat as a serious issue and dismissed me.

First of all, 70% of speed, I want 30% of my money back. Second, I checked download speeds personally through benchmarking downloads from my office server, and [fast.com](http://fast.com). Both shown a download speed of only 4mbps an order of magnitude under the test suggested by the Comcast representative.

I have also been harassed via telephone since my last FCC complaint. When is this body going to bring legal action against this blatant fraud and racketeering taking place directly under their nose.

Anxiously waiting for a report, and hoping I don't have to start filing lawsuits.

Comcast is reminded that I am on the DO NOT CALL LIST and if they try to telephone me during business hours I will be billing them my hourly fee ( 512\$ up to 1hr 250\$/hr after).

---

[Ticket: # 993238 - Another year ,and still more of the same](#)

**Date:** 5/22/2016 10:14:10 AM

**City/State/Zip:** Gouldsboro, Maine 04607

**Company Complaining About:** Fairpoint

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## **Description**

Every year around this time my internet becomes very unreliable with drops ,and/or loss of internet on a daily basis. This has been an issue for at least 3 yrs. ,and only seems to happen during the spring/summer time which I find odd. Last year I even lodged formal complaints with you ,but it would appear what ever actions you took changed nothing. Hopefully this time around something more can be done to correct Fair Points ineptitude at managing the network they are in charge of. Thank you in advance for your help.

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[Ticket: # 993542 - Microsoft Windows 10](#)

**Date:** 5/22/2016 5:45:50 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Comcast

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## **Description**

I DO NOT WANT to upgrade to MicroSoft Windows 10. I have Windows 7, I like it, and I cannot get Microsoft to leave me alone. My computer keeps trying to download Windows 10 on its own, or forcing me to "schedule my upgrade" without any option to say NO - I DO NOT WANT WINDOWS 10. Please help. Microsoft is so aggressive, and they have access to your computer through automatic updating of security packages. So they keep forcing into my computer an upgrade that I do not want, and cannot block, other than turning off my computer each time it starts to download and install Windows 10.

---

**Ticket: # 993587 - Re: Request updated: AT&T harrassment, obstruction of commerce**

**Date:** 5/22/2016 6:31:57 PM

**City/State/Zip:** Temecula, California 92589

**Company Complaining About:** AT&T

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## **Description**

This is a follow-up to your previous request #777357 "AT&T harrassment, obstructi..."

Sirs:

We are still not satisfied with AT&T. They continue to harass us for unpaid bills. We have attempted to remedy the problem several times, but they continue to be incompetent in this manor.

Please Helps us.

(b) (6)

---

**Ticket: # 993751 - N.J. Appellate Court Appeal Brief Blocked by Hacker**

**Date:** 5/23/2016 12:12:22 AM

**City/State/Zip:** Edgewater Park, New Jersey 08010

**Company Complaining About:** Microsoft

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## **Description**

I was attempting to file a N.J. Appellate Court Appeal Brief when my Computer was Hacked and they Locked my Printer Capabilities! I was actually locked out of my own Printer and Computer. I was unable to Print or send file and unable to control my Computer, because the hacker(s) controlled my computer from a remote location. I managed to get the Hackers Federal ID No. 91-1000041. Note; there is an additional digit in the Federal ID No. And I believe the hacker to be from the State of Pennsylvania origin. According to HP Company they said this is Microsofts Federal ID No. This caused me to miss the filing date and then the N.J. Court Dismiss my Appellate Appeal Brief Docket No. A-004112-13T4. This also caused additional losses for my Company such as, Additional legal fees, additional filing fees, additional time and money taken from my family. Substantial Financial Losses for our Company! I can not believe such corruption goes on and the audicty of these person responsible for such actions. Please revoke their License and fine them as they have cost me Millions of Dollars !

Sincerely, (b) (6)



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[Ticket: # 993889 - Computer Hacked](#)

**Date:** 5/23/2016 9:31:51 AM

**City/State/Zip:** Fairfax Satation, Virginia 22039

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**Description**

Fax Ticket Ready For Data Entry

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**Ticket: # 993910 - Bright house horrible Internet service**

**Date:** 5/23/2016 9:45:18 AM

**City/State/Zip:** Daytona Beach, Florida 32114

**Company Complaining About:** Bright House

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## **Description**

I have been battling with this company for weeks. I was installed in May 4th , 2016 and as of today May 23rd have had 5 technicians to my home and over 10 calls to tech support and spoken with 3 supervisors and the issue has not been resolved. I have failed Internet connection every day multiple times of day. I work from home and am losing pay every day due to this issue. Pls help I have no other option for a provider in my area and don't know what to do at this point to resolve this issue. They have replace equipment and lines and still no change. I was told I would have a supervisor come to my home and all they have done is send a lead technician.

---

**Ticket: # 994069 - (b) (6) Internet**

**Date:** 5/23/2016 11:04:58 AM

**City/State/Zip:** Fort Lee, New Jersey 07024

**Company Complaining About:** Verizon

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## **Description**

We haven't had internet service in over three weeks and have had a tech come out but still no resolution. Our business is at a standstill and we are losing incoming business because we can't write estimates or upload anything to our insurance companies.

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**Ticket: # 994630 - Please Read: Strongly enforced bandwidth cap on monopolized local internet connection - Recommendation of "Getting TV" provided**

**Date:** 5/23/2016 2:27:55 PM

**City/State/Zip:** Elkhart, Indiana 46514

**Company Complaining About:** Bloom Broadband

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## **Description**

Hello,

This complaint is in regards to Bloom Broadband, a local ISP which provides internet connections to apartment complexes owned by (b) (6) based out of the midwest. Their link is:

<http://www.bloombb.com/>

I recently moved into an apartment in a small town in Indiana. My apartment complex leases a fiber line from Frontier communications, and then acts as the ISP for the complex. My internet connection is tied to my lease.

I pay \$66/mo for a 25mb connection speed to my apartment, and was not informed of a data limit when signing, except in a side note which was to "check the link for acceptable use".

I work in the software industry, and I often work from home, and so an internet connection is extremely important in my life. I received a certified letter in the mail claiming my internet usage was too high. I was pointed to a link where I could check and meter my bandwidth usage.

I was told that if I go over the allocated data limit, my internet connection would be limited to 128kb/sec, or "shut off" entirely.

I tried shopping around for other internet providers, and searched the government listings for internet in my area. Only one came up: Frontier, who provides the connection to the apartment complex. They told me I do not have the option to use them because of the agreement they have with the complex. I have zero options in terms of an internet provider except to use the line my apartment complex has offered me.

When I called and explained my situation, they recommended that I buy their Direct TV offering rather than streaming Netflix or other video services, which leaves me to believe this is in direct conflict with the intended rules purposed by the FCC in regards to net neutrality.

To give some context, I do not use the internet for anything other than listening to music, and talking on Skype, where I frequently screen and video share. I do not watch video, Netflix, or any other movies, and I have zero interest in buying Direct TV. I do NOT own a Netflix account, but I am being beholden to their decision to limit my connection in order to try to upsell me their TV service.

Is this practice legal? What steps do I have to remedy this? I cannot have my internet being limited or "turned off" because I don't want to buy their TV service. As this is tied to my lease, I will be required to pay \$800 to terminate my lease and move if I don't like it. Please help.

---

[Ticket: # 994100 - purposely distorting signal](#)

**Date:** 5/23/2016 11:17:42 AM

**City/State/Zip:** Tipp City, Ohio 45371

**Company Complaining About:** Time Warner

---

## Description

I have service with Time Warner. I get a low level of service, because I live alone and do not use it that much. My complaint is that I have a Roku device that uses the signal I have with my internet. Since I live alone these two devices are never used at the same time, and yet when I use my Roku there is interference with it's operation. I believe Time Warner is purposely trying to force me to a higher level of service. Since it is one line I am paying for and I use only one device at a time, don't I have access to use it as I wish? Can you help?

I live in Ohio and 45371 is my zip code.

Thank You,

(b) (6)

[REDACTED]

[REDACTED]

---

**Ticket: # 994269 - Internet**

**Date:** 5/23/2016 12:22:34 PM

**City/State/Zip:** Tyrone, Pennsylvania 16686

**Company Complaining About:** Verizon

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## **Description**

I filed a complaint in May and Monica Belmar called me twice and referred me to a technician he called me and I told him it was bad time. I said please call back he said he would and never did. I tried calling Monica back 4 times now and her voicemail is full and cannot receive new messages. So How can I get ahold of anyone??? Our internet is way too slow for what we pay and we experience outages way too frequently. This needs resolved today. She is calling our phone on file and we don't have a phone we use the internet.

---

[Ticket: # 994314 - spam emails tied into my profile information](#)

**Date:** 5/23/2016 12:35:29 PM

**City/State/Zip:** Boston, Massachusetts 02120

**Company Complaining About:** Comcast

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## **Description**

Receiving a series of spam emails which amazes me (but frightens me), as to the extent it knows my browsing habits, my gender, and approximate age. One even used my first name, which implies that this is a phishing software of some kind that bombards my email, and then redirects me to another intermediary site, and then to a company's website, depending on the product or service.

Cannot identify any viruses in my PC, but it seems whatever background program that generates these emails is tracking my browsing information.

---

**Ticket: # 994478 - high speed internet**

**Date:** 5/23/2016 1:33:22 PM

**City/State/Zip:** Mahaffey, Pennsylvania 15757

**Company Complaining About:** Verizon Wireless

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## **Description**

Two weeks without high speed internet, promises to repair it or send hot spot until repairs were made, nothing yet. Two weeks of extremely aggravating phone calls and nothing but promises and lies. Very disturbing to communicate with people that you cannot understand. Once we got somebody to listen wife asked to cancel internet as we would still be paying for nothing, consequently they canceled all Verizon services. All of our communicating will have to be via cell phone as I have no internet. I did order a hot spot to be delivered tomorrow 5/24 to carry on all my business until I can get something resolved. I would appreciate any help available with this matter. very willing to answer any questions about the events that happened over the past two weeks. Thank You for your concern.

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**Ticket: # 994579 - Internet Blockage**

**Date:** 5/23/2016 2:05:16 PM

**City/State/Zip:** Staten Island, New York 10303

**Company Complaining About:** Time Warner

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**Description**

On May 22-23, 2016, my Internet was blocked by a drop-down notice advising me to call 888-460-7582 immediately, because I had an "error" # oX800610A3.

I was unable to use my computer for two (2) days until I had Norton make the correction. This is very annoying, and has happened in the past. I believe these people are doing this because I will not let them work on my computer. I also believe that these are the same people calling me via telephone at least once a week to "fix" my computer, to which I decline.

Thank you.

(b) (6)

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**Ticket: # 994656 - Frontier Communications**

**Date:** 5/23/2016 2:39:55 PM

**City/State/Zip:** San Dimas, California 91773

**Company Complaining About:** Frontier Communications

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### **Description**

I have filed a request for repairs for my phone line and my Internet services and it has been over 5 days and nobody has shown to make repairs and I was told that someone would be at my home to make repairs the next day. Today I received my bill which I am sure they will be expecting to receive payment for and I haven't receive the services I am paying for. Frontier is horrible! I was pushed to be their customer and that wasn't my choice. Verizon was really good, but now I can't even contact them. I am a very dissatisfied customer. We are retired people and our retirement funds are not enough just to pay for services we aren't receiving. Please help.

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**Ticket: # 995072 - (b) (6)**

**Date:** 5/23/2016 4:40:56 PM

**City/State/Zip:** Los Angeles, California 90061

**Company Complaining About:** Comcast

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## **Description**

e-mail sent from (b) (6) to (b) (6) is to be sent to the International Court of Justice , the e-mail address is advertized and the e-mail is to go, My e-mail address is (b) (6) , my (b) (6) e-mail is blocked, I do not have the phone use any longer.

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**Ticket: # 995705 - Poor Internet service**

**Date:** 5/23/2016 8:35:00 PM

**City/State/Zip:** Arlington, Virginia 22206

**Company Complaining About:** Comcast

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## **Description**

We have reliably inconsistent Internet service. Whenever we call Comcast for assistance, all they can do is reset our box. When, and I do say win, that does not work they offer one of two solutions. The box is defective and needs to be replaced (whoever we have already done this and try to explain to them that is not a problem) or there needs to be a maintenance call, Weber sends the Internet service is just inconsistent and only goes out for a few hours At a time, it is functioning when the technician calls and he insist that means there's nothing wrong however it I'll just keep going out. We call Comcast several times and explain this to them over and over and they offered no solution.

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**Ticket: # 996126 - Comcast**

**Date:** 5/24/2016 8:22:45 AM

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

**Company Complaining About:** Comcast

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## **Description**

I've recently purchased a new router (newest model Diosis 3.0) but Comcast has decided to restrict service to my router and deem it obsolete in efforts to push me to sign up for their monthly router rental service. The newest Comcast rental router is also a Diosis 3.0. Comcast is unable to explain why my router is now obsolete in their system but their router is the most current - they are the exact same router. I have paid full monthly price for unreliable internet service. Where I live, I do not have the option for another internet service provider. Thank you.

---

**Ticket: # 996253 - horrible email service**

**Date:** 5/24/2016 9:13:42 AM

**City/State/Zip:** Rpb, Florida 33411

**Company Complaining About:** Comcast

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## **Description**

over the past two years Ive had recurring problems with my comcast email service not working properly or at all. In the past two + months I am unable to mail merger (excel,word) with outlook which I have been doing for over 2 yrs. Repeated calls to comcast customer security assurance end with frustration,no answers, excuses, incorrect diagnosis, deflection etc. Ive since tested the email which IMO proves the problem is specific to comcast email addresses only. I also believe there is a bigger problem they will not discuss with the email services because since this problem has appeared I stopped getting responses to my emails, its as if I haven't sent any out and no way for me to check if the ones Ive sent ever were delivered, which would indicate server problems.

---

**Ticket: # 996333 - Poor service from Community Wireless of Charlestown, Indiana**

**Date:** 5/24/2016 9:49:30 AM

**City/State/Zip:** Marysville, Indiana 47141

**Company Complaining About:** Community Wireless

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## **Description**

Poor service, poor technical support and most recently telling me to hang up because they had more customer complaints to address. The tech refused to us give his full name and the receptionist, Darrell Hale, is the only one they would let us speak to. We have no balance due and the tech, Matthew, called back and was rude and threatened us with the sheriff after we requested the cause of the outage and he couldn't give an answer. We have never been trouble makers and these employees are unnecessarily rude and hateful because they can't explain why the service is always down, especially on the weekends. In addition, my husband relies on internet service to complete online safety tests for his job and the service is so poor that he usually can't complete them. We've had to drive 10 miles to our library to complete his work. I know many others on the same service in our rural area, they too have poor service but that's all we have available. Many others are also are put out with this insultingly poor customer service. "Matthew" says its privately owned and he can come out and take the equipment anytime he wants, I told him he'd better not come onto our property without proper notification and he stated he didn't have to, I beg to differ, this is also private property. This company has, since it's beginning, given poor excuses for the poor service and today was a terrible experience for us as customers. I will admit that the more they skirted the issue of why our service is so "crappy" that they inflamed the situation by being very demeaning to us.

We feel that the FCC needs to investigate this company and their employees and find that customers should get clear answers as to why the service they pay for is not working properly and they those customers should be given credit for downtime of their service. Community wireless employees suggested that we email them about issues if they are not in the office, that's not possible without internet service! Please look into this, I'm sure we are not the only complaint the FCC has received against this company.

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[Ticket: # 996510 - Frontier Internet Service](#)

**Date:** 5/24/2016 10:44:25 AM

**City/State/Zip:** Oakland City, Indiana 47660

**Company Complaining About:** Frontier Communications

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## **Description**

Connectivity problems. Internet keeps dropping out. Cannot connect during certain times of the day. According to frontier we are in a overloaded area causing the problem. They cannot tell us when they will upgrade their equipment. They continue to advertise for more customers in our area when they cannot give service to existing customers without upgrading their equipment.

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[Ticket: # 996817 - AT&T data caps](#)

**Date:** 5/24/2016 11:56:54 AM

**City/State/Zip:** Benton, Louisiana 71006

**Company Complaining About:** AT&T

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### **Description**

AT&T is enforcing unfair data caps on those who wish to get rid of their traditional TV cable sets. Only by bundling with TV or paying an additional \$30 can you avoid these unjust caps.

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**Ticket: # 997506 - Blocking digital NYTimes**

**Date:** 5/24/2016 1:54:07 PM

**City/State/Zip:** Walnut Creek, California 94595

**Company Complaining About:** Earthlink

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### **Description**

My NY Times account includes digital issues of the paper, 7 days a week. I have not been receiving anything from NYT so I called to see if there was something wrong with my acc't and was told the some internet providers were blocking the paper. This is outrageous!!! Please, please investigate!

---

[Ticket: # 997523 - ATT imposing data caps on home internet](#)

**Date:** 5/24/2016 1:56:18 PM

**City/State/Zip:** Lake Forest, California 92630

**Company Complaining About:** AT&T

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## **Description**

I was never warned that ATT would be imposing caps on their internet services. The policy went into effective without any communication to me. Also, I do not think it is fundamentally right to cap one's internet usage. What I do with my internet should be up to me, and caps limit what I can do on the internet.

---

**Ticket: # 997526 - logmein123.com**

**Date:** 5/24/2016 1:56:56 PM

**City/State/Zip:** Covington, Virginia 24426

**Company Complaining About:** Lumous Or Ntelos - They Work Together

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## **Description**

Service from them by calling 855-383-7242 from rep Liam. He was in my computer for an hour and then lost connection at 7:15 on May 23rd. He closed the session at 7:15 May 23rd also. On May 24th I received a call from Sam Roger stating that they recognized the session was terminated and that they did not have any employee named Liam (1st name). It was strange because the procedure and chat box and code number were the same as it has always been. He tried relentlessly to sell me more computer protection because my computer had been hacked. Do you suppose they are using this "scam tactic" to get people that aren't very knowledgeable about the net and how it works to get hundreds of dollars for protection that they themselves create.

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[Ticket: # 998047 - Broadband Data Limit](#)

**Date:** 5/24/2016 3:03:35 PM

**City/State/Zip:** Indianapolis, Indiana 46236

**Company Complaining About:** AT&T

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## **Description**

My internet service provider is putting a maximum limit on the amount of broadband data I can use!

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**Ticket: # 997851 - Data caps**

**Date:** 5/24/2016 2:39:04 PM

**City/State/Zip:** Corpus Christi, Texas 78412

**Company Complaining About:** AT&T

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## **Description**

It is ridiculous that i am paying close to 100 dollars a month for internet and have to have data caps on it. They even told me its a dedicated line that i have so there's no such thing as congestion on DSL, theyre literally adding a cap just to charge me more money. That's ridiculous when i am a student who has to also work at home and in my free time i only get to stream through netflix and hulu because cable costs too much, i wont have enough data.

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**Ticket: # 997930 - Data Caps**

**Date:** 5/24/2016 2:50:17 PM

**City/State/Zip:** Fort Lauderdale, Florida 33314

**Company Complaining About:** Comcast

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## **Description**

I was recently subjected to an arbitrary cap of 300GB per month at my home. I have four children, and am married. We utilize the internet for everything from homework, my job, streaming video and music, to purchasing software and entertainment online. I am now paying for the exact same service I had before, with unlimited data. Arbitrary caps, aimed at hindering competitors, should not be permissible. This hurts my family and what we can do with a service we pay for, because we have no alternatives due to the legal monopolies in place, and we have had to make financial cuts due to accidental overages even with close monitoring on my ISP's broken meter.

This is hurting consumers, and should not be tolerated. Why isn't the FCC doing anything about it?

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**Ticket: # 998076 - Internet Data Caps**

**Date:** 5/24/2016 3:07:16 PM

**City/State/Zip:** Madison, Wisconsin 53705

**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. We also watch a lot of shows and movies through Netflix and other streaming services. 1 hour of streaming can be upwards of 3-7 gb of data. Data caps are arbitrary and are a way to squeeze more money out of customers. The ISPs have proven that they are not out to provide quality products to their customers. They have taken millions of dollars to improve infrastructures yet they have not.

I fear that if companies like AT&T and Comcast are permitted to impose data caps quality will only get worse as they try to steal more money from their customers. With today's world this is not acceptable. The internet has become a utility that everyone should have access to. Work, leisure, communication, etc are all reliant on internet connections. Imposing a data cap serves only one purpose, to draw more money into the company while hurting the customer.

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[Ticket: # 998122 - Data Caps](#)

**Date:** 5/24/2016 3:12:09 PM

**City/State/Zip:** Aurora, Colorado 80016

**Company Complaining About:** Centurylink

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## **Description**

How does it make sense to cap data? Instead of capping a literally unlimited resource, why not dedicate funds to improving infrastructure? It's obviously a money grab, and you're allowing it to happen.

Fight for what's right, not what's profitable.

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[Ticket: # 998310 - ISP imposed data caps](#)

**Date:** 5/24/2016 3:33:12 PM

**City/State/Zip:** Manhattan Beach, California 90266

**Company Complaining About:** AT&T

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## **Description**

It has come to my attention that AT&T and other major ISPs are imposing new completely arbitrary and unnecessary data caps for DSL users with huge overage fees. There needs to be strong oversight and restrictions applied to service providers who would look to limit users access to the internet something that is more akin to human rights in 2016. If nothing else, consumers should be able to choose from more readily available service providers instead of tied to gerrymandered districts sectioned off by the ISPs themselves.

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[Ticket: # 998395 - Internet Data Cap](#)

**Date:** 5/24/2016 3:40:30 PM

**City/State/Zip:** Abilene, Texas 79602

**Company Complaining About:** Sudden Link

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## **Description**

My provider is putting a data cap on my plan. I pay for the 200 mbs plan and they cap it at 350 gb per month which I usually blow through about halfway through. I stream my services from Netflix, Hulu and HBO and I also download a lot of larger games through Steam and other game clients. Having a data cap is adding additional cost to my services. Suddenlink also has the nerve to offer a 1 Gbps plan which is awesome but it comes with a 450 gb cap. You could blow through your entire cap in an afternoon at those speeds. I contacted them about the cap and asked if I could have a plan without a cap, but they don't offer any plans with the same speed that are capless and they charge substantially more, over 3 times the price.

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[Ticket: # 998852 - Data caps](#)

**Date:** 5/24/2016 4:28:13 PM

**City/State/Zip:** Amarillo, Texas 79102

**Company Complaining About:** Sudden Link

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### **Description**

Suddenlink imposes data caps and requires the consumer to purchase a faster internet speed in order to be able to get more monthly data.

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[Ticket: # 999007 - Data cap](#)

**Date:** 5/24/2016 4:44:52 PM

**City/State/Zip:** Hot Springs, Arkansas 71901

**Company Complaining About:** Cable Lynx (resort Tv Cable)

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### **Description**

Cable lynx recently put a 500gb data cap on my internet. Since then the connection has been spiking and not reliable.

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**Ticket: # 999070 - Internet Data Caps**

**Date:** 5/24/2016 4:52:40 PM

**City/State/Zip:** Columbus, Ohio 43214

**Company Complaining About:** Wow

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## **Description**

The general idea of data caps are a threat to consumers in general and are a completely lazy way for massive companies to force their profit margins.

They can find other ways to remain profitable, without ruining the ability for a common citizen to use the internet how they wish.

Cut the █████. Don't let this happen.

p.s. This is not necessarily a complaint against my own company, but a complaint that this has not been addressed adequately.

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[Ticket: # 999115 - Data Caps](#)

**Date:** 5/24/2016 4:58:01 PM

**City/State/Zip:** Clive, Iowa 50325

**Company Complaining About:** Mediacom

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## **Description**

Our provider has tiered pricing based on data cap limits then charge fees every time you go over their imposed limits. Also, they do not provide the correct usage amounts on their website for the amount HD movies take up on your bandwidth.

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**Ticket: # 999206 - Data Caps, Billing, Internet Cutting Out**

**Date:** 5/24/2016 5:05:52 PM

**City/State/Zip:** Petaluma, California 94954

**Company Complaining About:** Comcast

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### **Description**

Data caps that have been enacted on us by the cable companies is ridiculous. I would like to complain that in the information age we can not have sufficient data. Please do something about this. Also, my bill cost me about 90\$ a month which is [REDACTED] ridiculous so there's that. Oh yeah and my internet cuts out at night at random times when I am trying to use it. Thank you.

---

**Ticket: # 999294 - AT&T caps on data usage**

**Date:** 5/24/2016 5:14:52 PM

**City/State/Zip:** Sacramento, California 95831-(b)

**Company Complaining About:** AT&T

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## **Description**

AT&T, on May 23rd, implemented data caps on consumer broadband use. I feel this is unfair to consumers and violates both the Sherman Antitrust Act and the Clayton Antitrust Act.

AT&T is clearly trying to force adoption of their bundled U-Verse subscription package, which rolls phone, Internet, and television plans into a single package. Those on a bundled plan will not have data caps. While that alone is potentially illegal, I feel that combined with other extenuating circumstances, they have almost certainly broken the law.

In many apartment complexes, telecom companies like AT&T have paid the apartment's management for exclusive access to their tenants. This effectively gives a single provider as a choice -- and AT&T bundling scheme is designed to exploit their monopoly over consumers seeking broadband access.

I hope that the FCC will take action against AT&T for their anti-competitive, anti-consumer practices.

---

**Ticket: # 999828 - (b) (6)**

**Date:** 5/24/2016 7:33:05 PM

**City/State/Zip:** South Plainfield, New Jersey 07080

**Company Complaining About:** Comcast

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## **Description**

Constant internet reliability issues. Upgraded from 25mbps to 150 and still have latency and drops. Even have to pay a fee for the upgraded modem. Comcast is by and far the worst internet provider I have EVER had.

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**Ticket: # 999768 - poor customer/internet service**

**Date:** 5/24/2016 7:04:16 PM

**City/State/Zip:** Naples, Florida 34117

**Company Complaining About:** Comcast

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## **Description**

My internet service for cable tv & internet was out on 5/10/16. I called Comcast and we went over the troubleshooting of the inside wirings and they told me to be home the following day, that they would send a tech from 8-12A.M. The tech came inside, i explained to him that my modem is a couple of month old. He saw everything good inside and went outside to check the poll. He told me that they had disconnected my wire on the post and connected the neighbors cable, he didn't verify with the company but spoke to my neighbor via telecom. He said that's why my service was down. Everything was working afterwards. Again on 5/17/16 there was no internet or tv. so I went outside to the poll to see and I couldn't believed what I saw (see Attachments). Comcast had put a splitter less than a foot from the ground connecting my cable & the neighbors. And you could see the neighbors orange wire over the grass. I called comcast again, I told them I had no cable tv or internet again. They said they where having area issue. I told them about my internet speed being unacceptable and the lousy job they did outside on the poll. They gave me a ticket# and that someone had to be home from 8 A.M. to 8 P.M on 5/20/16. I said ok. Take into account I had missed already 4 hrs the first time and now a full day of work that equals \$350 in total. Friday came and nobody called like they said or came to fix the problem. I didn't get any phone calls or apologies from comcast and I still have a lousy internet Speed when I'm paying for Blast. I have not missed a payment and I'm being ignored.

---

**Ticket: # 370006 - serious complaint about UKsoccershop for ignoring my repeated request to unsubscribe over several years**

**Date:** 6/27/2015 1:44:12 PM

**City/State/Zip:** London, Alaska 20850

**Company Complaining About:** Uksoccershop

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## Description

Attached a email from UK soccershop solisicing business I received today. For several years, I have tried to unsubscribe from this merchant's marketing list, and ALL my request to unsubscribe had been IGNORED. I bought something from them online 7 years ago, and they were both negligent, fraudulent, and I have had to report their dubious practice to various UK authorities before I eventually got a refund. So I am adamant I do NOT want to be on their mailing list, and thus far have NOT been able to remove my email address from it. WOULD YOU PLEASE HELP?

Begin forwarded message:

From: UKSoccershop <info@uksoccershop.com>

Subject: Your 5% discount is about to expire

Date: 27 June 2015 06:18:10 GMT+01:00

To: (b) (6)

Reply-To: UKSoccershop <info@uksoccershop.com>

Dear Customer,

Thank you for visiting UKSoccershop.

You have added the following items into your basket but still not completed the order...

Your time limited exclusive 5% discount code is due to expire in 48 hours.  
Act now before it's too late!

If you experienced any technical issues whilst navigating through our web shop, you can go to our support page where you can find all answers to issues.

As a token of our appreciation we would like to offer you a 5% discount on your next purchase.

All you need to do is click here or on the Voucher button below and enter the code RC48 to use your discount.

We look forward to seeing you at UKSoccershop again soon.

Warm Regards

UKSoccershop

This email address was given to us by you or by one of our customers. If you feel that you have received this email in error, please send an email to [info@uksoccershop.com](mailto:info@uksoccershop.com)

This email is sent in accordance with the US CAN-SPAM Law in effect 01/01/2004. Removal requests can be sent to this address and will be honored and respected.

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[Ticket: # 371554 - 2 internet providers with the same frequency](#)

**Date:** 6/29/2015 9:12:06 AM

**City/State/Zip:** Springfield, Kentucky 40069

**Company Complaining About:** Kentucky Wimax

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### **Description**

2 internet providers in my area with the same frequency is giving me poor internet.

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[Ticket: # 384910 - Verisign-destroyed Certificates-Refuses Replacement, Google-CyberbullyingClientbyEmail,MalwareDownloads,Blacklisting](#)

**Date:** 7/6/2015 3:03:12 PM

**City/State/Zip:** Marysville, California 95901

**Company Complaining About:** Comcast

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## Description

Please refer to Ticket No. 371511. The subject matter in reference to this ticket number includes Verisign and Microsoft destroying original Certificates shipped with my computer for Windows 7 product and for my refurbished Dell computer. Verisign and Microsoft REFUSE TO REISSUE OR REPLACE my certificates and they refuse to accept self-certified Certificates OR ANY CERTIFICATE EVEN THOSE ISSUED BY US-CERT.GOV claiming that they cannot be verified. I visited and paid for VERIFICATION AND AUTHENTICATION AT NPMJS.ORG, downloaded a NODE-MASTER.ZIP file from GitHub who handles all USER PROJECTS. I also went to ISC.SANS.EDU where I have an account, linked up with Google because they kept bugging and bugging about the IMPORTANCE of AUTHENTICATION and was VERIFIED, issued a secret key code a thumbprint and a "honeypot" packet. I hadn't run the Node Master or the Honeypot packets. They ran themselves. Yes. THEY RAN THEMSELVES. NOW I CANNOT GET RID OF THEM. I SUBMITTED THEM TO MICROSOFT LAST NIGHT USING THE UPLOADING PORTAL THAT I JUST DISCOVERED IN A SUBDIRECTORY WITHIN THE WINDOWS OPERATING SYSTEM. Right now, I have to use my daughter's laptop to check my e-mail. I cannot download anything because my daughter's anti-virus program scans and finds malware in my downloads. Google sends me Google Play Avatars of The Terminator and states that I AM THE TERMINATOR. I will try to upload some evidential files to backup my claims but I don't think I will be allowed to do that. The browser here is provided by Google and starts to flicker uncontrollably until I give up and sign off. Please INVESTIGATE VERISIGN, GOOGLE, GITHUB, NPMJS.ORG. MICROSOFT CURRENTLY REFUSES TO TAKE MY STATUS OFF OF "TRIAL END". I HAVE TO GO TO MMC.MSC AND ASK FOR PERMISSION, AND I DO AND I STILL GET TURNED DOWN. I PAID THESE PEOPLE!!!

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**Ticket: # 398143 - Internet interference**

**Date:** 7/12/2015 2:36:21 PM

**City/State/Zip:** La Grange, Illinois 60525-2647

**Company Complaining About:** AT&T

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### **Description**

unwanted ads from a.yelowmarket.com and cicioudfront.s.3amazonaws.com.  
these ads block my computer screen and interfere with my use of the internet

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**Ticket: # 379786 - Mike Lemon Casting has been emailing me for YEARS despite multiple requests and calls for them to stop**

**Date:** 7/2/2015 12:56:49 PM

**City/State/Zip:** San Francisco, California 94017

**Company Complaining About:** Comcast

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## **Description**

Mike Lemon Casting ([www.mikelemoncasting.com](http://www.mikelemoncasting.com)) has been emailing me since 2007. While I did subscribe to their mailing list originally, I later unsubscribed. And I have done so many times since 2007. I've emailed them MANY times and called requesting to be removed from their emailing list.

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**Ticket: # 398395 - Fiber Optic Cabe**

**Date:** 7/12/2015 8:55:25 PM

**City/State/Zip:** Carrollton, Texas 75007-5721

**Company Complaining About:** Verizon

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## **Description**

The neighbors dog dug up our cable and chewed it into. I reported this to Verizon Fios. They did come out and connect us back up; temporarily. The Technician connected the fiber cable to the Optical Network unit on the house. He then "laid" in on the ground out to the fiber box in front of the house. The Technician stated there would be someone out to bury the cable within a week. Week came and went; no buried cable. Again contacted Verizon Fios. Again was told someone would be out the next Saturday to bury said cable. I completed this scenario about four or five times. Each time: Someone will be out Saturday to bury the cable. Ain't seen nobody yet. My neighbor (dog owner) apparently doesn't want fiber optics. So Verizon has ran a cable from his house; across our property; the old copper pedestal in our back yard. This cable has been there "FOREVER!!!". We have been careful to not cut the cable (did come close last weekend; took a little insulation off the cable). The Fiber Cable runs across our driveway. I have tripped and "almost" fallen several times. Maybe if I fall and break something (or die), and a lawsuit was filed against Verizon, maybe they could be moved off "Dead Center". Although I am doubtful. So, what appeared to be the most effective means to get this cleared, I thought I would contact the FCC. Utilities really don't like the FCC knocking on their door, I've been told. Anyway, any help would be greatly appreciated. Thank you for your time and attention to this matter. Sincerely, (b) (6)

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**Ticket: # 395659 - Comcast Cable Internet Issues! Company Issues!****Date:** 7/10/2015 2:35:04 PM**City/State/Zip:** Manahawkin, New Jersey 08050**Company Complaining About:** Comcast

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**Description**

Called Comcast with Internet issues. I was sick of trying to fix things myself. Around July 2nd Spoke with Celine Ticket #CR479079120 For Wednesday July 8th, 11 - 1pm. Specifically asked for an In house Comcast Tech due to many other issues with contractors. I was assured by Celine it would be a Comcast Tech. 11am , July 8th a contractor from Star shows up . Called Comcast spoke with Jay and he said that he set up an Escalated ticket so a Comcast Tech would come that day between 12-4pm. Called at 3:40pm to make sure they were coming, Finally spoke with Robert from the Voorhees , NJ call center and he told me the Escalated ticket got kicked back and nobody would be coming out today. I explained to Robert this same exact thing happened when I first came back to Comcast and I had to call Corporate(ticket # ESL01633997). Robert said that he was going to send an Escalated ticket to Dispatch again and call me back to assure me that someone would be out tomorrow between 12- 4PM. Another day wasted waiting for Comcast. Robert called back about an Hour Later and said a COMCAST in house Tech would be out since I was having so may issues. He said he would call the next day to make sure everything went well. July 9th, around 3pm received a phone called from someone saying they were with Comcast and were going to come . I asked are you a contractor or a Comcast Tech he informed me that he was a Contractor with Vitel and I told him I asked for an in house tech. He said he would inform dispatch of what I had said. I attempted to call the Voorhees location, since I kept the Number from the first time this had happened when I had to call Corporate. Was on hold from 20 MINUTES! So once again a call to Corporate. I spoke with Liz around 3:22 pm I was told that she would set up the issue(ticket # ESL01996172) and that by end of business Day someone form the regional Office (Voorhees) would contact me. Robert from the call Center called back(5:04 pm) and asked How everything went. I told he what had happened. h He had said that the Regional office should be calling me back about the complaint sent from Corporate. Never received a call that night or the next morning. Called corporate again at 11:56 am Spoke with Julia She tried to reach the Regional office and was unable to. She said she was sending an email over and they usually respond to them quickly. Sure they do. It is now 2:16pm. Still waiting. In the mean time I have a Bill due on July 15th. Who in there right mind would pay for something that they are not getting? High Speed Internet,Great wifi with Comcast rentable routers, What a Joke!

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[Ticket: # 398885 - unwanted electronic email](#)

**Date:** 7/13/2015 10:57:59 AM

**City/State/Zip:** San Bernardino, California 92408

**Company Complaining About:** P.c. Booster

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## **Description**

P.C. Booster put itself on my computer and whenever I turn it on begins a scan, which I don't want and did not ask for. I've tried to remove it from my computer but P.C. Booster won't let me.

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**Ticket: # 408589 - privacy on domestic wire tv oler tv's amd higher incomed homes in gated comm. and club houses and their tv's and visitor or public television FTC taps**

**Date:** 7/17/2015 1:21:34 AM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Walmart

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## **Description**

The Kardashians always breaching NFL families and Beyonce.com and literally her breaching privacy and the Lee county sheriff at night with images with immigration or ICE never helping out for over several years maybe even with OWN or criminal things related to law enforcement of TV or Direct TV online too the voice taps for cops with house calls? privacy issues. old TV way TOOOO loud at times like now. and Legal Shield and TV and any other NJ or VA or GA issue with NFL or lawyers and real issues with TV and breaching from mother states legally off or on any domestic wiretaps connected to even the US mil. or US marines or US navy and then the dept of housing online feeds and then other women's issues with Senator Bill Nelson, and Senator Liz Benequisto and their available online web form to women and even immigrant women in Fla. and other states and local government online feeds even news feeds and interruptions during alligator mating seasons or even with gated golf communities here like a compound without much outward Direct TV interference or outside help seems like its A and E and police law enforcement programs again from online that need to feed around again with the CIA or the ARts and enter there or even with the US Dept of Education to get persons who are ICE raided or immigrants to enforce the law that all immigrants or former immigrants and their friends and peers and classmates and families even American Churches get a TV lunch dinner or snack break even instigated late nights like Conan and then the channels two, four, and seven here in Fla need to be available to the locality here. thank you as well as packages. So any images from off of any OWN is Oprah and Stedman breached in this gated community and with sexual assault issues with the very Lee county sheriff office not making available a 911 call late nights instead of an open live feed to talk on with any some NFL maybe Grossman or NYPD related family adoptive services with NY and any other issue with NJ relocation on the internet related or paper work that is fed around internet or online things concerning online paper images or copies and scanners.

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[Ticket: # 457371 - Texts going to a set and coming from unknow #..att.com being forwarded](#)

**Date:** 8/9/2015 8:59:10 AM

**City/State/Zip:** Ponchatoula, Louisiana 70454

**Company Complaining About:** AT&T

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## Description

I recently found out that I am being cyber stalked/cyber harassed by 2 coworkers-an att customer (b) (6) and a charter internet customer (b) (6) (b) (6). (b) (6) is the network administrator at (b) (6) and (b) (6) is the (b) (6). My yahoo, gmail, Apple ID, iPhone 6 plus and Facebook accounts have all been accessed by IP addresses related to these 2. As of 7/30/15 I have filed a police report. Universal Comm One is our phone company and they are at the dealership just about every time an event goes on with my home internet service. I had recently reported a bullying/harassment incident with possible policy violations concerning (b) (6) and (b) (6) thru an email I sent from home to the owners which is the reason all this started. Universal Comm One is a subsidiary of ATT- and every time I try to log in to my yahoo account online-From home-it never goes to the actual secure site. I've spoken to ATT on the phone several times- the calls are noted in my records. Emails have been accessed, altered, gone missing,.. I've had to change my password several times. As of Friday my photos on my iPhone 6 plus have all been altered to remove incriminating IP addresses..but I have originals saved to an outside USB. The notes on my phone have been erased and altered...most are missing as well from my backup email. As of Sunday, I deleted my gmail account (b) (6) ( I have the history of logins with IP addresses saved) At this point, I am afraid for my safety because I have to work with these 2 individuals and they are in a supervisory role. I have reported this to the online cyber crime division as well. The info is as follows.

Texts are received from and going to (b) (6) an unknown number  
When I go to att.com being forwarded to

(b) (6)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**Ticket: # 427743 - PORNOGRAPHERS AT LAGUARDIA AIRPORT TERMINAL B AND MARINE TERMINAL THERE**

**Date:** 7/27/2015 10:29:10 AM

**City/State/Zip:** Glen Cove, New York 11542

**Company Complaining About:** Charter

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## **Description**

I had the opportunity to witness a video recorded, very violent homicide involving a group of unattractive white females that are all homeless or of very poor upbringing/currently in poverty recorded inside of Terminal B at LaGuardia Airport in the area of Flushing, Queens County, New York City, New York, United States. The victims were (b) (6)

(b) (6). The attackers were a group of jaundice infected, closeted homosexuals that were former military personnel, all dishonorably discharged and/or medical discharge, whom were of oriental nationality disguising themselves as whites, Hispanics, blacks. I was not shown evidence of those assaults and sexual assaults till yesterday, Sunday July 26, 2015 New York, USA. The names of (b) (6)

(b) (6) fashion industry makeup artist of the name (b) (6) something (b) (6)

(b) (6) were all witnessed as being there, participating in those extremely violent assaults against those whom camp out at that LaGuardia Airport at night due to homelessness/poverty/unable to afford appropriate housing. I had been shown evidence of a slightly portly in appearance white female that was shot in the back of her skull where her assailant fired off a shotgun to the rear of her head, killing her instantly, then afterwards, an oriental homosexual male had proceeded to violate that dead woman's body via forced intercourse. You can also hear the voices in the background of a bunch of teens and young children laughing, making snide comments about the dead woman's body/the appearance of her body, and they were laughing at the comments all of them were making about how unattractive the woman was. The most vocal of them all, two oriental females (their voices sounded female) of the name (b) (6). You can also hear them addressing each other via those names while they had watched that dead woman's body being violated/raped. That happened, from what I had seen yesterday from the evidence, that happened either at the terminal where the Marine Terminal is located at LGA airport, or at the Terminal B baggage claims area near the Air Canada section. The name of (b) (6), supposedly, orchestrated the entire fiasco that resulted in the violent death of multiple females that night, including a few black women that were assaulted and raped before that white woman had been attacked and died. They recorded the crime on video and audio and had transferred that data over cellular phone carriers using touch-screen mobile phones to transmit video data over their cellular/wireless lines, in addition to texting each other very criminal things about on-goings there.

(b) (6), the entire (b) (6) (whom had faked her own death in January 2001), (b) (6) were also there. The only person that attempted to stop those attacks were the fashion makeup guy known as (b) (6). Unfortunately, their attempt at fully stopping those crimes were not 100% successful, from what I had been shown yesterday. (b) (6)

(b) (6)

VERIFIED AS TRUE AND ACCURATE  
DETAILS OF EVENTS THAT HAD ALREADY TRANSPIRED. THE PORNOGRAPHER IS A  
PHOTOGRAPHY EXPERT THAT SELLS/DISTRIBUTES VERY GRAPHIC IN SEXUAL TONE  
PHOTOGRAPHS OF COUPLES HAVING INTERCOURSE WITH EACH OTHER IN PRINT FORM  
AND ON THE INTERNET. (b) (6) TO REMEDY AND EXECUTE THE GUILTY.  
THE PRIMARY PERSON INVOLVED IS A HOMOSEXUAL BLACK MALE THAT HAD BEEN IN THE  
UNITED STATES MARINES IN THE 1980'S.

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[Ticket: # 462238 - EMAIL](#)

**Date:** 8/11/2015 6:29:47 PM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast

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**Description**

HIJACKING EMAIL AND REROTING EMAIL FRAUD THEFT OF ID

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[Ticket: # 472042 - blocking my internet on my computer](#)

**Date:** 8/17/2015 10:36:10 AM

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

**Company Complaining About:** Time Warner

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## **Description**

This company has tapped into my computer and blocked my internet. When I call the number on the screen 877-667-7972 they claim to be Microsoft and demand over \$400.00 to resolve this issue. I have not been able to verify that they are Microsoft.

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**Ticket: # 474249 - Internet goes out several times a day**

**Date:** 8/18/2015 12:14:06 AM

**City/State/Zip:** Seattle, Washington 98144

**Company Complaining About:** Comcast

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**Description**

I've had so many problems with Comcast.

1. The connection goes out several times a day. This also makes our VOIP phone go out too.
2. They say to buy a new modem. I buy a \$128 modem and this doesn't help. July 4, 2015 (purchase date).
3. Comcast gives me a refund of \$20 for the outtages but then charge \$20 for replacement of their defective tv remote (we have Comcast internet and T.V.) So actually no credit for not having service. And they never mentioned a fee to replace the defective remote when I was on the phone with them.
4. When I complain about that charge they offer 3 months of HBO and Showtime. I accept that because I'm tired of calling and online chatting about the same problems.
5. But I get on a chat because I don't have HBO and Showtime. Those channels don't show up on my t.v. They say I must buy more equipment. This was never mentioned when I was talking with the agent on the phone. Why would the agent "give" me something that isn't possible for me to receive without more equipment? The person on the chat suggested that I rent the box for \$99 a month! I say no thanks, how about a refund?
6. The online chat is disrupted because the internet goes out. At that point, I think I'd been working with the person 45 minutes. I don't hear back from them. I get on another chat and that person won't follow up with what I had been trying to do on the first chat. I say, "please look at what's going on with my account and call or email me the solution. The internet is going out and I can't be sure I can stay on the chat."
7. I request that they call or contact me via email and they never do. I receive my bill and there is no refunds on the bill. In fact it's gone up from \$51.27 to \$53.58.
8. So I've been trying for four months to get the service I pay for and can't get help from Comcast. I'm out more money for buying new equipment that doesn't help.

I am so frustrated! I want \$128.99 for the modem that I can't return and didn't solve my problem. They insisted that is why my internet was going off and on. And \$200 for the months of service that were not good. And \$20 for the charge on my account for replacing their faulty equipment (the tv remote that I don't own.) That would equal \$348.99.

Sincerely,

**(b) (6)**

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[Ticket: # 677846 - Interference](#)

**Date:** 11/25/2015 9:43:25 PM

**City/State/Zip:** Kankakee, Illinois 60901

**Company Complaining About:** Comcast

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## **Description**

Interference for the last few days on my internet.

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[Ticket: # 476097 - AuctionZip.com](#)

**Date:** 8/18/2015 5:49:33 PM

**City/State/Zip:** Jamestown, North Carolina 27282

**Company Complaining About:** Time Warner

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## **Description**

Unable to find a place on the website to Unsubscribe. Contacted them by email and asked to be removed from all their emails. They replied that they had no record of my email being on their lists! Well, I get an auction alert every day! Makes no sense and I'm very weary of all their emails.

---

**Ticket: # 476207 - Comcast**

**Date:** 8/18/2015 6:25:03 PM

**City/State/Zip:** Jacksonville, Florida 32224

**Company Complaining About:** Comcast

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## **Description**

Account # (b) (6)

Fraud, False Advertising, Theft.

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[Ticket: # 483962 - horassment](#)

**Date:** 8/22/2015 9:36:43 AM

**City/State/Zip:** Leesburg, Florida 34748

**Company Complaining About:** Bright House

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## **Description**

Phone calling me every 10 minutes for over an hour and a half and refusing to stop and refusing to take me off their list. They sound like they are in India.

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**Ticket: # 1556433 - century link doesn't fix.**

**Date:** 4/10/2017 11:32:52 AM

**City/State/Zip:** Ruckersville, Virginia 22968

**Company Complaining About:** Centurylink

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## **Description**

Century link sld me new upgraded service whicdoes not work and they won't fix. phone number (b) [REDACTED]  
[REDACTED] (6)

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**Ticket: # 518821 - spam text**

**Date:** 9/9/2015 3:51:48 PM

**City/State/Zip:** Irvine, California 92617

**Company Complaining About:** Credo

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## **Description**

I received the following text without my consent:

Subject:RES: Alert!!

Gloria Mackenziehas granted you a donation of ( two million dollars )Reply to-  
gloriamackenzie56@tahoo.comAVISO DE c

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[Ticket: # 1597446 - google play](#)

**Date:** 5/1/2017 6:14:08 AM

**City/State/Zip:** Tomahawk, Wisconsin 54487

**Company Complaining About:** Verizon Wireless

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## **Description**

Hacking going on on cell phones and with Google Play and google music I have written before trying to get some help and I've come across google play and google music and there is hidden files amongst those two I had a former neighbor who is a cop named (b) (6) he used to live in minocqua wi and has since moved to wausau wi he certainly needs to be addressed. He has access to things he shouldn't. Like hidden cameras and listening to your conversations with apps and I've felt things that are again down right in humane old investigate him sincerely (b) (6) so no one has to go through this it's awful

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[Ticket: # 430241 - Cell phone data blocking](#)

**Date:** 7/28/2015 9:32:11 AM

**City/State/Zip:** Maplewood, Missouri 63143

**Company Complaining About:** Boingo

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### **Description**

Boing internet services within airports are blocking cellular data forcing consumers to buy time on their service if they want to use Internet services.

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[Ticket: # 560369 - Service provider refuses to open ticket for outage](#)

**Date:** 9/30/2015 10:25:41 AM

**City/State/Zip:** Columbus, Ohio 43228

**Company Complaining About:** Time Warner

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### **Description**

My service is completely down and the Time Warner customer service department refuses to open a ticket on my account.

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**Ticket: # 993686 - Internet service**

**Date:** 5/22/2016 9:21:46 PM

**City/State/Zip:** Big Sandy, Tennessee 38221

**Company Complaining About:** Benton Co Cable

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## **Description**

Cant seem to get the issue were having resolved. Have made several complaints in the past and give up. Threatened to change ISP and was told to go ahead. Internet does work at the proper speed im paying. The issue is it is always cutting on and off. Its really bad when it storms. (I don't have satellite internet). It even does it on a beautiful day. They have replaced my modem 2 or 3 times saying it was the problem. I have been doing IT work for the last 12 years, so I am very good at checking out my LAN. I have been told there issue was fixed several times. On , off, on, off, on, off, on, off, on, off, on, off

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**Ticket: # 614400 - AT&T Giga Power Contractors**

**Date:** 10/26/2015 10:20:46 PM

**City/State/Zip:** Raleigh, North Carolina 27604

**Company Complaining About:** AT&T

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**Description**

I am a homeowner at (b) (6) I arrived at my home on Monday, October 26,/2015 after 7:00 pm. AT&T contractors were laying wiring for AT&T GigaPower. I was informed by (b) (6) and a note left on my door more than one week earlier. Contractors were digging in a ditch beside my yard as I drove into my driveway. Two were speaking Spanish and communicating with each other. An SUV, apparently belonging to the contractors, was parked in front of my home. I went into my home and the contractors left shortly thereafter.

I proceeded to attempt to run water and nothing came from the tap. I called the City of Raleigh and was informed that my water was shut off as a result of a leak. The operator could not tell me any more. I told him that I had not made the request and asked why was a note not left on my door. He could not answer. He dispatched someone from the city of Raleigh and I was informed that because the property was private I needed to call my (b) (6). I called and another hour expired before I heard from anyone. My (b) (6) had to give AT&T permission to come into the neighborhood. I called again and someone finally called me back almost two hours later! I was told I needed to contact AT&T. I called the number listed in the card left on my door, 919-779-1497. No answer, no voicemail, no information at all!!!

I was informed by the City of Raleigh Utilities that the AT&T contractors had burst my water line! They did not leave a note on my door, notify me or anyone else!!! I attempted to call EVERY AT& T number listed including 800-288-2020. Every message stated, 'this office is now closed'!!! This is a HIGE inconvenience! I work, am expected to be in (b) (6) on Tuesday, October 27, 2015 and have NO WATER!!!

WHAT IS WORST IS NO ONE RESPONSIBLE EVEN DIGNIFIED THE HUGE ERROR BY NOTIFYING ME, BUT LEFT THE PREMISES MINUTES AFTER I ARRIVED HOME! I AM FURIOUS!

AT&T MUST BE HELD LIABLE FOR MY CONTINUOUSLY RUNNING METER, MY LACK OF HEAT DUE TO NO WATER, (I HAVE HYDRO HEAT) and lack of response and notification by their contractors!!!

I will NEVER utilize AT&T products because of their non response and lack of community accountability.

I desire to be compensated for my running meter, loss of water, loss of time from work and huge inconvenience!!!

(b) (6)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(b) (6)

[Redacted]

[Redacted]

[Redacted]

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[Ticket: # 461845 - service and billing of service](#)

**Date:** 8/11/2015 4:22:10 PM

**City/State/Zip:** Citrus Heights, California 95621

**Company Complaining About:** Consolidated Communications

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**Description**

Internet and cable service continues to be interrupted

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[Ticket: # 1002178 - Spam](#)

**Date:** 5/25/2016 7:24:40 PM

**City/State/Zip:** Northfield, New Hampshire 03276

**Company Complaining About:** Verizon Wireless

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## **Description**

No opt out. Incomplete address. Continued spam

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**Ticket: # 1007047 - Gvec.net**

**Date:** 5/28/2016 11:51:26 AM

**City/State/Zip:** Saint Hedwig, Texas 78152

**Company Complaining About:** Gvec.net

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## **Description**

I am paying for a 8 meg service and getting dial up speeds. Myself and neighbors have been told there is another provider on the water tower causing interference with their signal and they are going to fix it by using different equipment. This has been going on for months. I have asked many times when will it be fixed and they can't tell me but are glad to accept my money for a service they cannot provide to customers from this location on our water tower.

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[Ticket: # 1412904 - Rebuttal to #1346175](#)

**Date:** 1/24/2017 10:25:15 AM

**City/State/Zip:** Dallas, Texas 75227

**Company Complaining About:** Charter

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 1037156 - Unwanted spam mail**

**Date:** 6/15/2016 9:04:44 AM

**City/State/Zip:** Cherry Hill, New Jersey 08034

**Company Complaining About:** Comcast

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## **Description**

I receive unwanted email from (b) (6) and when I click on the link to unsubscribe, I get an Error message. Is it a bogus link?

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[Ticket: # 1055516 - scam alert](#)

**Date:** 6/25/2016 5:03:23 PM

**City/State/Zip:** Lugoff, South Carolina 29078

**Company Complaining About:** AT&T

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**Description**

internet locking out.then wanting money to unlock.

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**Ticket: # 1021714 - radio towers**

**Date:** 6/7/2016 12:00:52 AM

**City/State/Zip:** Tacoma, Washington 98446

**Company Complaining About:** Comcast

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**Description**

our neighbors hav 6 or 7 radio towers in their yard. Is it legal? It effect everything. the even have the wires running on city county property.

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[Ticket: # 552520 - Whidbey Telecom Complaint](#)

**Date:** 9/25/2015 5:22:36 PM

**City/State/Zip:** Langley, Washington 98249

**Company Complaining About:** Whidbey Telecom

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### **Description**

They have been cutting our internet for the past 3 months. Had to call nearly everyday to have the router reset. Not getting speeds that were advertised when we sign up. Im not the only one. Half of my community has the same issue.

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[Ticket: # 1246933 - Comcast data cap](#)

**Date:** 10/8/2016 12:33:53 AM

**City/State/Zip:** Indianapolis, Indiana 46142

**Company Complaining About:** Comcast

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## **Description**

I have learned that my data is going to be capped soon I don't have any other options for home Internet service because of their monopoly in my area. This is wrong and shouldn't happen.

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**Ticket: # 651415 - Phishing**

**Date:** 11/11/2015 11:56:53 PM

**City/State/Zip:** North Olmstrd, Ohio 44070

**Company Complaining About:** Woway

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## **Description**

This company sends an attack message saying they are WOW cable and you must pay to have your computer repaired or let them log into it (b) (6). Please STOP them I am a college student who missed turning in an assignment because of their scare tactics

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**Ticket: # 651610 - Comcast service failure and billing**

**Date:** 11/12/2015 10:18:02 AM

**City/State/Zip:** Houston, Texas 77005

**Company Complaining About:** Comcast

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**Description**

Purchased comcast package for internet, cable and alarm system. For a year we had issues with all Services fluctuating in and out on almost an hourly basis. My husband is a (b) (6) and works on (b) (6), there was never a day when the Internet and TV didn't fluctuate on and off causing him to have to go back into the office to work. We had no fewer than 5 service calls and repair men out to fix the issue and each and everytime they stated it was fixed. It never was. I even paid an IT expert as suggested by Comcast to come and assess our computers as one repair man stated it was our computers that were the issue. The last Comcast repair person said he had to be honest with us and stated that we would NEVER have working service due to the location of our home being at the end of a very busy network and that this was a common problem in the area. He suggested we move on to ATT which used a different type of cable. We did so and have never had a problem since. Having said that, I have spent weeks arguing with these folks at Comcast who asked for the contract to be continued regarding the alarm system. The Alarm system was part of the package and was spotty as well and never worked appropriately so i explained to them that I would not be paying any of the remaining contract bill as we changed to ATT due to their inability to provide working service. The service NEVER worked and we had numerous home visits to remedy a never ending dreadfully time consuming problem. I had not heard from comcast in months and today my credit alert system notified me that comcast turned my account over to collections for \$700.00. I am writing to you to file a formal complaint against this organization. The aforementioned battle went on for over a year with little to no service and yet I'm forced to pay for the service contract and they have the right to turn my account over to collections in a disputed case. Id like to mention that I have 800 credit scores and this has decreased my scores significantly. This is a huge violation and this organization must be stopped. Contacting the correct Comcast parties in this situation has proved to be impossible and their system of filing complaints is useless. I appreciate your time.

(b) (6)

[REDACTED]

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**Ticket: # 657670 - Text Spam**

**Date:** 11/16/2015 11:08:29 AM

**City/State/Zip:** Spring Hill, Florida 34609

**Company Complaining About:** All-in-one Info Alerts

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### **Description**

Received an unsolicited text advertising a business. I requested to opt out of receiving more texts. They sent a confirmation saying I would no longer receive anything. Since then I have opted out 3 times and continue to receive them. The sending number is (b) (6)

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**Ticket: # 664664 - Comcast Complaint****Date:** 11/18/2015 11:08:42 PM**City/State/Zip:** Indianapolis, Indiana 46240**Company Complaining About:** Comcast

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**Description**

On May 25, 2015, I changed my Comcast plan to remove my Comcast phone service and reduce my cable TV channel programming with a customer service representative named Sholandra. When I made this change, the customer service representative to whom I spoke for some reason changed my email address from (b) (6) to (b) (6). As you can see, the CSR for some reason spelled out the (b) (6) in my email address, thus changing my email address. On July 7, after contacting Comcast on several occasions during June and July, my original email address, (b) (6), was restored; however, all of the email which had been in my account previously was deleted! There were hundreds of emails dating back over the past 15 years that I have had a Comcast email account and paid for services! Personal emails that were very important to me and my personal finances, community and civic organizations, me and my families activities and cultural affairs.

I received a copy of a letter from Comcast (from Brad Laird, Executive Customer Care Specialist, and Avery H.) dated July 10th and 13th, in which they admit "an error occurred during a provisioning update" and "Comcast was unable to restore the electronic mail associated with the address."

(Copies are enclosed.)

I had been, up to that point, a loyal customer of Comcast for over a decade. Over that period of time, I likely paid well over \$10,000 in service and other fees to Comcast for email usage. After Comcast's mistake or retribution, I lost every email that I had. All of my personal finance and personal correspondence was wiped out by their actions. I have repeatedly contacted Comcast to attempt to have the email restored. I received service under ticket numbers NA170446 in June and CR472853 in July. My attorney spoke with their legal department (a woman named Rosemary) on August 20th and September 10th. Rosemary indicated that she would look into the situation and see if the emails could be restored. He called the legal department on September 18th & 19th trying to reach Rosemary again (and left a message on the 19th), but was unable to find her. I want a resolution, and not simply more excuses and delay by Comcast.

I am entitled to my emails/inbox – from the past ten years – back. Its loss is of great cost to me, as so many parts of my personal and financial history are simply gone. I did absolutely nothing to cause this issue – the negligence of the Comcast customer service representative or the RETRIBUTION of Comcast (for me lowering my services with them) resulted in my loss.

As I have stated, my primary goal is to get the emails back. I am available at (b) (6).

Thank you for your time and consideration.

(b) (6)

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**Ticket: # 681447 - AT&T Uverse**

**Date:** 11/29/2015 10:31:03 PM

**City/State/Zip:** Lebanon Junction, Kentucky 40150

**Company Complaining About:** AT&T

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## **Description**

My name is (b) (6) I have internet with AT&T. My service was disconnected for about 3 weeks. My husband and I both have had some health issues and have hit a rough patch. My husband called TUESDAY and paid our past due balance, and while speaking with the AT&T rep, they decided we needed a \$100 deposit put up to have our service turned back on. So, we did so. There were issues getting the service back up, so after speaking to 2 different customer service personnel they decided to send a Tech to our house. 3:30 on Wednesday someone called and after checking, service had been restored and the Tech was supposed to be cancelled. At apx 4:30 a Tech showed up at my house. I explained to him what had happened, and so he could be paid he decided to change a ground wire. It was completely unnecessary! So after 45 minutes here, he was done and went on his way. Now jump to Friday. My husband and I left to run to the grocery and when we got home our service was out again. We were gone maybe 2 hours. My husband called and after speaking to 2 different reps again, it was determined that we had alarm in the main box. So it was again determined that we needed another Tech to come to our house. An appointment was scheduled for the following morning. At approximately 8:30 and my husband went outside to greet him. He explained our situation and he got on his phone and called his supervisor. It was then determined that there was a break in the line and we were not the only ones experiencing issues. But he told us they were going to fix the issue and our service would be restored. Later that afternoon another rep called my husband and said the issue had been fixed and our service should once again be restored. But it wasn't! So my husband calls back again and another rep told him they were going to send someone out between 4-8. By 7pm no one has shown up so my husband calls again. By this time, he was upset and I made him give me the phone. Once again I was given the run around and told someone failed to put a ticket for repair and they would send someone out this morning! By this time I was infuriated. So, I told them to make a note in their computer that I did NOT want my husband bothered with this issue any longer and told them to contact me from now on. My husband is having heart issues. Low and behold at 8:15 am Sunday morning someone else called my husband's phone and asked if we could check the connection. I took the phone from my husband and was told it should be back on. So, I checked and sure enough service had been restored.

Now, my complaint is the serious lack of communication within this company and the continually failing service. I do not feel like I should have been charged a deposit, and I would like my money refunded. If I don't pay my bills on time, service will be discontinued as always. No one does what they are asked, and everyone makes excuses instead of actually finding out what is going on. I live in Lebanon Junction Ky and it is a small town, and there was a wide spread outage apparently in this area and no one knew what was going on. We get charged almost \$50 a month for service that hardly works. I would like to find out if someone would investigate this and see if AT&T has an explanation. Because all I got on the phone was sorry Ma'am. This company needs to get all if their employees on the same page and stop the senseless over charging by the Tech's. His words to me were, I'm going to make it worth my while while I am here. This is unfair work practice! Thank you! (b) (6)

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**Ticket: # 686705 - Release notice of effected party seeking relief from fraudulent activity**

**Date:** 12/2/2015 12:21:10 PM

**City/State/Zip:** Boca Raton, Florida 33431

**Company Complaining About:** AT&T

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**Description**

Do not use e-mail required to fill out this form to continue correspondence.

Date: December 2015

To: Consumer Response Division/ Fraud Unit

This letter constitutes written notice for your prompt attention. As a consumer seeking relief from fraudulent activity I am formally requesting you place a fraud alert on all open accounts. Despite best efforts to stop, correct and prevent, a basis of satisfactory evidence that fraudulent activity had a damaging effect and may still remain, is evident. Damage sustained:

- Disruption to finances: Over span of time --more than one account.
- Damage to reputation
- On-going credit history alterations
- Loan and application denials despite history
- Loss of time invested: Multiple account resolution efforts to correct and prevent.
- Communication accessibility and costs related to prevention and restoration.
- Unnecessary coverage and account corrections due to damage

Referring to the consumer accounts, an agreement for preliminary relief coverage is attached.

In addition, requesting credit reporting agencies, consumer accounts and federal agencies place a fraud alert on file for this effected party, provide secure method of information transmission, current credit report(s) every three months preceding this notice, steps of the recovery process and a complete copy of the file postings on Consumer Sentinel regarding alert and recovery– if applicable while corrections are being made.

Thank you for your prompt assistance.

Sincerely,

[Party] Electronic Signature: (b) (6)

(b) (6)

Printed name: (b) (6) Current date:

12/2015

Contact Address: (b) (6)

E-Mail: Contact Service #:

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FEDERAL TRADE COMMISSION: FTC Complaint assistant form OMB#: 3084-0047: Reference #: 67223441

CREDIT BUREAU FRAUD ALERT #: 5309043694

POLICE REPORT #: 15-142979

NOTICE TO FURNISHERS OF INFORMATION: OBLIGATIONS OF FURNISHERS UNDER FCRA:  
Section 623:

The federal Fair Credit Reporting Act (FCRA), 15 U.S.C. 1681-1681y, imposes responsibilities on all persons who furnish information to consumer reporting agencies (CRAs). These responsibilities are found in Section 623 of the FCRA, 15 U.S.C. 1681s-2. State law may impose additional requirements on furnishers. All furnishers of information to CRAs should become familiar with the applicable laws and may want to consult with their counsel to ensure that they are in compliance. The text of the FCRA cross referenced to the U.S. Code is at the end of this document.

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[Ticket: # 1270176 - Comcast Data Cap](#)

**Date:** 10/16/2016 12:58:01 PM

**City/State/Zip:** Wilmington, Delaware 19808

**Company Complaining About:** Comcast

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### **Description**

New data plan has 1 TB data cap. Anti-consumer push. Fake "scarcity" of internet. Streaming 1080 videos I can easily hit the cap in a week.

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[Ticket: # 1265270 - Mediacom](#)

**Date:** 10/14/2016 1:01:11 PM

**City/State/Zip:** Moyock, North Carolina 27958

**Company Complaining About:** Mediacom

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## **Description**

I have had nothing but problems with the services I pay for through mediacom cable company. I pay for a service and I expect to get that service. Not with mediacom. Every time I call to report that something is out I get the run around (this is often).

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**Ticket: # 718695 - Spam Text Message**

**Date:** 12/21/2015 9:29:19 AM

**City/State/Zip:** Lake Mary, Florida 32746

**Company Complaining About:** Unknown

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**Description**

Per instructions on FCC website, <https://www.fcc.gov/consumers/guides/spam-unwanted-text-messages-and-email>, I am filing a complaint about receiving a spam text message.

I received unauthorized spam text on 12/21/2015 at approximately 6:23 am eastern. Message appeared to come from phone number 858-365-6184. No previous consent for this was given (especially since I live in Florida and do not need jackets) and I previously filed an FCC complaint for similar message, but from a different phone and the time should also be noted. No method to stop the messages was provided. This text was sent to my personal phone number (b) (6) which is operated on the T-Mobile network.

Text of message:

Sales Up 80% "Michael Kors" End Year Sales 2015/2016 Men/Women New Arrivals Handbags  
Wallet Belt click here to visit web now <http://ug.gy/a4P3s>

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[Ticket: # 1003147 - Caesars palace jamming MIFI](#)

**Date:** 5/26/2016 11:59:20 AM

**City/State/Zip:** Eastvale, California 92880

**Company Complaining About:** Verizon Wireless

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## **Description**

I believe Caesars palace in Las Vegas Nevada is jamming use of personal hot spot (mifi) from being used in rooms in an effort to capitalize on their own wifi access points.

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**Ticket: # 1012997 - video of Harassment, threats, verbal abuse, incitement engaged others, child's mother in phys. abuse of child by an adult to a minor child victim**

**Date:** 6/1/2016 6:53:13 PM

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

**Company Complaining About:** Cox

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## **Description**

An adult (over age 21) user under the name of "(b) (6)" on the gaming and social network platform website "Twitch" engaged in harassment of one of user "(b) (6)" subscribing patrons, a child self-identified as "(b) (6)" whom she knew to be under the age of 13, as evidenced by the video taken as evidence during a live broadcast video streaming session that includes audio. User "kaseytron" was asked to cease her verbal attack by several other of her subscribers in the chat and also her moderator for the chat asked her to stop. As responsible for monitoring her own live stream, and employing the use of moderators, as well, user "(b) (6)" failed to restrict the child's ability to access the content of the live stream, which included gameplay of a video game graphic in violence and theme and restricted from use by or exposure of minor children by both manufacturer, terms of service of the Twitch website and by law. User "(b) (6)" incited her other followers to degrade, insult and humiliate the child in the chat feature of the forum. Twitch user "(b) (6)" verbally assaulted the child and his family with an onslaught of foul language intended to insult the minor. She also threatened to physically harm the child, violating the website's terms of service and FCC regulation. In the most disturbing provocation, she demanded the child put his mother on the phone, misrepresenting herself to the mother of the minor child and suggesting the child be physically punished. The audio of what transpired between the child and his mother is disturbing, and (I share this reaction with others who have voiced their shock and concern in online forums), was sickening and difficult to listen to, the child sounds physically attacked in the audio and, while he begs and screams, "(b) (6)" is seen to laugh, smile, and snicker in enjoyment. User "(b) (6)" then commends the mother and tells the child, "I hope she beat you ass red", and goes on to ask to speak to the father, as well, in anticipation that the child will face further abuse. This is NOT the first incident of user "(b) (6)" having these outbursts and bullying and harassing, as well as other inappropriate conduct and discussing her sexuality, and promoting her sexuality on a forum intended ONLY for gameplay and that younger viewers and gamers have access to. This is evidenced by many other videos that can be easily accessed by a search of "(b) (6)" on youtube. The videos are not marked to be accessible to mature audiences, only. Neither is her livestream account at Twitch, "(b) (6)"

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[Ticket: # 1032238 - MLB.com](#)

**Date:** 6/12/2016 2:49:05 PM

**City/State/Zip:** Sebastopol, California 95472

**Company Complaining About:** Comcast

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## **Description**

Major League Baseball and MLB.com continue to sell a product for which MLB.com does not fulfill its market services. Broadcasts that are advertised as available (i.e., not subject to "blackout") are frequently disrupted or entirely malfunctional, resulting in failure to provide the services for which I've paid. Several times this baseball season, my attempts to connect for broadcasts do not succeed, instead my web browser flashes a "media error" message.

I have tried multiple web browsers, and my bandwidth is more than sufficient. I've tried both MLB.com's current and former media players, with no resolution for lack of access. I've also written and called MLB.com repeatedly with no success in resolving this ongoing, repeated problem. In short, I feel that MLB.com sells a product for which it cannot fulfill its contractual obligations with consumers, and has not taken remedial action to improve its services to its consumers.

I want MLB.com to fix media downloading issues immediately or refund its subscription fees for the 2016 MLB season to its customers.

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**Ticket: # 1039517 - Scare-Ware = Spam**

**Date:** 6/16/2016 10:02:23 AM

**City/State/Zip:** Jersey City, New Jersey 07307

**Company Complaining About:** Fios

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## **Description**

While working on my computer yesterday evening around 6:30pm, this aggressive pop-up box took over my whole screen, and it's screaming that I have a 'virus!' That all of my personal information, passwords, etc are in immediate danger of being 'stolen' / 'hacked', and that if I don't take action now my whole computer will be 'wiped out!' In panic and terror, with a locked screen, unable to close this pop up OR lower the volume, I called the number against my better judgment-- just to make this madness stop. I was lead to believe they were from Microsoft. After much back and forth with the agent and his supervisor I hesitantly agreed to let them into my computer, and to charge my card to fix this supposed issue. I told the agent that I already had Geek Squad, so shouldn't they be able to help me? They explained that Geek Squad were inferior, because they were a 3rd party, that I have holes in my security, but that Microsoft is better able to handle these issues 'directly'. It was all very confusing, and their thick accents (Indian) only made the matter more difficult to understand. But, trusting in the Microsoft brand and holding onto it throughout the whole process is what kept me going further. Until, I got connected with the tech. In his speech he mentioned that he was with a 3rd party. Excuse me? What? I noticed the Microsoft wordage off my screen, replaced with the Support Buddy website. Hmm? I asked if Support Buddy was affiliated in any way with Microsoft? The tech replied, no. At that moment I told him I DID NOT want him to work on my computer that I wanted to call Geek Squad, and have them check out this matter. I was transferred back to the agent, who now expressed that they were not connected with Microsoft. He was unable to get me through to customer service, because they were conveniently closed, but now looking back and realizing they're on Pacific time while, I'm on Eastern time they should have been open-- according to there hours on their answering message. Interesting. Nevertheless, it was left that I would call Support Buddy back to either have them fix the technical issues or call customer service to discuss reimbursement. Since, my card was already charged \$299.99, but no work had been done. Thank goodness for Geek Squad! I spoke to a very knowledgeable and helpful tier 1 agent, Andrew, who explained that this was 'scare-ware', a term I had never heard of before. He showed me how to disarm this 'scare-ware' off my computer if this situation were to arise again. And he brilliantly suggested that I contact you, the FCC. Something I would not have thought to do. The only issues I had were inflicted from Support Buddy. This was a direct attack. I obviously feel violated, and extremely concerned that I allowed these criminals onto my computer under false pretenses. This shock and awe tactic is very intimidating making a novice like myself extremely vulnerable to this kind of illegal activity. It needs to stop. This incident not only disrupted my whole evening, but I lost a night of work to deal this threatening issue. Calling my credit card company to dispute the charge and to cancel my card. I'll now have to contact all the companies I auto pay with to inform them of my updated card information. The hours spent with Geek Squad last night understanding and correcting this issue, and the time spent this morning with them again to double check my computer-- for my peace of mind. Writing this letter to you, the FCC. The call I need to make this morning to Support Buddy to have them credit my card. And, to the much wasted time and energy spent on a roller coaster ride with them this crooked company-- Support Buddy on issues they were creating for me, then wanting me to pay them to correct. It's just so wrong. I'm very thankful I did not proceeded in allowing them to fix my computer. However, I'm now left wondering if they've stolen any information from me.? It's just as if they broke

into my home. I'd like to know how this issue will be handle, and what repercussions will face Support Buddy?

Thank you,

(b) (6)

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**Ticket: # 1036994 - intermittent service at night**

**Date:** 6/15/2016 3:49:09 AM

**City/State/Zip:** Phoenix, Arizona 85016

**Company Complaining About:** Centurylink

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## **Description**

Every night my personal home DSL internet 40 gb service goes off and on and off and on. The Prism TV works fine. The lights are still on the modem. I try to call tech support. Every time they transfer me to someone else, who again transfers me to someone out of the country, then another then always the fourth transfer I wait 1 hour or more on speaker phone until the call automatically disconnects. I use my computer for personal and business use and have had lack of use of it over a dozen times. I repeatedly ask their vendor tech support for a manager in the USA and get passed again in the cue by \$1.78 an hour off shore workers. It is an outrage you regulate them yet let them offer this poor support and service to customers. Apparently self regulation in Arizona does not work. I only have this issue at night usually after 10 PM, never day time. I am retired from Verizon Communications, part of my job was handling CEO complaints, reprogramming fiber service, handling regulatory issues as I am law school trained for this; and more. If we treated customers in this disgraceful manner, the NJ Board of Public Utilities would fine them staggering amounts of money. Maybe it's time you do this to Century Link.

When you do contact them, my contact number is available only after 1 PM. I have in the past have contacted Century Link executive offices (always on voice mail) for the same issue. Nothing resolved, it's worse.

Thank you for your time.

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**Ticket: # 1056929 - Liberty de Puerto Rico**

**Date:** 6/27/2016 1:06:26 PM

**City/State/Zip:** San Juan, Puerto Rico 00926-**(b) (6)**

**Company Complaining About:** AT&T

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## **Description**

**(b) (6)**

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[Ticket: # 1064737 - Signal gets blocked in Burger King](#)

**Date:** 7/1/2016 1:23:32 AM

**City/State/Zip:** Visalia, California 93277

**Company Complaining About:** T Mobile

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## **Description**

Every time I go into one of my Local Burger Kings my 4G signal completely disappears forcing me to use their instore WiFi, which doesn't work half the time anyways. I can be surfing the web on the web as I enter the store and a few steps in the signal cuts out. I don't have this issue in any of the other fast food places near me.

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[Ticket: # 1068265 - comcast internet issues](#)

**Date:** 7/5/2016 10:01:33 AM

**City/State/Zip:** Memphis, Tennessee 38106

**Company Complaining About:** Comcast

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## Description

(b) (6) 

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**Ticket: # 1090601 - CONSTANT ISSUES WITH INTERNET**

**Date:** 7/18/2016 3:43:46 PM

**City/State/Zip:** Levittown, Pennsylvania 19057

**Company Complaining About:** Comcast

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## **Description**

I have already filed a complaint regarding Comcast, however another complaint is needed. A quick summary of events since being a customer of Comcast for only about 8 months; We had a technician tell us the the original installed equipment was old and not working properly, so after about 4 weeks we had to have that replaced. Then more issues seemed to arise which led to numerous calls, which led to the FCC complaint previously because of how rude customer service was. That complaint was then assigned to a corporate employee which had to send a technician out to my house AGAIN. On top of that, i brought up how i was to receive my \$500 gift card for the account i had opened. The corporate employee then told us that promotion did not exist, however then back peddled on that statement when i advised her that we still had the flyer in our possession which stated the dates right on it. After several phone calls of arguments, we still did not receive our 500 dollars that we were entitled to, and only received 200, even though the flyer and our package stated we would qualify for the full 500. Now to present day, I work from home several times a month, and require FULL internet access when i do so. Luckily the several times the internet goes out previously, i was able to wait for it to come back on. TODAY, was not that case. I was presenting to a global team for my company, a project worth upwards of 40 million dollars, when my internet just goes out. This is TOTALLY unacceptable, and i am fed up. Not only do i lose internet, but my company requires to be logged on during certain hours and when i am "offline" due to faulty internet, this "excuse" just isnt going to cut it anymore. So not only do i have the problem of poor internet service, i now am putting my job in jeopardy because i cant fulfill my full job duties. At this point, I honestly want to pursue legal matters against xfinity for judgement against my character and being told that i making items up regarding the flyer previously, as well as possibly putting my employment at risk. Not to mention a possible loss of a project worth in the millions. I want a some sort of settlement here, and it needs to be taken care of.

---

**Ticket: # 1091291 - Modem hijacked by predators. KQD**

**Date:** 7/18/2016 8:32:15 PM

**City/State/Zip:** South Bend, Indiana 46617-1149

**Company Complaining About:** AT&T

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## **Description**

AVAST home security network shows that my modem has been hijacked by ARRIS in Richardson TX. I have about 80 copyrights (SR) & (PA) which are being held back from the markets. These criminals seem to have more or less unlimited access to my harddrive. Potential losses in the millions of dollars. ARRIS has the slogan "We Invent the Future" obviously creating world-level frameworks for developers. Already the top 20 soundcloud tracks, when parsed, contain at least fifty references to my operation, much of it proprietary information or trade secrets, as well as my business strategy documents and dozens of government/military pdf's. My creative works and ideas, if incorporated into world-level frameworks or music business structures could result in hundreds of millions of dollars of profits. I'm referencing a document called "Overview of Intellectual Property Rights and the TRIPS Agreement by the department of commerce, section roman numeral V, and calling for those remedial actions on these oblique infringements, particularly of the "essential content" of my copyrights. They also have control of my radio (a Sony Dreammachine)-- the most troubling program is "Big Boy in the Neighborhood" 6-10AM 99.1FM WSMK. There are several frequencies that they are using to broadcast "representing songs" which are creating an illusionary "me"-- in the case of 99.1, they are doing dozens of songs "as if they were me", but that "me" is advocating violence against police, anti-government messages are constant, drugs and pimping are put forward as if it were myself taking those positions. So: 99.1 WSMK (hiphop) and B100 (country) are constantly disseminating messages in the lyrics which are, bluntly, criminal to the point of being an organised treason. Toss-off murder-targeting and the like. Presumably the money being raised by these songs is going to insurrectionists.

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[Ticket: # 1098192 - hacked by ransomware](#)

**Date:** 7/22/2016 10:39:44 AM

**City/State/Zip:** Glen Rock, New Jersey 07452

**Company Complaining About:** Optimum

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## **Description**

Our computer system was hacked by Ransomware demanding \$1000 to release our files.

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[Ticket: # 1103798 - unwanted spam](#)

**Date:** 7/26/2016 9:45:35 AM

**City/State/Zip:** Nampa, Idaho 83651

**Company Complaining About:** Smith

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## **Description**

I started receiving texts and emails from an unwanted source trying to sell me a service. I told them to remove me from their list and now they continue wanting to know why I do not want their service. "its only a small fee" they say.

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[Ticket: # 1106041 - received unknown text](#)

**Date:** 7/27/2016 11:26:40 AM

**City/State/Zip:** Park Ridge, Illinois 60068

**Company Complaining About:** AT&T

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## **Description**

received unknown text

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[Ticket: # 1131159 - Excessive emails](#)

**Date:** 8/10/2016 1:26:54 PM

**City/State/Zip:** Houston, Texas 77006

**Company Complaining About:** AT&T

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## **Description**

I have been inundated with hundreds of email ads for Hydro Mousse and Helping Hand 911. Both originate from a company called Shop Smart, LLC.

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[Ticket: # 1155014 - Unwanted email.](#)

**Date:** 8/23/2016 3:20:56 PM

**City/State/Zip:** Louisville, Kentucky 40222

**Company Complaining About:** Yipit

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## **Description**

I continue to receive e-mail from Yipit after unsubscribing multiple times.

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[Ticket: # 1195879 - Internet Connection Issues](#)

**Date:** 9/14/2016 2:26:55 PM

**City/State/Zip:** Mathis, Texas 78368

**Company Complaining About:** AT&T

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### **Description**

Again we are having connection issues where we lose service about every couple of hours.

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**Ticket: # 1249722 - Comcast Data Caps****Date:** 10/9/2016 6:16:47 PM**City/State/Zip:** Seattle, Washington 98133**Company Complaining About:** Comcast

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**Description**

Comcast establishing a data cap of one Terabyte with fee's for going over is unnecessary and wrong not to mention they already charge for different speeds, this is basically double dipping for the same thing. There was absolutely no explanation on technical difficulties, broadband, power consumption, anything.....Just that they were implementing this new policy. I don't have to mention that at one time a megabyte was a lot of room, a gigabyte was a lot of room, and now terabytes are on the table and in the future petabytes will be a lot. Can you imagine if cable companies stifled information to 1 megabyte? How about one gigabyte? These caps would've greatly stifled innovation, progress, new technologies. Families of 3 or 4 would find it incredibly easy to go over the 1 Terabyte a month of data making them pay ever increasing fee's.

With 4k movies and games, T.V.s, entering todays market which requires large sums of data to download/watch, this cap will make consumers hesitate for these new products. Consumers would base there products around these data caps like they do with cellphones. The power of computers and the Internet are as great as they are today because there was plenty of room to grow. Now there is a ceiling with ever increasing fee's. One could argue that if i disagree then i could just move to another cable company....except i cant. Comcast pretty much has a monopoly in Seattle and only century link can compete. With these giants of a company both have a history of abusing their stations and have absolutely horrendous repertoire with consumers. This is not a healthy habit for these companies to get away with as it will hurt future business and innovators alike, which will suffocate the technology hub that is Seattle. Again, there is absolutely no reason to limit Data, this is a profit motivated play by Comcast at the expense of consumers. It will only get worse if nothing is done.

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**Ticket: # 1255581 - Zito Media and broadband connection****Date:** 10/12/2016 10:42:02 AM**City/State/Zip:** Dubois, Pennsylvania 15801**Company Complaining About:** Zito Media

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**Description**

My husband and I have been having issues with our internet on and off for at least 2 years. Last we put up with it, as it was down for a few minutes and then back up, but around 2 and a half months ago it would go down and take ages to come back up. We put up with it for a few weeks, but the past 5 weeks or so we have been on the phone to Zito media every other day. We have had several visits to address the situation and nothing has been resolved. We have phoned and once they said we know you have issues, however we don't know what it is and we don't know when it will be resolved and every other day the same phone call is made and the engineer sent around with no resolution. It is like they are just paying lip service to us and they really don't care. Today they rang up as they do once a week to see if issues are resolved and no they are not, I am awaiting yet another engineer. Zito media don't care. I have suggested perhaps it is lines out side and they ignored my comments and instead said they would send a different engineer around. No one in this company is taking responsibility and the disruption to our internet continues on a daily basis. We pay for a high speed but we are not receiving that service if the internet works at all. There is no competition around the area we live, as it's a gated community that most companies wont invest in, so we have to put up and shut up and most people in Treasure Lake do so, although last year I see that most people were complaining about their internet service from Zito media. I told them a couple of times if the issue was not addressed then I would contact the FCC and after weeks of this poor service I find myself doing that. I do have a feeling that this issue is coming from the poor maintenance of poles outside but I am not an engineer, only Zito Media knows the answer to that, what I do know is that this could go on for weeks or months with no resolution and Im tired of having to make calls and tired of waiting in for an engineer to call and tell me they have no idea what might be causing the interruption to our service, shame their isnt an interruption to their billing.

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[Ticket: # 1278741 - Fiber Internet issue](#)

**Date:** 10/20/2016 2:19:21 PM

**City/State/Zip:** Mesquite, Texas 75150

**Company Complaining About:** AT&T

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### **Description**

The internet price we pay is outrageous and the internet is continuously having issues. I feel I pay for Services's which are not provided

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[Ticket: # 1280118 - Cell phone](#)

**Date:** 10/21/2016 1:12:43 AM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Boost Mobile

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## **Description**

Internal investigation needed

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[Ticket: # 805823 - Loud Ad](#)

**Date:** 2/11/2016 5:34:21 PM

**City/State/Zip:** Williamsburg, Virginia 23185

**Company Complaining About:** Cox

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## **Description**

Gap 1969 New Generation Ad on Hulu.com is extremely loud

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**Ticket: # 927285 - Internet Is Getting Worse****Date:** 4/21/2016 10:17:30 PM**City/State/Zip:** Timberlake, North Carolina 27583**Company Complaining About:** Centurylink

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**Description**

When I filed the last complaint the services from the FCC that handled the case had very broken English and did not explain the situation correctly. So I will start from the beginning. For at least 2 years we have been receiving intermittent internet connection even though we were paying \$60 dollars a month for the "up to 20mbps" speed option. We only received around 8.6mbps for that period of time. With that we also had very bad service with the internet completely dropping out and the speed being very unstable. We requested a technician to come to our house to check the line as instructed by Centurylink and he called the company and told them to drop our speed down to 8Mbps once that change went into affect we had a stable 8.11 Mbps speed for about 4 days. After that the speed dropped down to 7.5Mbps and still had the same stability issues that were occurring before. After contacting the FCC for hope for a resolution the speed has been dropped again to a fraction of what we used to receive. We are now allocated 6.6Mbps but we're only receiving between 4.6Mbps and 5.6Mbps, it is more unstable than what it was before. We have tried to work with Centurylink and they either degrade our services while we pay the same price or they just say "you're to far from the office". This is not excusable because just 2 months ago the company offered us a staggering 25Mbps but before the installation ever happened they canceled it with a phone call. When I called in about this issue they told me that they never offered this service which was not true because we received flyers in our mailbox offering the service and when called they offered it to us as a option. This is a issue with the company Centurylink itself, it's maintenance on the lines, and its server infrastructure. We have had this issue for years with no fix to the problems no matter how many 2 hour long phone calls or how many people we've talked to. We have been told by the Centurylink agents that they have sent requests to the "local engineer". He has been to our home before prepared to bury a new line. Then he as well refused to do this service even though the company is responsible for the line and service. Please help me with this issue we are really tired of fighting for a service we pay a premium price for.

Thank You

**(b) (6)**

P.S. There is a screenshot attached that shows our new speed after the recent changes. This was from a computer directly connected to the router with all other devices turned off. This is multiple issues: availability, billing, interference, and speed.

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**Ticket: # 847478 - Fraudulent text message, I don't even have a PayPal account**

**Date:** 3/4/2016 12:29:41 PM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** Verizon

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## **Description**

This is phishing scam

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[Ticket: # 746488 - emailsHarassing](#)

**Date:** 1/9/2016 8:30:56 PM

**City/State/Zip:** San Marcos, California 92078

**Company Complaining About:** (b) (6)

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## Description

I get two to four emails a day from a vendor that I purchased from 4 years ago, and never since. I want these emails to stop. I will never again buy from these annoying people.

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[Ticket: # 773281 - my neighbor has an illegal CB](#)

**Date:** 1/26/2016 6:09:59 AM

**City/State/Zip:** Torrance, California 90504

**Company Complaining About:** AT&T

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### **Description**

my neighbor has an illegal cb he has no licence to run it and my headphones bleed and so does our landline

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**Ticket: # 865493 - Data caps & zero rating**

**Date:** 3/17/2016 4:33:54 PM

**City/State/Zip:** Athens, Georgia 30607

**Company Complaining About:** The University Of Georgia

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## **Description**

The same cable and phone companies that worked so hard to destroy Net Neutrality are now trying to find new ways to get around the FCC's rules.

### 1. Comcast

The cable and media giant that dominates the fixed broadband market is coming up with inventive ways to favor its own content over competing streaming video apps by imposing data caps in select markets and exempting its own video app Stream TV from those caps. This is a textbook example of an ISP tilting the playing field in its own interest. There is no legitimate, technical reason for these data caps. Comcast itself admitted in internal customer service guidelines that these caps aren't about network congestion. Instead, it claims these data caps are about "fairness," but the broadband industry continues to see HIGHER revenues and profits with LOWER costs overall and there's no argument that these caps are based on any "FAIR" costs that Internet usage causes. The real reason behind these caps is to protect Comcast's MONOPOLY over cable TV, making it more expensive for customers to "cut the cord" even if they want to choose other video options. And by exempting only its own online video application from the cap, Comcast gives Stream TV an advantage over ALL competing online video applications.

### 2. Verizon and AT&T

Both companies have sponsored data programs, creating a NEW TOLL for websites and applications who want to reach customers without impacting their data caps. This is a radical shift in Internet architecture and business models, letting ISPs seek payments for the first time from websites, app makers, and content providers that are NOT their customers. This creates huge barriers for start-ups and small players that can't afford a toll. They no longer have a FAIR shot at reaching people online. Thus, Verizon's and AT&T's program create the same harms as "fast lanes" would have if they weren't ALREADY BANNED and these NEW TOLLS should be banned too. It also means ISPs could keep data caps low just to give sites a greater incentive to pay for an exemption.

### 3. T-Mobile

The Binge On program lets you watch all the streaming video you want, but there's a catch. That unlimited streaming comes only from selected partners like Netflix, Hulu, Amazon and others. While any video provider can enroll in the program, the technical requirements are substantial. They categorically EXCLUDE providers like YouTube that use innovative protocols. And they DISCRIMINATE against providers that use encryption. What's worse, T-Mobile is downgrading the quality of all videos.

They are Team Cable.

Cable companies are famous for HIGH prices and POOR service. Several rank as the most HATED companies in America. Now, they're attacking the Internet—their one competitor—with plans to charge websites arbitrary FEES and SLOW (to a crawl) any sites that won't pay up. If they win, the Internet will never be the same. The FCC MUST enforce the Net Neutrality rules they passed last year and rein in Comcast, Verizon, AT&T, and T-Mobile!!!!



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[Ticket: # 916910 - New Kensington PA](#)

**Date:** 4/16/2016 11:17:17 AM

**City/State/Zip:** New Kensington, Pennsylvania 15068

**Company Complaining About:** Comcast

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## **Description**

Someone attempted take over my wi-fi network at 10AM to 11AM 04/16/2016

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**Ticket: # 871206 - Internet**

**Date:** 3/22/2016 6:37:46 AM

**City/State/Zip:** Branchburg, New Jersey 08876

**Company Complaining About:** Comcast

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## **Description**

Every day for 2 months I will lose Internet and for most of the time they are not providing the speeds I'm paying for. Repeatedly called about problems they always do the same say they have to send a tech out to my address the issue then would receive a call saying I do not need a tech they fixed it and I should have no more problems. They never fix I still have same issue very slow speed and will lose connection to Internet everyday.

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[Ticket: # 878946 - Interference on the cable lines.](#)

**Date:** 3/25/2016 9:46:38 PM

**City/State/Zip:** Idaho Falls, Idaho 83404

**Company Complaining About:** Cable One

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## **Description**

Over the past few months the internet in my home has frequently dropped out. We contacted Cable One multiple timeouts to fix the issue without any avail. I contacted the modem/router company and they replaced my device. Still the internet dropped out frequently. After talking with my son he noted that their have been numerous T3 timeouts on the modem. I went in to the local office to talk with someone in person. The woman who helped me looked at my account and noted that there was a ton of noise on the line. When the technician came over later that evening he commented that there was interference on the line and it could be any of a hundred houses and that he was not going to figure out the origin because it "wasn't that bad." The internet is still frequently down.

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**Ticket: # 888652 - Internet Fraud**

**Date:** 3/31/2016 6:45:56 PM

**City/State/Zip:** Chico, California 95928

**Company Complaining About:** Comcast

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## **Description**

While logging onto a legitimate website, I received a message from Comcast (my cable company) that fraudulent activity had been detected on my computer and I needed to call Microsoft Tech Support (855-335-3623) immediately. The message also stated not to turn off my computer or try to reboot it or I might lose all data and might not be able to restart my computer. This message was repeated several times. I called the phone number provided. Roger represented himself as a Technician for Microsoft. He then told me that I needed to log into LogMeIn Rescue so that he could clear up the problem. When the message box appeared, Roger provided a code so that he could access my computer. Unfortunately, I allowed this. Roger then brought up a screen showing me that several people were trying to hack into my computer. None of these "people" had names, only numbers and letters appeared. Roger then went into a lengthy discussion how he could help but eventually would have to turn everything over to Texas Tech in order for them to "fix" my computer at which time I would possibly be charged. Roger never would tell me a price, only that it was better to sign up for a 1,3 or 5 year plan with pricing starting at \$299 to \$599. I questioned why Microsoft would be working with LogMeIn Rescue and Texas Tech and was told that Microsoft contracted with his company for problems with hackers. Roger kept telling me that he would connect me with Texas Tech but needed to know what type of service plan I wanted. More than once I told him that I didn't think this was legitimate and he kept trying to reassure me that he worked with Microsoft and he kept trying to pressure me into a service plan. I finally told Roger that I would have to call him back because I needed to make some phone calls. Roger asked me when I would call him and I told him in 1-2 hours. Roger provided me with a different phone number (888-323-5944) and told me to ask for him. I told Roger that I wanted him to disconnect from my computer which he did immediately. I never called Roger back. Instead, I called Comcast and was told that they did not send me a message and would not send me a message other than email, phone or postal mail. I was also told that they hear about his quite a bit. I spoke at length with a Comcast Security rep (Mary) before being transferred to a Comcast Security agent (Ray). I explained everything to him and he stated that it was a scam. Ray suggested that I run my anti-virus program. When I told Ray that I had unfortunately given Roger access to my computer, he recommended that I run a full virus check which is still in progress. Ray stated that I had probably acted quickly enough that no information on my computer was accessed.

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**Ticket: # 897752 - Verizon NJ Landline DSL Frequent Disruptions and Lower-Than-Rated Speeds**

**Date:** 4/6/2016 1:40:07 PM

**City/State/Zip:** Tenafly, New Jersey 07670

**Company Complaining About:** Verizon

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**Description**

The Verizon New Jersey (VZ) DSL service to my house is rife with disruptions and is generally unreliable. My landline is rated for a connection speed of 950kbps-DL/400kbps-UL, yet I frequently receive speeds less than half of those values regardless of time of day. I have complained at least four separate times to VZ over the past year and twice over the past four months. The usual resolution involves VZ having to "clear" and "reset" the line at the central office (CO). This usually restores the service to full capacity but only for about one to two weeks. Then the service declines rapidly causing not just a slow but an unreliable internet connection that oftentimes disconnects altogether.

I have two copper telephone landlines running into this residence and am paying approximately \$85 per month, yet receive service that is not even worth one-quarter that amount. Sometimes when I complain, the reps I talk to tell me that I don't pay enough money for this DSL service. I highly suspect that VZ is not maintaining the copper plant at their CO on Engle St. in Englewood, NJ. I have had this DSL service for over ten years, yet only started having this problem over the past two years. VZ's fiber optic service (FiOS) is unavailable to my address.

I request that you investigate my current complaint, the history of complaints I have made with VZ regarding this telephone line, as well as VZ's infrastructure in Englewood, NJ. and VZ's maintenance thereof. As I submit this complaint, the most recent speed test reveals a connection speed of 411kbps-DL/162kbps-UL. Those values are less than half of what I should be receiving and this service is simply unacceptable. Until this matter is permanently resolved, I shall be withholding payment for the portion of the bill charging for this month's DSL service due to the recurring and present-day unacceptable service.

I have also filed a complaint with the New Jersey Board of Public Utilities regarding this same issue. That agency has so far failed to respond to my complaint, but unsurprisingly so since they recently approved a massive rate increase for Verizon AND removed several key regulations intended to protect New Jersey residents from rogue utility providers.

Thank you for your anticipated attention to this matter.

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**Ticket: # 902872 - ISP failed to protect and then disconnected**

**Date:** 4/8/2016 5:07:01 PM

**City/State/Zip:** Aurora, Minnesota 55705

**Company Complaining About:** Frontier Communications

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## **Description**

I contacted my ISP back in Oct/Nov 2015 and informed them of being hacked. They informed me that I had there secure program but had not been set up. I told them I needed to know who was doing this so I would call them back to set up the securities. I called my local police, the police where the hacker lived and also stopped at my local computer shop. Noone would help. My ISP contacted me back but told them not to send the info to my email as this person has accessed it.....they sent it. Then come to find out my administration permissions have all been taken over to which I was limited in searches and couldn't even wipe out my computer. Since then my phone has been left unplugged and also internet. I called again in which they did 2 scans in 24 hours looking for a virus which I repeatedly told them I had none. I can't go online to check my bank pay bills or other things that I have to do. I called and spoke with a supervisor rt after I was disconnected for none payment which I can't use there services so why should I pay. I wanted to know who this is (which I know) so they could be liable to pay the bill for services I can't use because of them. I gave up addresses, names and other information as I have been trying to figure this out for how many months now. Now that I'm not connected I was searching and found 6 files with MSpy/mobile spy. WHAT!!!!!!! They just did 2 scans and said they didn't find anything. I believe this person who has access now knows because there was a file downloaded today for a recovery and these files are offline . Also I knew it most certainly was not a virus when I put a few screenshots from my cell on a USB stick (which I've done for over a year) because I am suing a certain individual and this is evidence. That was in the afternoon on March 18th. On March 19th before I went to work at 6 am I went to these screenshots and they are gone. I then searched all my drives for the other saved screenshots which are ALL GONE. I tried calling yesterday to get info on my account to when I first reported, days of scan etc. Put on hold repeatedly, told of a bad connection they would call back, never did. I called again put on hold for 10 minutes at a time. The last time she came back on she was going to transfer yet again and I said that was enough. I was on the phone for an hour and the only question I asked wsd when I made the first report never got an answer and was lied to also. Told they could only go back to Jan then it changed and said All info was wiped out and could only go back till 3/31. I have been a customer for over 13 years and totally feel ripped off and violated as all my info has gotten out.

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**Ticket: # 912060 - Complaint Number 3**

**Date:** 4/13/2016 9:28:51 PM

**City/State/Zip:** Forest, Virginia 24551

**Company Complaining About:** Hughes Net

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### **Description**

I have a previous complaint against hughesnet. I have responded to an email their corporate office sent. I yet to have a response and no issues have been taken care of.

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**Ticket: # 943366 - Ham Radio Interference**

**Date:** 4/30/2016 6:38:26 PM

**City/State/Zip:** Seattle, Washington 98136

**Company Complaining About:** Centurylink

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**Description**

This HAM Radio operator has been doing morse code like signals all day and it keeps cutting off my internet. He's been doing things like this for over 25 years but in the last few days is the first time it's ever effected our internet signals (Regularly just interferes with our TV's, phones, and speakers which you can hear him through). This is his info:

(b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]

And his HAM license/Call sign is (b) (6) [REDACTED]

Please do something about this, our neighborhood has had to deal with him for years and he doesn't care if people complain or try to talk to him about it, he just keeps on cranking it up higher and higher.

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**Ticket: # 964673 - Pop Up Ad hijacked my computer saying info was at risk.**

**Date:** 5/8/2016 10:14:36 PM

**City/State/Zip:** Bridgeton, New Jersey 08302

**Company Complaining About:** Comcast

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## **Description**

I had a web page just pop up and sound an annoying horn and flashing the screen with a box with the follow web address. [www.com-rsx.xyz](http://www.com-rsx.xyz) with a phone number of 888-369-0496. It said the my personal info, pics and data is at risk. They have my phone number and have called back six times. Found out from Comcast.com this is a scam going on.

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[Ticket: # 978111 - Unsolicited advertising by Kraft Lunchables interrupts other tasks on my mobile](#)

**Date:** 5/13/2016 10:54:39 PM

**City/State/Zip:** Tallahassee, Florida 32303-4678

**Company Complaining About:** Verizon Wireless

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## Description

(b) (6)

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[Ticket: # 978802 - Internet Service](#)

**Date:** 5/14/2016 7:26:53 PM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Charter

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## **Description**

Internet Service seems to be hard to start or slow at times.

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**Ticket: # 993681 - Comcast Monopolistic Practices**

**Date:** 5/22/2016 9:09:54 PM

**City/State/Zip:** Marietta, Georgia 30068

**Company Complaining About:** Comcast

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**Description**

Comcast has been engaging in practices that violate Net Neutrality and are harming consumers. They began to arbitrarily enforce a 300 GB data cap in the Atlanta area. When I signed up for service, there was no mention of a data cap. Additionally, they are unable to provide any information that substantiate their claims that the amount of data used is accurate. And given the overhead, including Cable Modem maintenance, the banners that they have been inserting in the web pages, they are artificially manipulating values. This behavior needs to be dealt with.

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**Ticket: # 356353 - Unacceptable interruptions****Date:** 6/22/2015 3:47:19 PM**City/State/Zip:** Rocky Face, Georgia 30740**Company Complaining About:** Windstream Communications

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**Description**

Constant problems with windstream communications internet. We ran hardwired for years with consistent problems that never got fixed. Received several modems that were bad but was told that it was my computer until I finally got a technician to come out and check it. It was their equipment. Recently, In trying to keep up with the current desire for mobile internet etc we switched to wireless. In both cases we had numerous problems with drops and interruptions or very very low signal for usage. Upon contacting windsream we were told that unless we recieved 10 complete drops (those are drops that they show on their end) in a day then it was not considered a problem. However, we are still having these issues. Our drops are not 10 or more but close enough to feel that we are NOT getting what we are paying for monthly. Upon my last call to their customer service, I asked the associate to have a technician to come to my home to check inside wiring etc to make sure that the problem was not inside my home. The associate continually tried to discourage my request for a technician and even said that IF he needed to come into the home he would call me in case I wasn't home. HOWEVER my request was for him TO in FACT come INSIDE the home. I was also told at this time that they could NOT quarentee wireless only hardwire. I told the associate that my wireless modem was hardwired into the phone jack and although i could understand some occasional issues my issues were unacceptable. Windstream has the market in this area for internet and phone. Yet although it is a bit better than the only other competition locally they have lowered their standards and their customer service. I mean why be greater than the competition when you can be mediocre..Now my sister-in-law & father-in-law less than 1/4 of a mile from me has begun to experience problems as well. We need something to change and someone to speak up for us because they are NOT listening to their customers.

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**Ticket: # 363258 - Internet Service Provider Outages**

**Date:** 6/24/2015 7:22:22 PM

**City/State/Zip:** Brookland, Arkansas 72417

**Company Complaining About:** Fusionmedia

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**Description**

My ISP, Fusion Media, located in Paragould, AR is having constant outages. Unfortunately, this is the only ISP in my area. They do not offer explanations of outages nor do they reimburse for the downed time. These outages occur on an almost daily basis.

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**Ticket: # 369352 - obscenity or privacy constitutional rights**

**Date:** 6/26/2015 8:38:01 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Dsl

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### **Description**

There seems to be an off time with the publication of some police blotter on some NBC NFL online form ..no thanks.

<http://www.rotoworld.com/player/mlb/1981/alex-rodriguez/1>

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[Ticket: # 397726 - cable cospyingon what iam doing hacking in to my acct](#)

**Date:** 7/11/2015 7:59:03 PM

**City/State/Zip:** Toledo, Ohio 43613

**Company Complaining About:** Buckey Cable Ohio

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## **Description**

while iam working on line the cable co hacks into my service stos what iam doing ect

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**Ticket: # 374132 - <https://www.youtube.com/watch?v=ykkYGtkGw60>**

**Date:** 6/30/2015 10:25:01 AM

**City/State/Zip:** North Miami Beach, Florida 33179

**Company Complaining About:** Time Warner

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## **Description**

The Secret Life of Cleaners Modern Times BBC .. you can find the true identities of the (b) (6) klan members that were adopted and/or victims of rape/incest of the (b) (6) household of the United States within the State of Virginia of the domicile of (b) (6)

Some other locations that those inbreeds might be hiding within are in the Long Island, New York, United States of the location: (b) (6) (United States of America). They've unlawfully squat in apartment buildings, commercial buildings pretending being cleaning staff in those buildings that they're not affiliated with nor employed with whatsoever, in addition to a slew of stolen items that they use to gain entrance into foreign nations, including Spanish speaking countries such as Colombia, Bolivia, Uruguay, Paraguay, Brasil, Venezuela (b) (6)

(b) (6) bragging of her days living in Venezuela, South America and had then fled to the continental United States for an independent life/freedom from persecution. They're terrorists and/or members of some sort of terrorist sect/communism. I have repeatedly informed U.S. Immigration and Customs Enforcement to have those persons permanently removed from North America and their offspring, that all physically resemble deformed persons due to their level of abuse and torture living in domiciles that were of mixed races/species. Numerous counts of severe sexual and physical abuse involving homosexual couples and their children, AND severe incidents of very violent abuse involving their bouts about their lack of income and subjection to humiliation among the areas to which they had lived in the States of Virginia, California and Florida. Two persons whom bared witness to the recorded criminal acts of violence and trespassing, were owners of a debt settlement/arbitration company in Hallandale Beach, Florida whose names were (b) (6) supposedly former residents of the City of Dallas, Texas, United States. The guilty are a group of prostitutes that live in the State of California, somewhere within or near Los Angeles County, California, United States. Examine the executive staff that work for the furniture assembly company doing business as (b) (6) that have locations in Sunrise, Florida and in Hicksville, Long Island, New York, U.S.A.

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**Ticket: # 376675 - YET ANOTHER SPAM complaint to the FCC**

**Date:** 7/1/2015 10:28:15 AM

**City/State/Zip:** Silver Spring, Maryland 20901

**Company Complaining About:** Verizon

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## **Description**

I have made complaints before and you all have done NOTHING but send me emails saying my case is closed and presenting me with your template article about the regulations about SPAM. I know what they are which is why I am going to the only authority to deal with them. Send me another one, and I will BURY you in complaints and provide every template response to Congressmen, Rep Chris Van Hollen with a formal complaint against your ineffective department.

The email/s I receive are identified as advertisements, BUT, there is no legitimate means of unsubscribing (when I type in my email address their system says "no email ID found in our database") and the physical address they provide is actually a pizza shop in Houston, TX.

DO YOUR JOBS!!! You may call me directly at (b) (6) to discuss this matter.

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**Ticket: # 383955 - Internet/E-mail Issues****Date:** 7/6/2015 8:34:53 AM**City/State/Zip:** Boca Raton, Florida 33487-2338**Company Complaining About:** Comcast

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**Description**

I began having issues with Comcast's e-mail quite some time ago. This where various messages from numerous e-mail account, people and company's would automatically be sent to a 'JUNK' file without any notification(s) whatsoever.

I originally reported this to Comcast back in 'MAY 2015!!' Since May, I have contacted Comcast's Corporate Offices in Philadelphia (215-286-1700) to report this problem and others that had arisen to their Exec. Customer Service team.

I did this No Less than four (4) times, to date!! The first two (2) times I was told that Tech Support would contact me, this as I was told during my original call in MAY... therefore, I was told this three (3) times - NONE of which ever occurred!! After my next call, someone name Michael from their National Repair service did call me. He made two (2) telephonic appointments with me to attempt to remedy my issues, MICHAEL DID NOT KEEP EITHER OF THOSE APPOINTMENTS!! The first appointment he simply chose to call FIVE (5) DAYS after originally scheduled, the second he guaranteed me he would call the next day between 2:30 and 3:00 PM, he got around to calling at exactly 4:32 PM.

I have since spoken to Philadelphia again, last time being this past Thursday, 07-02-15. I was again told these problems would be addressed, I was even issued a credit... However, NONE of my issues have been fixed as promised!!!

This as Telephone and TV issues began to arise since MAY also. I have since canceled and found a new telephone provider... so, THAT is no longer an issue, the others still are!!

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**Ticket: # 390076 - several complaints filed**

**Date:** 7/8/2015 2:56:19 PM

**City/State/Zip:** Watertown, South Dakota 57201

**Company Complaining About:** Verizon Wireless

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## Description

My name is (b) (6) I made several complaints to ITC phone co due to anytime I tried to call my Sig other I was getting forwarded to someone picking the phone up and telling me I am a disabled pc of shit and I had go commit suicide. ITC worker Ray Germsted told me ITC never received any of my calls nor did I ever get to speak with anyone in their office. I could not call anywhere out on my cell phone that was purchased at Wal-Mart in Watertown SD 57201. I called the 611 no for help was told to take my prepaid phone to a verizon store. It old the gal this is prepaid theywon't work on it. She assured me they we fix my issue. I drove to Watertown couldn't find the address I was given so drove out to verizon in the Wal-Mart parking area walked in explained my issue and was told to immediately leave their store with that phone and get to Wal-Mart to shut it off. Returned to verizon and applied for a credit check. I was told I absolutely had to have a home no for a credit check. I explained I did not have a home phone as I was just moving in with my Sig other and the phone number there was his business no. Gary Felbaum the worker at verizon told me that was perfect. I again stated that's not my no thou. He did the credit check and said I had a 720 score. I told him no my score is under 500 he cdnt be right that was not my score. He reassured me it was fine. Allowed me 2 iPhone 6's that night as an upgrade offer. At this point Gary Felbaum had hooked the 2 phones together and I was receiving customer calls n messages on my phone. We severely complained about this as to I am disabled and not part of his business. After calling and complaining we were getting horrible ads and history that wasn't ours.. I was told I cd trade my phone at Radio Shack for a less smart phone as I was advised at verizon I shunt have an cloud account do to intelligent reasons. My Sig other and I went straight to radio shack and the gal tells us no they don't trade phones but I cd purchase a regular phone for 10 dollars. 2 weeks later radio shack closed. In January 15 I returned my phone to verizon n told them to stick it. He warned me I we be responsible for almost 2000 for each phone. In Feb I stuck the other I phone same place and took my billing. I now owe 2000 plus interest. In 2 years I had gone thru at least 12 phones made several attempts at complaints including the fcc. My phone calls were constantly interrupted and I was told to stay away from my best friend my Sig other and I should go kill myself. I've been called crazy and disabled. I tried everything and never received any help and am told ITC never received any of my calls about it as to his home phone was a landline but it was happening on either his cell or house number when I would attempt to call him. 5 weeks ago we had men looking for men in our history on the shop computer. Problem being (b) (6) was on a tractor mowing all day and several hours after the last craigslist ad is looked at on the computer. He didn't do it he was working. We have seen several people pull up beside his shop in the middle of the night and the bad stuff is always on the computer right after. Ray Germstad explained drive by downloads but we were 17 miles in the country n cdnt get anyone to help. 5 weeks ago it wrecked our relationship n I moved back to my own town. We were together 7 years n no one cd ever help straighten this out. It was as thou I was being hazed and no one cared. This has taken every die we had buying new equipment constantly including switching phone companies buying all new phones n computers. Radio Shack told him he'd have to give up his business number to get away from it. I now live in a camper, don't have my best freind, and 2 weeks ago I was taken by 911 for attempting suicide. My problem is how come no one can help stop those harrassments. Why didn't anyone care to help and make me run allover to diff phone companies. Why did communications

allow this too continue so long after so many complaints. It broke my mind body and soul then stole my heart that all these hazing laws and communication acts would not interfere and help. Ray Germstad from ITC tells me they never spoke to me nor did they come out twice to shut the phone off cuz we transferred the house phone to verizon also in December 2014. They installed Comcast and 2 additional routers for 1 phone and 1 computer. Now (b) (6) owes several thousand if he wanted to go back to ITC. Is there a game being played on consumers that someone needs to be prosecuted over cuz this wrecked our lives and the fact that we were ignored just is unacceptable even if it ended our relationship and financial being I'd like answers who allowed someone to continuously intercept my phone calls and allow such horrible things said. On top of the whole mess when ITC hooked his dsl up in the rural area as business they hotspotted him for all phones to get reception and never told him. 13 years later when Ray comes out he tells us there's 22 connections using his internet. I received a cell call right in front of him that hung up on me. 2 seconds later the same no calls the phone techs cell and hangs up on him. He did turn the number into someone but was never addressed again. Please help this seems so crooked and wrong to allow so many horrible phone calls and internet interruptions but no one cared and I almost took my life over it. Please help. I'm almost to scared to give you this no but it is (b) (6) I can't afford any more phones and I'm scared for his safety so far out if people can put that horrible stuff on a computer by just driving by. That's unacceptable to society and will get a lot of innocent people in trouble I feel. We were taken advantage of please help. Thankful for your time and hope to hear from someone legitimate over this. It feels like a huge scam stole our life from us.

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**Ticket: # 389952 - Comcast**

**Date:** 7/8/2015 2:31:08 PM

**City/State/Zip:** Mountlake Terrace, Washington 98043

**Company Complaining About:** Comcast

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## **Description**

52 minutes spent online with chat help and have asked one question 7 times and helper refuses to answer it.

The question was "can you tell me what my firewall setting is?"

Called twice. Was disconnected 5-10 minutes into each call and did not receive the return call I was promised.

This is due to changes that occurred after installing the new modem that they said we needed to install. Comcast stopped loading ROES software--the client software that all (or most) professional photo printing sites use for you to transfer photos for printing.

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[Ticket: # 390989 - ritter communications](#)

**Date:** 7/8/2015 6:47:51 PM

**City/State/Zip:** Millington, Tennessee 38053

**Company Complaining About:** Ritter

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## **Description**

I keep losing internet connection and they will not help to fix problem. I was told by one of their people that they are putting to on one system and this causes it to drop they are holding the people of Millington hostagedue to they are the only game in town and do not have to do anything as we either use them or go without, please help

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[Ticket: # 393379 - Xfinity unreliability and dismissive of persistent issues](#)

**Date:** 7/9/2015 4:46:56 PM

**City/State/Zip:** San Francisco, California 94041

**Company Complaining About:** Comcast

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## **Description**

I have been experiencing intermittent disruptions of service several times and have not been compensated. I feel that I am overpaying for an unreliable service where I really have no other options in service providers. I feel like I am completely being taken advantage of by Comcast and they are gouging my wallet every month with no mercy without even providing their service reliably.

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**Ticket: # 396643 - Random Disconnects.**

**Date:** 7/10/2015 7:40:37 PM

**City/State/Zip:** Solomon, Kansas 67480

**Company Complaining About:** Eagle Communications

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## **Description**

Since approx October 23rd, 2014 My family and I have been experiencing random disconnects from our internet. Our Internet is wireless from a tower, so the odd disconnect is expected and not an issue. These disconnects, however, are like hiccups, where the internet completely disconnects for as little as 3 seconds up to 2 minutes, then reconnects. These disconnects can happen as often as 10 times in 5 minutes, or as little as once every 2 hours. They happen both during peak usage at our residence, and at during the late night hours when everyone is sleeping. This issue has caused me to lose out on job interviews (via Skype) and has cut into entertainment. While a few minutes may not sound like much, this is happening dozens of times within an hour at some points, for all intents and purposes cutting off my internet completely.

I have contacted Eagle Communications about this issue. At first they attempted to help me, even going so far as to connect me with local area management. They did work with me claiming to "replace equipment at out towers" and they did replace my receiver. They also stated, several times, that they have watched the AP go into "standby" during the disconnect period, but dont know why. However, at this current time, they have ceased all communication with me on this issue. I call and leave voicemail's with the people I was working with (the primary man was named Brian Fonstil)m but they never get answered. I have contacted regular customer support with promises to hear back and have received nothing

The real kicker, and the reason I am contacting the FCC on this issue, is that when I called my ISP on July 1st (using the number 785-625-4000) and connected with the CEO Gary Shoreman, I was told they would either disconnect my service, or I would have to live with the disconnects as they can not do anything about them. I feel this is wrong, and I'm sure there is some legal wording for it, but I feel as though I'm paying for a service I can barely use and being told to either deal with it or fuck off. My family is, however, afraid the ISP with retaliate against them by cutting off the service all together, which they do not want as they are the only ISP they can use.

I am filing this complaint in hopes that this will light a fire, so to speak, and get the issue finally resolved after half a year of experiencing it.

Unfortunately, I do not have any documentation (they will have records), as I did not know I could even file a complaint in such a manner, as i usually can get my issues resolved through the company (if only they were all like Amazon, eh?)

For the record, the only actions they have taken that i have been in formed of are:

- Replacing some equipment at the tower
- Replacing my receiver
- Moving my receiver

-Seeing if i can connect to a different tower (in Abilene, KS)

And that is all. If you can contact me back, explaining if you can move forward with this issue or if, as the CEO put it, I need to deal with the disconnects, I would be very happy.

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**Ticket: # 412384 - Comcast interference**

**Date:** 7/19/2015 3:52:12 PM

**City/State/Zip:** Wayne, Michigan 48184

**Company Complaining About:** Comcast

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## **Description**

I have issued several complaints against comcast and it has not been addressed. they call me leave messages and play phone tag. I disconnected my service and I got a letter in the mail with outrageous bills and forced to reestablish. the technician came out and tried to charge me 19.50 - 66.00 to reconnect service. they truned on the internet and billed me for the ENTIRE month for the security portion and it is not connected because they tried to start a new contract. Again, the account exa. Eric Jones harassed me, asking me out and to marry him something about moving to another state. since comcast reestablished, my computers freeze up, one which is BRAND NEW. they see all communications to your offices as they monitor my internet connection and service...I am not a liar! can someone please help me!

---

**Ticket: # 420988 - Internet & TV & disconnecting 100 calls to TWC**

**Date:** 7/23/2015 3:29:00 AM

**City/State/Zip:** San Diego, California 92117

**Company Complaining About:** Time Warner

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**Description**

I have called TWC about signal loss & they claim to not have the tools to correct the dropping signal.

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**Ticket: # 422841 - FINALLY!Never excepted AT&T's throttling!**

**Date:** 7/23/2015 5:16:48 PM

**City/State/Zip:** Perryville, Arkansas 72126

**Company Complaining About:** AT&T

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## **Description**

ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)

MY TURN,I always return AT&T's texts.

I live four miles down a dirt rd on top of a mountain. Our phones are all we have. There is t any network congestion in my area. We've been customers long before you stole the decent company that provided the unlimited service and AT&T is NOT the most used network here,Verizon is. The ONLY reason we are still with AT&T is because of our "unlimited" reduced speed go to hell service you provide to your MOST LOYAL CUSTOMERS. Tell me, how do the billionaire owners sleep at night? We've joined everything we can to inconvenience this company and if this company ever finds a way to cut our throats and do away with unlimited long time customers,the public will find a way to continue to keep you in the news albeit in the worst possible ways. Get richer AT&T. We got rid of you before and we hope to do it again no matter how long it takes. The few unlimited customers that are left are going to break the company if they provide what we signed up for many many many years ago? Really?! AT&T wants us to believe we're helping congest the network. IMPOSSIBLE YOU RICH CORPORATE JERKS.

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[Ticket: # 423259 - security, identity info, criminal eavesdropping](#)

**Date:** 7/23/2015 8:16:53 PM

**City/State/Zip:** Phoenix, Arizona 85034

**Company Complaining About:** Sprint

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## Description

it has been a long road to come to this... Connection issues with my phone leading to troubling discoveries of what the software is doing. I have already followed all other avenues through my phone company, Apple, local police & the intergovernmental office. Please, contact me to discuss these issues. Thank you,

(b) (6)

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**Ticket: # 428907 - Comcast cable/Phone/ Internet issues**

**Date:** 7/27/2015 4:06:45 PM

**City/State/Zip:** Mount Airy, Maryland 21771

**Company Complaining About:** Comcast

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### **Description**

We have been having issues since my last FCC complaint my Comcast cable services have all stopped working they came to my house today 7/27/2015 and the services worked for 10 minutes after they left and then all services stopped working. My wife has called nenerous times to solve the issue and i have called the corprate office and have been leaving voicemail messages and noone has responded to my calls. This issue keeps happening and they are the only cable provider in my area and my wife teleworks so we need the internet so she can do her job. Please help.

Thanks

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[Ticket: # 431432 - Internet](#)

**Date:** 7/28/2015 3:09:14 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast has failed to provide internet service for the 3 years in which I pay for.

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**Ticket: # 433938 - Internet issues**

**Date:** 7/29/2015 1:53:55 PM

**City/State/Zip:** Amboy, Washington 98601

**Company Complaining About:** Tds

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**Description**

I previously filed a complaint that TDS is blocking the port that we use for our Republic wireless phone service. This information is given to us by Republic Wireless.

TDS responded to the complaint #340702 by saying they don't supply our wireless phone service. DUH! They provide us with the internet service that Republic runs off of in our house. They even provide the wireless modem.

We have horrendous internet service, and Republic claims that they are blocking a port..?? I'm not an internet technician. I don't know what is going on all I know is that the internet service (i.e. wireless service) seems to get dropped off and on throughout the day.

The fact that TDS is trying to dismiss this by saying they are not our wireless carrier is ridiculous and make me wonder what they are hiding by deflecting the issue. They provide the service screwed up not the wireless phone service.

Since, they are a monopoly in our area and don't allow other DSL providers to be used. Perhaps, someone needs to take a closer look at them and not just accept them saying "we don't block any cellular carrier or cellular customer from making calls" As a customer who's wireless carrier (Republic) says it's being reported to them as such, how else are we to know?

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[Ticket: # 438558 - AT&T throttling "unlimited" internet plan.](#)

**Date:** 7/30/2015 9:03:08 PM

**City/State/Zip:** Los Angeles, California 90035

**Company Complaining About:** AT&T

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## **Description**

AT&T sends me a text when I get close to 5GB in a month saying they will throttle my connection when I surpass 5GB. I have an unlimited plan which should not be throttled. AT&T was recently fined \$100,000,000 by your agency for this exact behavior yet they continue. I've attached a screenshot from the most recent text, which came after the fine was levied. I've called them on numerous occasions and they refuse to acknowledge that they are wrong and refuse to stop the practice.

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[Ticket: # 445410 - Unmerge My Yahoo & AT&T.net Email](#)

**Date:** 8/3/2015 8:29:08 PM

**City/State/Zip:** Sandy Hook, Connecticut 06482

**Company Complaining About:** AT&T

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## **Description**

I used to have DSL service with SBC (AT&T) over 10 years ago and my Yahoo email address was merged with AT&T.net. Last month, I requested to unmerge my Yahoo email from AT&T.net when I sign into Yahoo Mail. I asked AT&T agents that I no longer want my email to be merged with Yahoo.com.

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[Ticket: # 445631 - Unreliable internet connection](#)

**Date:** 8/3/2015 10:42:15 PM

**City/State/Zip:** Tularosa, New Mexico 88352

**Company Complaining About:** Tularose Basin Telephone Company

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## **Description**

The internet service I was provided does not stay connected and constantly goes in and out of service. The internet provider did not mention that the internet was unreliable. I am in a one year contract with a cancellation fee, plus I am "required" to pay for a phone that I did not want. This is the only internet provider in the area.

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**Ticket: # 446492 - Email address being misused by Comcast**

**Date:** 8/4/2015 12:24:31 PM

**City/State/Zip:** Westchester, Illinois 60154

**Company Complaining About:** Comcast

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## **Description**

I filed a complaint with you in late June, FCC IC File # 349628, regarding my email address being used on another Comcast customer's account. I have communicated with Comcast's Customer Security Assurance Team member, John, several times regarding this issue. He assured me in early July that he had corrected the matter. It is not corrected and I am still receiving emails from Comcast that have nothing to do with my account. In addition, a Byron Darby with Comcast has sent you a letter stating that the issue is resolved and that numerous attempts by Comcast to contact me have been unsuccessful. An out and out lie! I have indeed been in contact with Comcast several times, still to no avail. I have 4 calls in to these Comcast Security Assurance Team members and they have not yet called me back. I am very upset that Comcast lied to you and said they haven't been able to contact me, making me look like I don't even care about this issue! I don't know what else to do as I am not getting any resolution to the issue and now Comcast is lying to you.

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[Ticket: # 448098 - Internet over loaded](#)

**Date:** 8/4/2015 6:43:03 PM

**City/State/Zip:** Hesston, Pennsylvania 16647

**Company Complaining About:** Centurylink

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## **Description**

The hub where the internet is coming from is over capacity, we call the repair service and it is a constant temporary fix, sometimes only lasting minutes . The tech says the system needs upgraded because there are to many users coming off the hub.

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[Ticket: # 449801 - Hacked Computer](#)

**Date:** 8/5/2015 2:12:26 PM

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

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 451019 - Tried Calling 911 - Didn't work](#)

**Date:** 8/5/2015 6:50:14 PM

**City/State/Zip:** Plainfield, Illinois 60544

**Company Complaining About:** Flow Route

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## **Description**

I tried calling 911 from my work phone to report an accident that happened outside. The call would NOT go thru. I called the company we have VOIP phone service thru, and they tell me I have to pay for 911 access or I don't get it. Everything I have read on your site, specifically states you can't do that and 911 access must be easily accessible or documented if it's not able to work. This is not the case, it was never described to us by them, and I can't imaging a place where you should not have 100% access to 911 at all times of the day, on any phone. This is not meant to be paid for access to 911

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**Ticket: # 452266 - Method in which a change in terms to my agreement are presented**

**Date:** 8/6/2015 12:52:18 PM

**City/State/Zip:** Smyrna, Georgia 30082

**Company Complaining About:** Charter

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## **Description**

Charter has apparently changed the terms on the service provided to my business. The new terms state that you must agree OR your service will be discontinued.

The problem is the method in which these terms are presented. Charter did not mail this info directly. They did not email this info to the party responsible for the account nor did they present this requirement on the web portal when you log into the account.

Charter Business (Spectrum Business) has used a browser re-direct to randomly send a web request from a user to a page in which the user can view then subsequently accept the new terms and conditions.

The problem with this method is that ANY user will get sent to this page to accept the new terms and it HIGHLY likely an unauthorized party, minor or otherwise non-responsible party could view and accept these terms on behalf of the business.

There is no method to verify the person accepting the terms is legally responsible to do so. Furthermore the same terms are being presented to customers in areas the network is being shared for their use when visiting. A customer can NOT accept these terms on our behalf.

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**Ticket: # 452526 - Inadequet Internet Service**

**Date:** 8/6/2015 1:50:32 PM

**City/State/Zip:** Thermal, California 92274

**Company Complaining About:** Usa Communications

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## **Description**

This is our second complaint and was assured the problem would be fixed with in 120 days back in May (Ticket No. 138452) . We are still having multiple outages daily and when it is up very sluggish slow service. Poor technical & customer service. Answering service after 5:00 pm which is when the majority of the issues occur with no return calls or technical assistance until next day when internet is working but sluggish. Since internet is working tech does not acknowledge or address the problem. When checking/testing our internet connection status IPV6 connectivity always states no internet access when problems are occurring. Have spoke to technical support at USA communications they informed us that they are aware of the IPV issue and are trying to correct it with no rectification thus far. Please help.

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**Ticket: # 453700 - Comcast Internet in Boston not as advertised**

**Date:** 8/6/2015 8:14:48 PM

**City/State/Zip:** Cambridge, Massachusetts 02138

**Company Complaining About:** Comcast

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## **Description**

For the past week, my internet connection has either been down completely, or running at less than 1/10 of my advertised speed (with lots of packet loss and latency).

I've tried to call Comcast, but they just put me on hold for over an hour before dropping the call. I'm not getting anything close to what I am paying for, and since there is no internet competition in the area (especially in my apartment complex), I have no recourse.

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[Ticket: # 459348 - denial of service \( repeated\) by ISP provider](#)

**Date:** 8/10/2015 4:13:34 PM

**City/State/Zip:** Grand Island, Ne 68802, Nebraska 68802

**Company Complaining About:** Windstream Communications

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## **Description**

KDSI has been long term ISP Provider. In Mid-June 2015--they installed new Servers/ Filters. Since then my e-mail is kaput. numerous complaints, calls, and third party contacts with them ( State Govt/ Judiciary/ etc) have been fruitless. Numerous people have called re: their "Bounce-backs"--" your message does not conform to KDSI acceptance policy,..."

They denied problem for over a month. They now say they do not know how to fix the problem-- despite Third party experts telling them what to do ! My Law practice is suffering mightily. Legal notices are not reaching me. This is now intentional behavior. Please help.

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**Ticket: # 461053 - DUPLICATION**

**Date:** 8/11/2015 12:44:02 PM

**City/State/Zip:** Washington, District Of Columbia 20016

**Company Complaining About:** Comcast

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**Description**

SOMEONE HAS DUPLICATED MY EMAIL ADDRESS AND IS REROUTING THEM AND SENDING REPEATED SPAM MESSAGES EVEN WHEN I EMAIL LEGITIMATE LEGAL CLIENTS . (b) (6)

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**Ticket: # 461233 - Disconnecting service**

**Date:** 8/11/2015 1:36:43 PM

**City/State/Zip:** Lithonia, Georgia 30038

**Company Complaining About:** Comcast

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## **Description**

I have contacted Comcast on several months and set up an postdated payment to have my services restored, and I have had no problems previously... They restore my service and debit the payment 14 days later. Well for August, I called July 31st set up a post dated payment to restore my service with the payment being set up to debit August 14th, two days later they suspend it. I call back they restore it, now it is August 11, 2015 and they suspend the service again. I called they restored it however the representative is putting in a request to keep it restored when every month they allow me to set up a post payment and restore my service.. Every time I call a representative gives me a different explanation to where I have to hang up and call someone else who helps. I want to be able to ensure my service if Comcast allows me to set up a post payment.

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**Ticket: # 465440 - 300GB Data Cap**

**Date:** 8/13/2015 1:50:39 AM

**City/State/Zip:** Hattiesburg, Mississippi 39404-(b) [REDACTED]

**Company Complaining About:** Comcast

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### **Description**

They initiated a 300GB Data Cap on their internet plans and yet using it any normal amount of streaming you average between 400GB and 750GB. And then out of no where they bill me for \$150 extra for 1017GB and they can't explain what was used and we used it the same we had for the last 18 months.

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**Ticket: # 465529 - Charter land rights and interference with customers service at Wind Shadows Circle**

**Date:** 8/13/2015 8:32:41 AM

**City/State/Zip:** Leicester, North Carolina 28748

**Company Complaining About:** Charter

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## **Description**

In April 2007 Buncombe County Health Department had Charter remove a cable that services the community beyond, from a drain field area in my mobile home park (see WSC lot 2 and 4 septic). I gave them permission to temporarily lay the charged line on the ground, so the neighbors would not lose service while they rerouted the line. Many attempts were made to have Charter bury or relocate the charged line. My attempts were met with unrealistic easement agreement offers (see easement doc 2), but could not get them to correct the 282 ft charged main line laying on the ground.

In 2010 after realizing that they had another line run through a drain field and they lied stating that they were following the electric company easement (see PE map), I quit allowing them to bury individual service lines on the property, stating each time that until the 282 ft line is buried and the other drain field line relocated no other line can be buried. We now have 8 individual unburied lines.

In 1997 Charter charge me 2000.00 to run lines to Stowaway Storage in downtown Asheville and then turned around a month later and planted lines on Ivy Ridge Fletcher NC a private drive without right of way or even a request for service. They cut and repaired my water line without contacting me so I could sanitize it, cut phone lines and left a oil spill and oil filter lay from a ditch witch repair.

In June of 2014 they stated they wanted to resolve our issues. They offered the 2000.00 be refunded, and if I would allow them to access and service units within the MHP, that they would bury the 282 ft line and reroute the line that was in my drain field and that they would agree to call before coming on the property to keep future mishaps from occurring.

This contract was signed on Aug 7,2014 (see easement doc). In late August they sent a bore crew to bury the line. I showed them where we had recently worked on water lines and found the water lines to cross the road they were burying under. They left and 2 days later sent a man to "witch" the water. In early Sept 2014 they sent a 2 ft bucket back hoe to reroute the other line, where they had stated they would bore. The crew stated that they were to dig an approximately 80ft ditch 6 to 8 feet deep alongside a paved road in a water flow area and that the bore team would only be boring under the road. I called Micheal Rodgers and he stated that I was denying them access and while still on the phone with him the crew left. Since then the only response I have been able to get from Charter is that I have denied them access to do the items they contracted to do.

In October 2014 Charter ran a line from within the park through a drain field to (b) (6) home. (b) (6) and I agreed they could not do this and removed the line. (Charter's map shows access to this home from a pole on edge of his property). Two weeks later I found Charter sub contractors unloading a ditch witch to run a line through a drain field to 29 Settle Creek, another property outside the park. They gave me Michael Rodgers phone and I called. He stated if I would not have them arrested for trespassing he would get this all straightened out. A week later I found that they had ran the line on the ground. I cut it and the 282 ft line. I would not give Charter permission to enter the property to repair, so they had me arrested and trespassed to repair the lines while I was in Jail. The arrest took away my daughters ability to feel safe and secure in our home. And I was found innocent, but had to spend 4 days sitting in court, and a major sacrifice to my family's mental health.

During the past year I have spoke with Mr. Arrowood with Duke Progress energy and he has stated that the cable can go on the existing electric poles. I have asked many Charter personal about this. Mr. Kenny Parkers response was "yes, but we prefer to bury the lines", others have stated that the poles need raised higher, but an employee of MB Haynes Electric a sub contractor for Duke disagreed stating it was not a public road.

On March 17 2015 and again on June 30 2015, Charter has sent notice of breach of contract to me. And in these breaches have offered more money for a new contract. This is most confusing as they do not state what would be put in the new contract or have offered any solutions that would be agreeable to them. I made attempts to contact Mrs. Weiski the Friday after receiving the first letter to discuss what a new contract would look like, her secretary returned my call but could not help me, but Mrs. Weiski never returned my calls.

Monday someone unscrewed a repair connection on the 282 ft line (45 days after their 45 day notice to correct breach). Charter asked if I would allow them to repair, and I stated that it would be better to bury or put the line on the poles, because I have given this permission in the past and it has been a year since we signed the contract for it to be moved, now seemed like the best time to move their temporary line. They called the Sheriff and he agreed with me and asked them to leave and told me to call if they returned.

The next day Charter cut off service to every client on (b) (6), and to my home. (b) (6) a home bound elderly who depends on his phone, (b) (6) a student, (b) (6). 12 clients service was disconnected without notice or justification.

I called to place a request for reconnection of services. I spoke with Antonio employee # LOK. I told him the story from 2007 to current. He had me go to the neighbors beyond the park and get a couple of account numbers and to gather the pole #'s of the poles the cable could be hung on. He placed a work order to have the cable placed on the poles. He told me if I could get (b) (6) account # that he could place the work order to have her service routed from another pedestal and kill the pedestal in the drain field. He also stated that I should hear from a service tech within the hour.

Wednesday August 13 (the next day) I had not heard from a tech and I collected (b) (6) account #. I called Charter to give her info and check on the repairs, I was told that my service had been disconnected by Mr. Kenny Parker due to pending litigation and would not be turned back on. I was told that he had also cancelled the work order that Antonio had placed. And that the "repairs" would not be done for the customers living on (b) (6) because I would not allow Charter on the property.

I am requesting that the signed easement agreement between the parties be deemed null and void as it is clear that there was no meeting of the minds on this contract. There must be some other reason Charter is has not buried the 282 ft line, maybe some limitation the bore team saw the day they came to dig? Also that Charter remove the 282 ft line from my property. That they abandon the pedestal and line that cross a drain field in the middle of my property (see map back page of easement doc) and by boring and otherwise mitigating damages to the property place the new pedestal in the location agreed. That they return service to the clients they denied service out of retaliation on (b) (6), apologize to them and compensate them for their losses. And that they send a letter to each of the neighbors beyond the property explaining that they failed to relocate a main cable line left lay on the ground for 8 years and not the actions of the park owner that left them without service and compensate them for their losses. That they pay for my daughters counseling sessions, past and future until the counselor feels she has worked through the trauma they caused and a reasonable amount for time I have h

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**Ticket: # 496163 - Computer Hacking****Date:** 8/28/2015 10:50:37 AM**City/State/Zip:** Bellport, New York 11713**Company Complaining About:** Verizon

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**Description**

On or about the beginning of July, I have decided to join Craigslist. And about a week or two, my computer started to act out. My communications with other members of CL have been constantly disrupted; the email received from the other members of CL have been erased, and reorganized; both of my email addresses, one belonging to Google and the other belonging to Yahoo, refuse to send my emails to the intended person on CL. Those emails would either bounce back to my inboxes for no apparent reason. Prior to that I have not been having any problem as described above. Also in the middle of July, Verizon Wireless added \$30.00 dollars to my usual, monthly \$55.00 dollar bill for internet service. It since removed this erroneous charge off of my bill, apparently writing it off as some kind of a mistake. On or about August, 25, 2015, while I making an inquiry as to why I kept getting several, and unreasonable calls from Verizon as to why I have not paid my bill yet, I informed Verizon that they will soon receive a payment just as they usually receive it towards the end of every month. One of the representative told me that the August bill also had an additional charge of \$44.00 dollars. When I asked the representative for the reason of this extra amount, he claimed that every thing, including my internet usages, seem normal, except for the fact that he noticed that 87% of the August 2015 bill had been due to excessive Internet Application, as though my computer has been working or is connected to some other source(s), working overtime. At that point, I informed the representative that on 2 occasions, sometimes in July and August while accessing my email on Google, Google informed me, and I did print out such proofs on both occasions, that my email is open on some other location. And that since I joined or begin my journey on CL, my router has been getting extremely hot, as if it is working overtime. After I shutting down my computer, when I wake up, the computer gets back on again. While surfing CL, I often realize that the specific list that I have access to is not necessary the list contained on CL, as if to trick or fool me from accessing the real lists on CL. I was able to printout proof of that. And after informing the representative of all of this, I told him that I would begin filing a complaint to the proper authorities. And this is what I am now doing. Lastly, I told the Verizon representative that all of this is not new and can be connected to similar abuse in the past. Someone had previously erased important emails from my AOL account. Those information were crucial in an important investigation, as I have been previously threatened via email and all of a sudden AOL erased all of those evidences. But nevertheless, I was able to save about 12 of them. My house had been vandalized early January of 2014 and the ADT Event History that was sent to me had been mysteriously erased. I found it hard believe that out of all the emails, it had to be that specific email that had been erased. Again, nevertheless, I was able to printout that ADT Event History from ADT that revealed that at least on 12 occasions, someone has been entering into my house with the assistance of the local police department and with ADT. A complaint by me had previously been filed by me with this Office and with the Office of the FTC and are still pending or at least on record. I will later attach or send in proof at a later date.

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**Ticket: # 492652 - Coast Communications, previous complaint handling by your staff**

**Date:** 8/26/2015 6:05:08 PM

**City/State/Zip:** Olympia, Washington 98508

**Company Complaining About:** Coast Communication

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## **Description**

I submitted a complaint and got successfully ping-ponged with "no further communication, ticket closed". I am outraged by such handling and demand a review and further action by FCC including forwarding the matter to other government commission or other type of organization if necessary. If that was correct and valid procedure of booting complaints than terminate your jobs and join the private sector of the economy. I don't want and I won't be booted to the county or city level eventually as Coast Communications apparently confident will be done at the end.

You've got worse, my first complaint a few years ago about that company had swift and speedy result - they fixed the problem next day, no joke.

Your novadays respond is a joke

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**Ticket: # 494970 - Throttling Internet Speed**

**Date:** 8/27/2015 4:58:50 PM

**City/State/Zip:** Snow Camp, North Carolina 27349

**Company Complaining About:** AT&T

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## **Description**

ATT throttles home internet service for going over data limit.

Does not state readily there IS a DATA LIMIT on home internet service, thought I had unlimited data.

In correct billing for 10 months; incorrectly billed for equipment I already paid for.

Not applying my payment last month because they INCORRECTLY had given credit twice instead of ONCE. Informed them of these errors repeatedly.

Interrupted service, charged for turning it on again, when they were wrong to interrupt it in the first place, turned around and interrupted internet and DirecTV the next day and charged for turning that back on as well, \$90 for all three times, which was their mistake in the first place.

When trying to download bills, constantly have to log in, keeps kicking me out of my account when I select my bill, interference of service.

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**Ticket: # 495232 - Comcast poor internet**

**Date:** 8/27/2015 6:16:13 PM

**City/State/Zip:** Plainfield, Illinois 60586

**Company Complaining About:** Comcast

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## **Description**

I have a Google Document being updated regularly.

<https://docs.google.com/document/d/1i0XY8abvrzQWrLpcRDbvngUOj2DDOThFK2XJugaUhH0/edit>

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**Ticket: # 502176 - internet interruption**

**Date:** 8/31/2015 11:53:53 PM

**City/State/Zip:** Salt Lake City, Utah 84103

**Company Complaining About:** Xfinity

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## **Description**

xfinity is cutting into our internet service. I have a different company and xfinity continually cut it off and put themselves as default. This is at (b) (6) It is a large apartment complex. Some times I have to try two or three times to get my service back to use the internet

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**Ticket: # 529060 - internet service**

**Date:** 9/15/2015 7:51:37 AM

**City/State/Zip:** Reeves, Louisiana 70658

**Company Complaining About:** Centurylink

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**Description**

9 month of poor service. I have never had service for the pay period i pay. I have had over 8day without service. I call everyday . They give me appointment and they do not show.

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**Ticket: # 503068 - Internet**

**Date:** 9/1/2015 1:26:22 PM

**City/State/Zip:** Greenfield, Indiana 46140

**Company Complaining About:** Comcast

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## **Description**

My Internet and Voice (phone) keeps going out. I have Comcast and have called them several times. They sent me a new modem (I rent it from them), did not resolve it, I saw a tech in my area and he did something with a portable device and told me there is a weak signal in my area and the lines are old there. He told me there was no problems with my inside wiring, he did this a mile away from my house. He also told me comcast does not really know how to fix it. I am being charged \$184 a month for internet, phone, and cable. It is out at least ever hour (when I am home, I work so I can not sit by it all day and count it out). Comcast will not lower my bill or give credit to me for the time it is out, they say they will send out a tech, one never shows. All my neighbors have switch to AT&T for internet and phone. When I do get comcast on the phone they tell me I have no problems, of course I dont at that time because the modem is up and I am using the phone to get them at that time, but it has disconnected when I was on with them and the box had to reset.

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[Ticket: # 505278 - Internet Outage](#)

**Date:** 9/2/2015 9:59:50 AM

**City/State/Zip:** Oklahoma City, Oklahoma 73107

**Company Complaining About:** AT&T

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## **Description**

Consumers modem continues to be hacked from outside sources. She is unable to use her internet connection since the beginning of the summer. This is causing her to lose real-estate business. At&t promised her 15\$ credit last July and 18\$ credit towards the end of June, she still hasn't received the credits.

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[Ticket: # 509285 - Very poor internet service](#)

**Date:** 9/3/2015 5:01:56 PM

**City/State/Zip:** Rutledge, Tennessee 37861

**Company Complaining About:** Frontier Communications

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## **Description**

I am unable to use my Google play to play music because the streaming is constantly stopping and restarting. It has gotten much worse lately. After several attempts to solve the issue, I get no solution. If Frontier cannot provide adequate service, then other providers should be allowed to offer services in my area. What gives them ultimate domain?

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[Ticket: # 512204 - Internet/phone intermittent connectivity](#)

**Date:** 9/5/2015 11:04:38 AM

**City/State/Zip:** Hernando, Mississippi 38632

**Company Complaining About:** Comcast

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## **Description**

I have intermittent connectivity loss with Comcast internet and telephone. Comcast cannot or will not fix the problem. Complete lack of communication. Multiple technicians have failed to repair issues. I have been lied to, hung up on, and cursed by Comcast reps.

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**Ticket: # 514780 - Complaint Against the Atlanta Office****Date:** 9/7/2015 10:22:49 PM**City/State/Zip:** Atlanta, Georgia 30314**Company Complaining About:** Comcast

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**Description**

Good afternoon. My name is (b) (6). I have filed (3) other complaints against Comcast. However, let me clarify that it is the Atlanta, Georgia office that I am having problems with. The city of Atlanta has a vendetta against me and they are using Comcast to act out their revenge. Multiple times a day my internet connection is being disabled. They are also going in my computer and changing my settings (causing programs not to work). I know this is true because I've had to call the 800 support number to have my computer rebooted because they are disabling programs.

I would like to know that the Atlanta office will not be allowed to continue to disrupt my services. I have addressed this issue with the corporate office and suggested that they find out who is responsible and terminate them. I am also paying them on-time and in full for my service and would like complete service without the hassle of being disconnected by a disgruntled employee. I have asked for my money back when my services are being suspended, but this is occurring several times a month and I would be satisfied with full service without multiple interruptions per day. I would like to speak to someone right away about this issue.

Furthermore, the representative that contacts me for Comcast should speak with me before they claim this resolution has been resolved (like in the past). I want a permanent resolution that provides customer satisfaction. I prefer to be contacted by telephone at (b) (6). I feel that I am being discriminated against from the Atlanta office and I would like for the corporate office to mandate changes right away to ensure that this does not keep happening. I have a legal right to reliable service if I am paying for the internet and this is what I would like to have, not the constant interruptions multiple times a day. I have anti-virus and it is NOT a program on my computer or the modem. It's the internet connection itself. Thank you for your immediate attention into this matter.

Respectfully,

(b) (6)

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**Ticket: # 516296 - Complaint against TWC**

**Date:** 9/8/2015 4:14:24 PM

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

**Company Complaining About:** Time Warner

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### **Description**

Many complaints with snowy tv's, phones being off two or more days at a time, faulty wiring outside cable box, service interrupted during times of two funeral services.

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[Ticket: # 516992 - Big sandy broadband keeps cutting out](#)

**Date:** 9/8/2015 8:01:41 PM

**City/State/Zip:** Van Lear, Kentucky 41265

**Company Complaining About:** Big Sandy Broadband

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### **Description**

Big sandy broadband keeps cutting out for no good reason and putting access on limited. Home equipment is fine.

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**Ticket: # 519934 - Suddenlink Internet Service****Date:** 9/9/2015 8:39:11 PM**City/State/Zip:** New Haven, West Virginia 25265**Company Complaining About:** Sudden Link

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**Description**

I have struggled with Suddenlink over the past several years regarding poor internet service in our area. As recently as August 24th, September 4th and this evening September 9th - I have called because the internet works intermittently, at best. We have had a technician come to our home and tell us our wiring is fine and that it is due to the lines in our area being of poor quality. On August 24th the tech I spoke with on the phone explained that (after testing our connection) that our return signals were not strong. I explained that the tech who visited our home said our lines were fine and that the issue was on their side. The phone tech ran a technical check of our neighborhood and noted that 400 customers were receiving poor internet service and that it was the fault of Suddenlink. I have been promised credits to my bill but have yet to see them. My issue is this: Suddenlink monopolizes cable/internet service in our area. There are no other carriers that can offer us internet save having to wire our house for landlines. Can you, as the FCC, make Suddenlink provide a service to the 400 customers paying the highest of dollars for the lowest of qualities with no other recourse?

---

**Ticket: # 520639 - SMS phishing and unsafe link**

**Date:** 9/10/2015 11:23:54 AM

**City/State/Zip:** Malden, Massachusetts 02148

**Company Complaining About:** T Mobile

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## **Description**

Unsolicited autodial from unknown number claiming "10% reduction in next phone bill".

Originator number: +1-251-300-7526

Other numbers on the text:

+1 857-9392965

Link text: <https://tr.im/qQTDe>

IP of server hosting the link (typed in a VM sandboxed browser): (b) (6)

Server host is located in Montreal Canada, originator number is area code in Alabama.

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[Ticket: # 525575 - breach of contract](#)

**Date:** 9/12/2015 4:23:16 PM

**City/State/Zip:** Colorado Springs, Colorado 80911

**Company Complaining About:** Comcast

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### **Description**

I am not getting the service promised to me. An agent has even verified that my internet line is not working properly, yet I still need to pay full price for a service I'm not even getting.

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**Ticket: # 527756 - AT & T Uverse - Failure to provide service Feb 20th - July 16th 2015**

**Date:** 9/14/2015 3:01:52 PM

**City/State/Zip:** Austin, Texas 78746

**Company Complaining About:** AT&T

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## **Description**

AT & T has admitted numerous that they failed to provide service including all Uverse services. The Case # is H796 347 12 (provided by Lou in Customer Service /Billing) was supposed to credit my account \$940.33 due to bad signal quality. I have spent more than 10 hours on the phone dealing with every department they could possibly transfer me to. That includes Billing, Accounts Receivable, Credits & Collection, Customer Service/Care. I also spent more than 30 hours waiting for repair technicians and them later in my home and around my house. It was later discovered the problem was OFF SITE and had nothing to do with my house or equipment. The service provider now does not seem to have a record of the resolution.

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**Ticket: # 530556 - Comcast Address Book Ticket Number 527981**

**Date:** 9/15/2015 4:48:22 PM

**City/State/Zip:** Dayton, Virginia 22821

**Company Complaining About:** Comcast

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## **Description**

Still having same problem, nothing done talked to Comcast 3 time today went over the address book problem several times but the individual seem as though she didn't understand or I don't know what I am talking about..... Gave he authorization to log onto my account but still didn't understand anything I was saying. I asked to have this problem sent up to a specialist with no regard. Talking to her seemed helpless. I did however receive an email from Comcast headquarters at 7:11 pm yesterday. Called the number 2 times today, left messages to call me back. NO RETURN CALL. Call Headquarters a little over an hour ago and asked for the individual I had talked to yesterday. the reply was we can not give you that individual. We can not transfer calls. I asked why i haven't heard from the individual they reply was they should call you back sometime before or around noon tomorrow. SEEMS ALL I AM DOING IS WAITING ON COMCAST TO CALL ME BACK. don't they realize I am the customer and I have other thing that have to be done beside setting at a phone waiting on them. Totally dissatisfied and n ow i wonder who else has a major problem with COMCAST.

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**Ticket: # 532670 - Comcast TV, Phone, Internet transfer services**

**Date:** 9/16/2015 2:50:38 PM

**City/State/Zip:** Sebring, Florida 33875

**Company Complaining About:** Comcast

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**Description**

My moving dates were 9/14, 15, 16. I have an in-home business office requiring Internet, phone/fax connections. Cannot move my office until connections transferred. 2 weeks prior, 9/1, went to Sebring FL comcast office to set up scheduled date to transfer. Rep states she cannot schedule appt 2 weeks prior ???? but took all info and stated she will call Friday 9/11 to set up schedule. Anticipating a no return call because the Comcast office rep wrote all notes on a small yellow post-it, I called 9/10 to confirm/set-up schedule and was informed the renters of MY NEW HOME, who moved out 12/31/14 had not cancelled comcast service, thus I cannot transfer service to MY NEW HOME that has been empty for over 8 months. NOW, why didn't the first rep inform me of that ? She (my 2nd comcast contact) stated she would contact the renters to get cancelled order, and return call to me. She did not return call. I did not receive any call Friday 9/11 from either the first or second comcast rep. Saturday 9/12 I called again, spoke with Laurie, Michigan, who stated she understood my frustration, reviewed records, and would file the renter's account as 'abandoned', which I appreciated, and I stated it was very important to set transfer appt for 9/14, 9/15, or 9/16. She set the transfer appt for the only available time of 9/16...1-5pm window, which was cutting my office equip move dates very close. Sunday, 9/13, my current comcast service was disconnected !!!!!!! Monday 9/14, I go back to the Sebring Comcast office, very frustrated, got my current location service turned back on, confirmed Weds 9/16, 1-5pm set to transfer service. Today, 9/16, I disconnect my work/office computer, fax, office TV, phone and move to my new home, where I have already moved all my other furniture, anticipating Comcast tech to set up. Comcast Tech, Elijah, states he cannot hook up service due to wiring codes. Renter's wiring is still in place, but not at Code Approval/Compliance ?????? Comcast wiring hangs over the drive-way. So, how did the prior Comcast hook-up pass Code. Elijah, who is a 9-year employee of Comcast, states he does not understand that either, but because of Code, he could/would not set up my service due to non-code compliance of current wiring. Elijah called his supervisor to discuss, and now we cannot transfer my service from (b) (6) (b) (6) to (b) (6) until next Thurs 9/24, due to the required work of routing of the Comcast lines to meet Code. so, I moved all my equipment back to the Loquat house. I am filing this complaint for obvious reasons, especially since Comcast installed prior service lines in non-compliance of Code, but mainly for the absolute poor service I received and all the time it took to get what I would consider a simple transfer of service from one location to another within 3 miles.

(b) (6) (long-time Comcast customer)

(b) (6)

(b) (6)

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**Ticket: # 532805 - Internet blockage**

**Date:** 9/16/2015 3:30:27 PM

**City/State/Zip:** Kell, Illinois 62853

**Company Complaining About:** Rural Comm - Wireless Internet

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## **Description**

Ameren IP has started using smart meters that broadcast on the 900 megahertz frequency. Unfortunately, this causes our internet, which also operates on the 900 frequency to be disconnected. In calling Ameren, they tell me that their system is designed to jump between the four bands available in that frequency range. This has effectively caused a monopoly within that frequency, making my internet connection virtually impossible. I deal with frequent and constant disconnects. I live in a rural area, where cable internet is unavailable, and surrounded by trees, making anything other than 900mghz ineffective to get to me. So my only option regarding broadband internet has been taken from me, by the power company monopolizing the band. I have had the same internet provider for 2 years here, and this problem just started 6 weeks ago when the power company installed their smart meters and turned them on.

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**Ticket: # 539299 - Too many DOH alerts**

**Date:** 9/19/2015 2:56:13 PM

**City/State/Zip:** Honolulu, Hawaii 96815

**Company Complaining About:** New York City Department Of Health And Mental Hygiene

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## **Description**

I get multiple emails at a time from the DOH alerts. I have emailed [nycmed@health.nyc.gov](mailto:nycmed@health.nyc.gov) numerous times to be removed from the mailing list but the emails continue. I will get 4 emails each time there is an alert, often more than twice a week. No one responds from [nycmed@health.nyc.gov](mailto:nycmed@health.nyc.gov) and it is clear their unsubscribe feature is being ignored.

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[Ticket: # 539704 - big sandy broadband letting viruses in](#)

**Date:** 9/19/2015 9:26:28 PM

**City/State/Zip:** Van Lear, Kentucky 41265

**Company Complaining About:** Big Sandy Broadband

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### **Description**

My ISp keeps letting viruses in and they killed previous laptops before because of it. Other users have the same complaint. I reset my browser, a common treatment for the popdeals adware and it came back. Only thing I can link is Big Sandy Broadband ISP stop them!

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[Ticket: # 539715 - Comcast](#)

**Date:** 9/19/2015 9:33:01 PM

**City/State/Zip:** Auburn, Georgia 30011

**Company Complaining About:** Comcast

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## **Description**

I have had my connection "filtered" by Comcast techs. Multiple appointments have been made and none have been fulfilled. I have attached a letter I sent to Tom Karinshak, it provides the detail behind my frustration with this company.

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**Ticket: # 539833 - Comcast Data Caps and Webpage "Man in the Middle" Attack**

**Date:** 9/19/2015 11:28:19 PM

**City/State/Zip:** Atlanta, Georgia 30305

**Company Complaining About:** Comcast

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## **Description**

Comcast currently has a Data Limit on our Internet usage (300 GB per month). There is no option for Unlimited Internet access with Comcast or any other Internet Service Provider in our Area. This directly impacts me and my family since we rely on the Internet to earn a living.

In addition to the above problem, Comcast resorts to 'Man in the Middle' attacks on our web traffic. When accessing a webpage, Comcast intercepts and then injects code on to the web page. They do this to show a pop up with a statement about our current data usage. This is similar to the idea of a third party interrupting private phone call to state a message. I am shocked that this is legal.

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**Ticket: # 540156 - Internet cutout**

**Date:** 9/20/2015 3:10:05 PM

**City/State/Zip:** Rochester, Minnesota 55906

**Company Complaining About:** Comcast

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## **Description**

My parents subscribe to Comcast xFinity for their internet service. Their internet cuts out often, as in at least a few times every hour. No websites work, phone apps cannot connect to data they need (when on the WI-FI network) computers and phones cannot verify updates because the "internet connection has been lost", and this even happens when a computer is hardwired via ethernet to the router/cable internet box. I tried fixing this issue at least a year ago during a visit, and after hours on the phone with comcast customer service, and multiple phone calls, they said there was a periodic internet outage affecting my parents service area, and that the timeframe for a fix was unknown at this time. This common internet outage has severely affected my parents use of services which required an internet connection, including but not limited to Netflix, browsing the internet for pleasure and business (my father owns his own small business, and his office is in the home), making Wi-Fi enabled cell phone calls, checking in via Delta's app for traveling, and the list goes on. I would like to request, on my parents behalf, an investigation be pursued into the internet connectivity and continuity of internet service without 30 second outages every couple minutes continuously. My parents no longer use Netflix, because Netflix cannot cope with cutouts every few minutes. My parents also had an "Airave" device from sprint, which would have created a cell phone tower in their home to compensate for poor sprint service inside the house, but it also could not handle these outages, it would work when set up, but as soon as an outage happened, the Airave lost its connection, and had to be manually reset. Manually resetting the Airave dozens of times a day was unrealistic, so this device was also sent back to Sprint, and my mom still has to go outside to make cell phone calls, because the other option, Wi-Fi calling, cuts out during phone calls because the internet is dying every few minutes. The whole point is, my parents are paying comcast for internet, and that service should not count out predictably and commonly. If the electric service or water service cut out for short periods of time dozens of times a day for years, I feel certain that the service provider would be forced to fix the issue very quickly. I would like to see Comcast forced to uphold their end of the service agreement between them and my parents, the consumers, and provide consistent internet service with reasonable outages due to storms, severe weather, or infrastructure failure. Please investigate. My dad's phone number is (b) (6), his e-mail is (b) (6). He doesn't understand routers and cable modems as well as I do, but he uses it a lot more than I do (I live in Minnesota).

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[Ticket: # 540179 - High quality Internet too slow](#)

**Date:** 9/20/2015 3:40:51 PM

**City/State/Zip:** Columbia, South Carolina 29201

**Company Complaining About:** Time Warner

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### **Description**

Too slow during day time hours. The only time I get to enjoy this 70\$ thing I pay for.

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**Ticket: # 545228 - Cable tortiously interfering with cell service provider and blocking use of cell service in home.**

**Date:** 9/22/2015 6:24:25 PM

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

**Company Complaining About:** Time Warner

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## **Description**

I have AT&T cell service. I live in an home that has very bad cellular reception. I also have Time Warner for Wifi & cable. Because of the bad Cell reception I obtained a signal booster from AT&T which sells for \$200+. The booster was plugged into the Time Warner Wifi box and all worked well until, TimeWarner informed me it was mandatory to upgrade my Wifi box because TimeWarner was improving the service to me.

Once I had the new TimeWarner box the AT&T booster would not work. I have now spent 9+ hours on the phone with AT&T and TimeWarner regarding this problem ( was actually able to persuade AT&T sr. rep to conference call it Time Warner. It turns out that there is an internal memo that indicates the TimeWarner Box I was given (there are variations) actually interferes with the booster. No one can confirm which one will work.

I believe same is tortuous interference with AT&T and also prevents me from being able to call out or receive calls in my home, which could put me in danger.

TimeWarner refuses to do anything to fix the problem. They make me walk through all of the same steps over and over, opening ports, testing ports, etc etc.

Please do something to help!

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**Ticket: # 547442 - POPP Communications**

**Date:** 9/23/2015 4:05:00 PM

**City/State/Zip:** St. Paul, Minnesota 55103

**Company Complaining About:** Popp Communications

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## **Description**

We have had consistent internet connectivity issues, speed loss and dropping. After having technicians out to check the issues, on 2 occasions, the first time they switched incoming lines which did nothing. The second time they came out they said the fiber optic lines were causing interference and left it at that. After stating this was unacceptable we started to check into alternatives.

Popp communications stated that they would upgrade our service for a whole lot more money and installation fees. After we checked around, we found we could get faster service and more reliability for a cheaper price. POPP Communications then decided they would move us over to a new plan yet keep the slow speed without the additional fees after we decided parting ways would be what's best for our needs.

We have a contract with POPP Communications until April 1st, 2016 and we asked to be let out of our contract since they have not fulfilled their end of the agreement. Their response was telling us we need to pay \$346.95 for early termination. Personally I do not feel that I should be held to pay this early termination due to the poor internet service. Please keep in mind this is a graphic company that requires good connection due to image files that need to be transferred. Interruption of service requires restarts to transfer files.

Would appreciate any input on dealing with this matter.

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[Ticket: # 547562 - Internet service](#)

**Date:** 9/23/2015 4:36:01 PM

**City/State/Zip:** Forney, Texas 75126

**Company Complaining About:** Connexions

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## **Description**

The internet company in my area is the only one around thus having a monopoly over the consumers. Their service is absolutely horrendous, they are over priced and have horrible customer service. Everyone in the neighborhood complains that the internet never works but they don't care because they know that there is no where else to go. All I want is to get what I'm paying for and that seems to be too much to ask from them.

---

**Ticket: # 550198 - Internet Service Has Drop Outs Every Day**

**Date:** 9/24/2015 5:29:05 PM

**City/State/Zip:** Laveen, Arizona 85339

**Company Complaining About:** Centurylink

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**Description**

I pay for CenturyLink Service (the only option that I have). It has not worked correctly since the day that I bought 12 MPS service. Since that time, they have told me that I am unable to get that speed because I am too far away from the main box. I work from home and depend on internet for my income. If I can't get service, I have to sell my house and move. Is there anything that I or the FCC can do?

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[Ticket: # 550981 - Lack of Internet](#)

**Date:** 9/25/2015 9:40:11 AM

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

**Company Complaining About:** Comcast

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## **Description**

We have not had internet connection for over two weeks. We just get a message from Comcast saying we trying fix the problem. We have not had an updated at all. The lack of talking to someone is a problem

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**Ticket: # 552263 - Inappropriate phone call**

**Date:** 9/25/2015 4:09:41 PM

**City/State/Zip:** Cumming, Georgia 30041

**Company Complaining About:** AT&T

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## **Description**

I was called by "card services" at 11-470-426-5793. I tried calling them back but all u get is a busy signal. I tried calling the number with just 1 one. ei 1470-426-5793 but I get a recording saying the number is disconnected or no longer in service.

During the call I was told to shut up and curse words were used. I was told to go to h\_ll, then I was told f\_ck you, then called a b\_tch. I will not be spoken to like this! I will be writing and calling this and other organizations until something is done about this.

---

**Ticket: # 554251 - Bandwidth theft**

**Date:** 9/27/2015 9:12:55 AM

**City/State/Zip:** Alexander City, Alabama 35010

**Company Complaining About:** Hughes Net

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## **Description**

The only internet I can get is Hughes.net. It is expensive and bandwidth is limited to 250 megabytes a day. Now comes Microsoft's Windows 10. I have three computers that qualify(read will be forced to update to) Windows 10. My bandwidth now disappears by midday or sooner and if I buy more that goes away to. I am told the Windows 10 update is around 3.5 gigabytes. For three computers that is 10.5 GB. That is 42 days of my bandwidth. NOW I am being told even though I stopped the Windows 10 download once, they have restarted secretly and no one knows how to stop them. Can anyone help Hughes.net users?

---

**Ticket: # 557306 - Internet lag, packet loss, and all coming from Chicago.**

**Date:** 9/28/2015 9:44:51 PM

**City/State/Zip:** Pataskala, Ohio 43062

**Company Complaining About:** Time Warner

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## Description

Using pingplotter to trace my hops.

Lag, very high ping, latency and large packet loss. These ISP's are slowing connection speeds down. Owner of this router is:

Domain Name: LEVEL3.NET

Registrar: MARKMONITOR INC.

Sponsoring Registrar IANA ID: [REDACTED]

Whois Server: whois.markmonitor.com

Referral URL: <http://www.markmonitor.com>

Name Server: NS1.L3.NET

Name Server: NS2.L3.NET

Status: clientDeleteProhibited <http://www.icann.org/epp#clientDeleteProhibited>

Status: clientTransferProhibited <http://www.icann.org/epp#clientTransferProhibited>

Status: clientUpdateProhibited

According to Whols

I'm getting 99.95% packet loss. I am in Columbus Ohio area, TWC routes us through Chicago, thats where things go to hell.

What are my taxes paying for??

File being sent is from PingPlotter

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**Ticket: # 557362 - DNS Hijacking by ISP**

**Date:** 9/28/2015 10:50:11 PM

**City/State/Zip:** Phoenix, Arizona 85032

**Company Complaining About:** Cox

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## **Description**

My ISP (cox communications) is performing DNS hijacking and intercepting and redirecting DNS requests.

I am running my own DNS server, and then using DNS forwarding to google DNS (b) (6) for external DNS queries. Instead of my DNS queries getting to google, they are being intercepted by Cox and I am getting redirected to a Cox page. If my messages were getting to google for external DNS I should get a DNS error on my browser. I am instead getting redirected to a Cox website (Technically a website contracted by cox to host this).

Cox is not routing my traffic in accordance with net neutrality guidelines. They are actively intercepting, modifying, and returning erroneous results to promote their business over others.

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**Ticket: # 558610 - Poor internet quality**

**Date:** 9/29/2015 2:36:08 PM

**City/State/Zip:** Hastings, Michigan 49058

**Company Complaining About:** Wow Cable

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## **Description**

I have been working with WOW cable since November 2014 and have had 9 service calls. They were not able to fix the situation, and constantly saying they have a good signal and it is my problem. Every single reason they gave me were debunked from its my computer to get our modem/router and the problem will stop. They have put forth the effort to resolve the issue, but have been unsuccessful. Every time I contact them, they say im the only one having the issue, but I have talked to several people in my area and they are having the exact same issue. You can call WOW cable now and ask, but they will just lie about it, just like they are to me. Now they are raising the cost again? That will make my basic cable and the slowest internet they offer cost \$125 a month. Based on the rules they need to comply to, issued by the FCC, they are providing a less than quality product at a premium price. This is unacceptable.

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**Ticket: # 560009 - Internet and cable**

**Date:** 9/29/2015 11:39:08 PM

**City/State/Zip:** Coachella, California 92236

**Company Complaining About:** Time Warner

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### **Description**

El internet en el area en que Vivo tiene mas de 1 año y medio que no funciona vien Pero la conpañia de time warner cable lo esta cobrando como si funcionara bien y no nos lo comunica a Los clientes.

The cable company charging for the Internet regular price but the Internet in my area is not working for more than 16 months but the company don't tell the costumers

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[Ticket: # 560412 - have bundled package with Comcast](#)

**Date:** 9/30/2015 10:45:34 AM

**City/State/Zip:** Rockville, Maryland 20851

**Company Complaining About:** Comcast

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## **Description**

On 9/21/2015 I called Comcast at 1-800-XFINITY to let them know that I was unable to access my internet connection with AOL. I was told by Cecil at Comcast that a tech would call me in half an hour. In half an hour a tech named David called me at my home (b) (6). He proceeded to hack my computer.

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**Ticket: # 560477 - Internet and Home Phone**

**Date:** 9/30/2015 11:12:08 AM

**City/State/Zip:** Bethlehem, Georgia 30620

**Company Complaining About:** Comcast

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## **Description**

On Friday September 18th 2015 at about 4:00am I noticed that my internet and phone was off. I tried to call Comcast and realized I was getting intermittent service, my wireless gateway box would light up and connect and about before I could complete a call the gateway box would go off disconnecting my internet and phone service. I called Comcast from my cell phone and I was told by the very first lady that I talked to about the issue that I was having intermittent service because I needed to pay my bill. I asked her to connect me with someone else and from there things progressively worsened. Today is September 24th and I am still without services. I have talked to countless agents from billing to tech support. I have unplugged, replugged the gateway box about 20 times, I've stuck pins into the back of the gateway box to reset it about 3 times, the techs have changed my login settings, they have ran refresh signals about 10 times, I have sat on the phone with Comcast techs for an estimated time period of 5 or more hours. All I'm asking for is a repair tech to be sent to my home. As of yesterday September 23, 2015 I was told that my scheduled appointment for 10:00am - 12:00pm had been canceled "somehow", a new appointment was scheduled for today September 24th 1:00pm - 3:00pm I checked the schedule via my television only to discover I was lied to the appointment is not until September 26, 2015. Please help me! Is it unreasonable to expect better from Comcast? Where do I turn for help? I have talked to so many people at Comcast they probably all know my name address and last four digits of the social security number. A few of the names of the techs Nick, Mike, Kevin, Aman, Harry, Drago and countless others. Please help. My house phone is how my employer calls to schedule my daily work assignments. I am having a very hard time trying to submit this complaint via my tiny cell phone. Oh and AT&T is charging me overage on data for using my data plan in the house when normally I would use my Comcast.

---

**Ticket: # 564246 - Virison refuses to increase signal**

**Date:** 10/1/2015 5:02:22 PM

**City/State/Zip:** Pigeon Forge, Tennessee 37863

**Company Complaining About:** Verizon Wireless

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## **Description**

I live in Pigeon Forge, TN which is a tourist town. During peak times such when town is full and when the kids get off school, I can get very little, if at all, a signal to run my desk top computer. I have contacted Verison about this and was told that the signals first go to cell phones, then lap tops and desk top computers were the last to get signal. So, I am paying 62,00 a month for just the internet connection, no cell phone, and they will not increase their signal so that folks in our area can get on the internet. Sometimes our lap tops will get signal and sometimes they won't. I was wondering under the hew laws that you have applied to these providers, if there was something you could do to help us get more signal to our computers? There is a tower at the end of Pigeon Forge and I am assuming that it is the one that we get signals from, but they really need to be stronger. Dor instance to get from google search to this site, it took almost 5 minutes to load. To watch a 2 minute video on face book or uTube, takes from 9 to 16 minutes. This used to pop, but for some reason, the signal just keeps getting weaker and weaker. We would appreciate any help you could give. Thanks,

(b) (6)

---

[Ticket: # 566985 - Comcast lied about an internet cap](#)

**Date:** 10/2/2015 8:07:33 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Comcast confirmed with me multiple times at the beginning of my service with them that there was and never would be a cap on my internet service with them. Comcast lied. They have placed me on a 300GB cap and charge me \$10 extra for every extra 50GB I go over this cap. I am supposed to have unlimited internet services with NO CAP and NO EXTRA CHARGES. I am filing a complaint against them for this blatant lie.

---

[Ticket: # 567184 - data cap](#)

**Date:** 10/2/2015 11:26:40 PM

**City/State/Zip:** Ruston, Louisiana 71270

**Company Complaining About:** Sudden Link

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## **Description**

Sudden link has been overcharging me every month for a supposed data cap.. Over the course of three months I've noticed my bandwidth decrease in speed. Throttling me and then overcharges got to go. I know this because I realized I was getting redirected to their DNS server for website prompts telling me I've gone over said limit. I have then switched to a free DNS provider. Said company then tried selling me data packages for 10 dollars per gigabyte. I politely declined. That's one Netflix movie in one sitting.

---

[Ticket: # 569740 - Internet being cutoff despite lawful use of internet](#)

**Date:** 10/5/2015 9:33:21 AM

**City/State/Zip:** Tacoma, Washington 98405

**Company Complaining About:** Rainier Connect

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## Description

(b) (6)

Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

To Whom It May Concern:

I am an Internet customer of Rainer Connect in Tacoma, WA. My complaint does not concern Rainier Connect directly, it concerns Click Network, owned by the City of Tacoma.

They have a data cap of 400 gigabytes per month. My household uses 750 gigabytes to 1.1 terabytes per month. There are four people living in the residence; all of us play games online, watch YouTube or Netflix and use email accounts. All of these are lawful activities.

In recent months, the City of Tacoma has issued to me what they call an "AUP violation" for using more than 400 gigabytes of data. Click has never contacted nor warned me that I was about to go over the data cap. According to them, I now have four violations. If I receive one more, Click has stated they will cut my household off from the network for six full months.

According to the new Net Neutrality law, the City of Tacoma is committing an unlawful act. The Net Neutrality Law clearly states "No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices." They have given me two violations in the last month, after Net Neutrality took effect.

As stated, all the household Internet activities are always lawful. The City of Tacoma has seen fit to block me from a service I am paying for without regard for the new law.

I would ask an investigation be made to determine how and why The City of Tacoma is not in compliance with the existing law and why they are being allowed to threaten customers with illegal AUP Violation notifications.

Further, as a customer, have I any recourse should they illegally block my internet service?

I would appreciate your answers and advice regarding how to proceed with this matter.

I can be reached at the above address and/or by phone at (b) (6)

Thank you for your assistance in this matter.

Sincerely,

(b) (6)

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**Ticket: # 571745 - scam**

**Date:** 10/5/2015 8:28:44 PM

**City/State/Zip:** Sacramento, Kentucky 42372

**Company Complaining About:** AT&T

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## **Description**

while on facebook and watching videos posted by friends blue screen comes up and saying call # my computer is at risk. Called the # on the screen and spoke with sonya she said she was windows support and she could help, she ask me for error codes and told me the isp had been hacked and I had a virus. she called me back on my cell from 855-442-2935 and had me push the windows key and r then I could see her moving my mouse and in the background I could hear another person(male and forgin) talking to another person. she was going into google advanced search and I told her that I was not paying anything because of what I could her the male telling the other person, and she said oh yes it cost so I told her to stop. she told me that my isp had been hacked and that even if I got a new computer that I would still have problems and that my isp could not be changed and it would not be corrected until I paid. I told her bye and she hung up but was still connected in the computer so I unplugged everything from my motum and left it that way for about an hour. turned back on my computer and it still showed a box that said connecting but I was able to close it. Today I have called att and reported it to them also. don't want to put the account # on her since I don't know if it is safe but the phone is listed in the name of (b) (6)

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**Ticket: # 572744 - Unsolicited E-mail Complaint**

**Date:** 10/6/2015 1:05:23 PM

**City/State/Zip:** Miami Beach, Florida 33141

**Company Complaining About:** I Mainly Use Publicly Accessible Forms Of Internet, Such As Open Wireless Fidelity Networks, Public Libraries, Et Cetera.

---

**Description**

It seems that the registration of domain name leads to an inflow of e-mail. While I am not concerned about the public availability of information, it is important to me that my time is not usurped by sorting through e-mails from marketers when this information is obtained.

---

[Ticket: # 574814 - can not receive password to view my previous complaint](#)

**Date:** 10/7/2015 8:06:16 AM

**City/State/Zip:** Fayetteville, North Carolina 28305

**Company Complaining About:** Time Warner

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## **Description**

I get to the "get a password" form ok, and type in my email, but it does not send when I hit submit. I rather suspect the people I am filing my previous complaint about (Time Warner Internet) has something to do with that. Please note I did not change my email address from the original complaint, and I was NEVER issued a password from the beginning.

(b) (6)

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**Ticket: # 574730 - Optimum Cable Company, Bronx New York City**

**Date:** 10/7/2015 1:31:22 AM

**City/State/Zip:** Bronx, New York 10467

**Company Complaining About:** Cablevision

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## **Description**

I have television and WiFi internet service from Optimum Cable Company here in Bronx, New York. I have experienced dozens of service related problems and made numerous complaints to the company with no resolution. I have learned that 1) Optimum does not inform customers who request that WiFi internet service be installed in their homes or business that other electronic devices such as a television, stereo or stereo speakers can interfere with the WiFi signal thus causing service problems and 2) Optimum Company does not keep a record of calls made by its customers to the company who have service problems when such customers use the company's automated trouble shooting system. If the automated system detects a problem of any type there is no record of it and thus customers can not obtain a credit on their monthly bill for service problems. I believe that the failure of the company disclose information as stated in Complaint # 1 herein is an act of fraud as Optimum routinely advertises that it has the best WiFi internet service and 2) that the company's failure to keep accurate records as set forth in Complaint # 2 herein prevents a customer from taking legal action against Optimum and receiving credit on their monthly bill when there are service problems and further that the company's failure to keep a record of all service calls prevents a governmental agency or other agency or person from verifying service related problems that customers experience.

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[Ticket: # 580330 - Internet connection issues](#)

**Date:** 10/9/2015 10:13:49 AM

**City/State/Zip:** Tamarac, Florida 33319

**Company Complaining About:** Comcast

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## **Description**

Filed a complaint with the FCC about years of connection issues received a call from a Brian tried to return his call extention did not work need my complaint resolved, intermittant connection issues.

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[Ticket: # 575592 - Cluttering my e-mail page with unwanted advertisements](#)

**Date:** 10/7/2015 1:10:05 PM

**City/State/Zip:** Bradenton, Florida 34209

**Company Complaining About:** Bright House

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## **Description**

Unwanted advertising both on side of and underneath my e-mail page is shrinking my usable viewing screen by about 50%. Screen is small to begin with. TimeWarner/Brighthouse has no right to do this to my home computer.

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**Ticket: # 575891 - TWC**

**Date:** 10/7/2015 2:32:04 PM

**City/State/Zip:** Lenox Dale, Massachusetts 01242

**Company Complaining About:** Time Warner

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## **Description**

I know my bill was late but how time Warner Handel's it ,is when the bill goes out 2 days later they either shut my Internet off ,but this time because I don't have my pc on line they removed the drivers to use my nettalk phone first I coudn,t use my phone then they made it that I can call out but could not receive calls and missed doctor appointment set ups when I got a hold of my nettalk they said drivers were missing so I bought a new one then the cable truck went by my house the phone went dead and after a restart everything is fine ,so is this right what they are doing

---

**Ticket: # 577398 - Slow To Respond To Complaints, Poor Communication, Poor Maintenance Practices**

**Date:** 10/8/2015 1:28:17 AM

**City/State/Zip:** Conroe, Texas 77302

**Company Complaining About:** Charter

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**Description**

I contacted Charter on 9/12 to complain about an intermittent connection. I have called multiple times since then. They have sent two modem techs out on three separate occasions, and only after repeated complaints was the matter handed over to line services (where the problem obviously is). It's still not fixed, and I'm still paying for service.

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[Ticket: # 577947 - Unwanted Spam Mail](#)

**Date:** 10/8/2015 11:22:44 AM

**City/State/Zip:** Cape Coral, Florida 33914

**Company Complaining About:** Comcast

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## **Description**

Emails from this company offer either a broken link for unsubscribing and/or a page that does not actually process unsubscribing. I have failed at various attempts to express to this company I do not wish to receive any correspondence from them.

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**Ticket: # 583351 - clear wire**

**Date:** 10/11/2015 1:49:37 AM

**City/State/Zip:** Toppenish, Washington 98948

**Company Complaining About:** Sprint

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## **Description**

They intruded my service a month ago to tell me my service is being shut down nov 12 2015 I paid for the hot spot we have unlimited WiFi I pay 55.00 a month every month now they want to put us on a contract for that why I got clear wire it was cheaper than any other please help

---

**Ticket: # 614942 - Extended Verizon service outage****Date:** 10/27/2015 11:26:14 AM**City/State/Zip:** Stamford, New York 12167**Company Complaining About:** Verizon

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**Description**

From 10/13/15 at 5:45 AM through 10/16/2015 at 12:40 PM and then 10/21/15 at 11:56 PM through 10/26/15 at 2:57 PM (total of ~190 hours downtime w/i 2 weeks), Verizon Business DSL service (brokered by Cornerstone Telephone) was down, which meant a total disruption of services and an inability to process email or other electronic communications. Verizon did not offer us or Cornerstone any information beyond 'we're working on it', and that a DSL circuit was being replaced, which was the 2nd time this year this reason was given.

Minor service outages are a course of business, but from our perspective, Verizon failed to adequately provide for infrastructural failover, nor was service restoration within a reasonable timeline, given the information provided. No effort was made on the part of Verizon to contact us towards switching over from DSL to Cable or another alternate internet service (which we are now in the process of doing) any time before this latest incident, if it was known that DSL-related infrastructure was becoming a problem for them to properly maintain and/or replace. Cornerstone tells us this was a conversation they were going to have had with us early next year anyway.

We are now being offered a changeover from DSL to Cable service (which was going to happen eventually) with any and all construction fees waived. In the past, this option was only available with either multi-year contract terms or construction costs of several thousand \$\$ to install a ~300-ft underground run of cable. Being a customer for over 10 years of this service, we feel Verizon should have been able to offer cable access without these restrictions BEFORE it became an issue.

We are a custom telecommunications manufacturer employing 65 people with sales of ~\$120k per week. We rely on internet service for communications, orders and invoicing, marketing, quality, etc and have limited resources to be able to invest in multiple redundant communications services or external hosting. We expect Verizon to hold to their claim of '99.9% network reliability' as referenced on <http://www.verizoninternet.com/dsl-high-speed-internet.html>, and even ONLY considering this recent 190 hours of outage (there have been other more minor outages during the year), and assuming there are no other outages in 2015, they're at 97.8% uptime, notwithstanding other incidents where we were periodically not getting our full connection speed.

We realize data connections occasionally have issues, and there is a cost associated with maintaining them. There's also a disruptive cost associated for us in potential lost business and reduced efficiency. We expect Verizon to improve coordination and communication with both Audiosears (the end customer) and companies such as Cornerstone (the service broker) to minimize and eliminate downtime and connection issues.

---

[Ticket: # 586081 - Comcast dug up my yard for no reason and won't fix it.](#)

**Date:** 10/12/2015 8:56:15 PM

**City/State/Zip:** Frederick, Maryland 21702

**Company Complaining About:** Comcast

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## **Description**

Comcast has ran us around 6 separate times prior to getting service. Now that we finally have access they came onto my property without notice and trenched new cable when there was no problem. Apparently someone up street was having issues and called and they could not read either a map or address but continued to do work even though there were no utility markers. In addition they did not contact miss utility prior to trenching which is required by law. They will not fix the trenching and heavy equipment tracks on my yard and said I can lodge a complaint. What steps can I take to get them to retrench and fix my yard using a conduit to put everything as it was before they destroyed my yard for no reason? Comcast ticket complaint number 032287233

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[Ticket: # 586106 - Comcast](#)

**Date:** 10/12/2015 9:06:54 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

Several months ago, Comcast offered an "upgrade" to my service if I changed to a bundled set of services. In the process, noone mentioned that I would be subject to a data cap. The data cap is a ridiculous, arbitrary, ripoff of consumers. I am paying for the highest level of service and charged for any data usage over an arbitrary cap set in 2008? Life has changed since 2008. Most all my business and our family leisure activitues involve data useage. Please stop this practice by Concast.

---

[Ticket: # 589031 - AT&T refusal to fix Internet and phone connectivity](#)

**Date:** 10/14/2015 8:09:07 AM

**City/State/Zip:** San Pedro, California 90732

**Company Complaining About:** AT&T

---

## **Description**

Today is day 11 that I do not have Internet or phone connectivity. 7 technicians have tried to fix to no avail. Each internal tech has stated that it is an outside line issue. Then, each external tech has stated it is AT&T that will not upgrade the outside line. I am 3,000 feet from the box and the line is so old that I will not get a connection unless AT&t does the upgrade. The techs have no authority to initiate the upgrade.

I have escalated this each day by calling tech support and each of those reps have given me a different story why they can not order an upgrade and can only send another technician out.

Not once have I been offered a credit for days that this is not working. In fact, I have been paying for Uverse for over a year and never received high speed service. I have never gotten a signal better than "fair".

---

[Ticket: # 611852 - internet issues](#)

**Date:** 10/25/2015 6:11:13 PM

**City/State/Zip:** Peebles, Ohio 45660

**Company Complaining About:** Frontier Communications

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**Description**

very slow doesn't work whenever it rains for days

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**Ticket: # 628189 - Comcast Commercial Account - Business High Speed - Internet Keeps Dropping**

**Date:** 11/2/2015 4:10:15 PM

**City/State/Zip:** Chicago, Illinois 60651-2332

**Company Complaining About:** Comcast

---

**Description**

High Speed Business Class services for my office at (b) (6) Battle for the last 11 months with speed that is supposed to be 100 meg or better dropping down to as low as 3 meg and, sometimes, disappearing altogether.

Issues finally reported to a "real person" today, Monday, 2 November, 2015. Website kept saying, and still says, "no known issues," but many other businesses in the area are experiencing same issues.

TICKET #CR522479716 -- OPENED on 20151102. Call originated at 08:59 CST Ticket opened at 09.29

Comcast issues for the last two weeks:

- MODEM REBOOTS
- MODEM LOCKS UP
- Network slows to crawl, locks up.

Wired network. XFINITY WIFI is supplied via separate modem, but not used by business. Voice provided, for single line, via separate device.

All business servers and applications are hard wired to network.

STATIC IPs - with gateway of (b) (6) - 13 usable

COMCAST CABLE MODEM:

- CISCO: (b) (6)
- Serial # (b) (6)

COMCAST MODEM has REBOOTED or LOCKED UP more than 75 times during the last four days.

Monday, November, 2, 2015, the modem was last RESET as of 2015-11-02-13:48:05

WAN Network

Internet:Active

Local time:2015-11-02 13:48:42

System Uptime:0 days 4h: 27m: 6s

WAN IP Address (IPv4):(b) (6)

WAN Default Gateway Address (IPv4) (b) (6)

WAN IP Address (IPv6):(b) (6)

WAN Default Gateway Address (IPv6) (b) (6)

Delegated prefix (IPv6) (b) (6)

Primary DNS Server (IPv4) (b) (6)

Secondary DNS Server (IPv4) (b) (6)

Primary DNS Server (IPv6) (b) (6)

Secondary DNS Server (IPv6) (b) (6)

WAN Link Local Address (IPv6) (b) (6)

DHCP Client (IPv4):Enabled

DHCP Client (IPv6):Enabled

DHCP Lease Expire Time (IPv4):3d:10h:28m

DHCP Lease Expire Time (IPv6):3d:23h:38m

WAN MAC (b) (6)

CM MAC (b) (6)

Initialization Procedure

Initialize Hardware:Complete

Acquire Downstream Channel:Complete

Upstream Ranging:Complete

DHCP bound:Complete

Set Time-of-Day:Complete

Configuration File Download:Complete

Registration:Complete

Downstream Channel Bonding Value

Index	1	2	3	4	5	6	7	8	9	10	11	12	13	14
	15	16												
Lock Status	Locked													

Frequency	663 MHz	657 MHz	669 MHz	675 MHz	681 MHz	687 MHz	693 MHz
	699 MHz	705 MHz	711 MHz	717 MHz	723 MHz	729 MHz	735 MHz
	741 MHz	747 MHz					

SNR	38.983 dB	38.983 dB	38.983 dB	38.983 dB	38.605 dB	38.983 dB	38.983 dB
	38.605 dB	38.983 dB	38.605 dB	38.983 dB	38.983 dB	38.983 dB	38.983 dB
	38.983 dB	38.605 dB					

Power	2.000 dBmV	2.300 dBmV	2.200 dBmV	2.600 dBmV	2.500 dBmV	2.900 dBmV	2.400 dBmV
	2.300 dBmV	1.900 dBmV	2.300 dBmV	2.100 dBmV	2.400 dBmV	2.200 dBmV	2.200 dBmV
	1.900 dBmV	1.700 dBmV					

Modulation	256 QAM						
	256 QAM						
	256 QAM	256 QAM					

Upstream Channel Bonding Value

Index	1	2	3
Lock Status	Locked	Locked	Locked
Frequency	29 MHz	22 MHz	36 MHz

Symbol Rate 5120 KSym/sec 5120 KSym/sec 5120 KSym/sec

Power Level 48.250 dBmV      47.750 dBmV      49.250 dBmV

Modulation 64 QAM      64 QAM      64 QAM

Channel ID 78      79      77

CM Error Codewords

Unerrored Codewords	26315358	26315358	26315358	26315358	26315358	26315358	26315358				
	26315358	26315358	26315358	26315358	26315358	26315358	26315358				
	26315358	26315358	26315358	26315358							
Correctable Codewords	29	29	29	29	29	29	29	29	29	29	29
	29	29	29	29	29						
Uncorrectable Codewords	0	0	0	0	0	0	0	0	0	0	0
	0	0	0	0	0						

Account Number: (b) (6)

Business Name: (b) (6)

Business Address: (b) (6)

(b) (6)

Phone: (b) (6)

Best contact number: (b) (6)

Previous issues at same location:

\* 20150107: Modem continuously rebooting - still | Spoke with Satina |  
REF # CR425020491 - 15.00 - 17.00

\* 20150105: Modem continuously rebooting - still | Spoke with Morgan |  
REF # CR425021362 - NOON to 4:00 PM

\* 20150104: Modem continuously rebooting | Spoke with Juan |  
REF # CR424763698

NETGEAR MODEM replaced with CISCO MODEM - Work performed by Ken, Comcast contractor -  
phone: (b) (6)

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**Ticket: # 591662 - deception internet**

**Date:** 10/14/2015 11:42:11 PM

**City/State/Zip:** Palm Bay, Florida 32907

**Company Complaining About:** Bright House

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## **Description**

pop up with blue screen saying contact right away your in danger, your accounts have been compromised call immediately 1-888-972-9165 I call and said I wanted them to get there malware off my computer, the guy said shut up and hung up the next guy said it was 160.00 to get it off kept impying he was with Microsoft but knew he wasn't and told him so, I asked him the company several times he wouldn't say then he said he was an outsource tech six now. he said they were in florida when I pressed him he admitted he was in india. these guys are liers and rude the malware is set by them and they charge to take it off. I followed a link and it looked like they worked for Norton

---

**Ticket: # 591873 - Unwanted Emails and SPAM****Date:** 10/15/2015 8:17:34 AM**City/State/Zip:** Clayton, North Carolina 27520**Company Complaining About:** Centurylink

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**Description**

I am getting bombarded with emails. I had over 400 in 2 days. I filed a complaint with the FCC and I did "Unsubscribe" or "OptOut" on all of them but they continue to send them. There are so many that I cannot find my real emails that are very important. I have replied and told them I filed a complaint with the FCC and they stopped for a few days but now they are back. The urls that are emailing me "for merchants" are <http://prweb.net> and <http://goo.gl>. Please put a stop to these annoying emails. I have Centurylink and I cannot figure out how to block them. I have called Centurylink several times and they put me on perpetual hold and never return to help me.

---

[Ticket: # 594210 - illegal attack on home computer](#)

**Date:** 10/15/2015 7:32:42 PM

**City/State/Zip:** Coventry, Uk (nonsense Below Used To Enable Form), Alabama 20850-(b) [REDACTED]

**Company Complaining About:** Time Warner

---

## Description

at 00:20 local time (Coventry, UK) an attempt was made to access my computer from the ip address (b) (6) [REDACTED] which is reported as belonging to 'time warner cable'. I wish to lodge a complaint about this abuse and would like to hear that appropriate action has been take to limit further attacks of this kind.

(b) (6) [REDACTED]

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**Ticket: # 594373 - Constant Internet drops**

**Date:** 10/15/2015 8:55:36 PM

**City/State/Zip:** South Lake Tahoe, California 96150

**Company Complaining About:** Charter

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## **Description**

Our Internet upload constantly drops out during the middle of the day, everyday. This effects our general use of the internet. Charter refuses to upgrade their wiring which is over used due to increase population, which techs have told me is the case, yet no one ever does anything about it

---

[Ticket: # 593857 - blocking netflix](#)

**Date:** 10/15/2015 5:26:06 PM

**City/State/Zip:** Etters, Pennsylvania 17319

**Company Complaining About:** Frontier Communications

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**Description**

cannot reach Netflix. I can reach other sites even hulu.

---

[Ticket: # 597077 - Magic Jack](#)

**Date:** 10/17/2015 12:49:27 AM

**City/State/Zip:** Spring Hill, Florida 34606-6952

**Company Complaining About:** Bright House

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## **Description**

Magic Jack company is sending hate e-mails to me, since I tried to get rid of them my M.J. device stopped working they refused to send me a new one. I have received over 3000 e-mails from them I have to way to stop them new ones come in every day.

---

**Ticket: # 597804 - Intermittent Internet for 2 Years w/ Verizon and Awful Customer Service**

**Date:** 10/17/2015 7:50:39 PM

**City/State/Zip:** Frderick, Maryland 21702

**Company Complaining About:** Verizon

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**Description**

For 2 years now, our Verizon internet service has been spotty. Over a 2 year period of time, we have called Verizon approx. 50 times. In the last month alone, our internet service has become awful. We have called 15 times in 4 weeks to resolve the issue. Verizon sent one tech who told us the lines from our house to the neighbors house were crossed and then left. A second tech came, verified the lines were crossed, got in car and drove away. Fixed nothing. A third tech cam and supposedly replaced something in the neighbor and said "problem fixed and solved". I cam home from work and my internet was not working at all. I am filing this complaint to show the lack of customer service and the lack of a company wanting to fix an issue for a customer

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**Ticket: # 598801 - Frontier Business Telephone Account**

**Date:** 10/19/2015 8:50:21 AM

**City/State/Zip:** Monroe, North Carolina 28111

**Company Complaining About:** Frontier Communications

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### **Description**

Terrible Phone Service. Lines have constant buzz & interference in lines. This problem has been going on for well over a year. Servicemen from Frontier have determined that a line or cable needs to be replaced at road. This was determined over 6 months ago. I have called Jake Thomas, the general manager, and left him several voice mails to find out when the repair will be scheduled and he will not return my calls. This is a terrible inconvenience, as this is a business, and it is very difficult to communicate with my customers due to the buzzing in phone lines.

---

**Ticket: # 599495 - internet radio connection**

**Date:** 10/19/2015 1:34:56 PM

**City/State/Zip:** Marana, Arizona 85653

**Company Complaining About:** Trans World

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## **Description**

I am sending this complaint to both the internet and radio sections of your agency and hope that a coordinated effort between these sections and the private enterprises involved can resolve the issue. I am a customer of Wi-Power High speed internet and digital phone service (TransWorld Network, Corp, 255 Pine Ave. N., Oldsmar, FL 34677 1-877-877-6861). The Wi-Power system utilizes radio frequencies to transmit internet signals. I'm in the process of establishing an internet connection at (b) (6). The signals to and from this site are directed through equipment located at the Bisbee-Douglas International Airport water tower at (b) (6). The internet signal is excellent when present but is intermittently dropped for extended periods without an obvious cause. I would like you to investigate if this situation is caused by radio operation from the airport or by private citizens in the area. Your cooperation and interaction with the service provider would be greatly appreciated.

Thank You

(b) (6)

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**Ticket: # 604985 - Fairpoint Communications New England (NH)**

**Date:** 10/21/2015 4:38:57 PM

**City/State/Zip:** Windham, New Hampshire 03087

**Company Complaining About:** Fairpoint

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## **Description**

I've been a fairpoint high speed fiber internet customer for approximately 6-7 weeks at this point. I've had consistent, prolonged outtages since the first day of service. I've had two onsite visits scheduled with them in my time as a customer (initial installation and one attempt to address drops) and they were no call/no show on both occasions. Even after calling them to check their ETA no one ultimately showed up. Their customer service is the worst I've encountered with any ISP I've had and so is the quality of their product. I've never had so many outtages and for such extended periods of time before. I'm honestly not trying to sound alarmist about this complaint, only to state the facts of my business dealings with them. But there's honestly nothing positive to say about the experience.

---

[Ticket: # 608354 - Comcast Datacap](#)

**Date:** 10/23/2015 3:07:36 AM

**City/State/Zip:** Hialeah, Florida 33016

**Company Complaining About:** Comcast

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## **Description**

Comcast has recently put a cap on how much GB can you go every month of around 400 GB, and if you pass the 300 mark you would be charged \$10 extra for each time, i have recently passed the 400GB mark because i am a gamer, and some PC games require large data packages in order to update online game, which means it i reach that goal line a lot faster then usual, and when someone contacts them on this change they have said to there customers that it was the Government that told them to do this forced datacap, if i have another option in terms of internet i would take it, but i don't, can the FCC look into this, i feel as though this is a infringement to the internet being a public utility .

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**Ticket: # 608803 - several internet interaptions**

**Date:** 10/23/2015 11:33:18 AM

**City/State/Zip:** Houston, Texas 77041

**Company Complaining About:** Comcast

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## **Description**

Comcast costed me my customers and I lost a lot of money because of several internet/phone interruption. These interruption occurred mainly because of their technicians carelessness or inefficiency handling their job. Comcast does not pass me a single payment, know who is going to pay my loss. I want Comcast to compensate me. I told about my Issues and my loss to their agents but they didn't care except keep asking me to pay my bill. Just recently at the time when I have the opportunity to get more customers they encountered a problem and there was outage for over half a day. After power was restored and all the other business next door get their internet and phone service back up running I my phone was not ringing. I suspect something must be wrong I called to my store it was not working. I immediately Comcast and informed explained the issue to one of agent at technical support department. Again, he was not able to locate the Issue and for my surprise I was tolled, technician would be sent out in the next three days. After losing my time arguing with the agent I was able to have the technician sent out that same day. after all these I was tolled the Issue could have been resolved over the phone by the the technical support anent I Spock before the I technician was sent out. a couple of days After these I have another Issue which cause my loose a lot of new customers call.

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[Ticket: # 609412 - Dissatisfaction with Comcast](#)

**Date:** 10/23/2015 2:42:24 PM

**City/State/Zip:** Washington, District Of Columbia 20008

**Company Complaining About:** Comcast

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### **Description**

My Internet has been working intermittently since Sunday. Called Comcast tech support and they said I needed tech to come out. Scheduled appt. for 10/22 and they were a no show. same thing today. They said I did not have appt. My confirmation nos are as follows: CR17786028, case no.032474074 and ticket no.03249854. A company like this should not be in business.

---

[Ticket: # 611213 - Internet outage](#)

**Date:** 10/24/2015 7:56:26 PM

**City/State/Zip:** Toccoa, Georgia 30577

**Company Complaining About:** Windstream Communications

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### **Description**

NO internet service yet I'm still going to be expected to pay the full price on my bill. I love how service - for whatever reason- can be interrupted but not my payment expectations!

---

[Ticket: # 611221 - html injection](#)

**Date:** 10/24/2015 8:01:39 PM

**City/State/Zip:** Billings, Montana 59106

**Company Complaining About:** Charter

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## **Description**

As of late charter has been injecting html into the webpages that I visit. I do not feel it is right for them to alter the content of websites for their own purpose. This is not the first time that they have done this and originally I thought It was some kind of malware. However, Charter is the one responsible for these actions. If they want to make me aware to a change they can do so via e-mail or the USPS, they do not have to resort to such durastic measures. The attached image is only one example of one such case.

---

[Ticket: # 611265 - Comcast netflix buffering](#)

**Date:** 10/24/2015 8:41:50 PM

**City/State/Zip:** Chicago, Illinois 60611

**Company Complaining About:** Comcast

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### **Description**

Paying Comcast \$65.00 a month for lousy service. We can't watch aNetflix or HBO GO movie without buffering and poor quality. We had Clear internet service \$49 a month for 2 years and no issues. Comcast is purposely making this a bad experience.

---

[Ticket: # 611352 - AT&T Price Gouging, poor connectivity](#)

**Date:** 10/24/2015 10:32:51 PM

**City/State/Zip:** San Francisco, California 94118

**Company Complaining About:** AT&T

---

### **Description**

I'm being charged approximately \$120.00/month for phone and internet service. This represents an increase of approximately 140% from the charges when I initiated service. Service quality is poor. For example, I just learned that my internet disconnects when I use my land telephone line, which is contrary to what I had been assured by AT&T. I've made several attempts to reach out to AT&T regarding this matter, but no representatives are available at AT&T when I call.

---

**Ticket: # 611405 - Internet continuously drops**

**Date:** 10/25/2015 12:35:38 AM

**City/State/Zip:** Buena Vista, Colorado 81211

**Company Complaining About:** Charter

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## **Description**

In the past approximately 6 weeks, I have contacted Charter Communications at least 5 times regarding the constant dropping of the internet services that I pay for through this company. After multiple visits from their technicians, my internet is still dropping because they are failing to fix whatever is causing this issue. Additionally, I requested 2 weeks ago for them to disconnect my home telephone service that I have through them and they failed to honor my request. My home phone is still connected. Additionally, we were told that we would have a \$20 credit issued and that credit never showed up.

---

[Ticket: # 612067 - xfinity wifi advertisement](#)

**Date:** 10/25/2015 10:41:36 PM

**City/State/Zip:** Mill Valley, California 94941

**Company Complaining About:** AT&T

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## **Description**

Impossible to get rid of the advertisement. Keeps coming back. I have a mobile hotspot from AT&T. Xfinity are really arrogant and apparently able to get away with this.

---

**Ticket: # 613382 - Interference****Date:** 10/26/2015 3:28:42 PM**City/State/Zip:** Olathe, Colorado 81425**Company Complaining About:** Spring Creek (this Is The Provider But My Complaint Resides Outside Of The Companies Scope)

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**Description**

My name is (b) (6) Recently in the town of Olathe, Colorado, we have been experiencing outages due to weather and lightning. The complaint I want to file is not of the outages but of Malicious Interference done to my internet by unknown parties. This Interference is only affecting my service from the time I get home until 7:00 AM, in the morning, Mountain Time. The 7:00 AM time is constant and never changes, my service is always back online. However, the service goes down about 30mins to a hour after I get home and this is not a constant time. I get home at different times everyday and we have been logging the times. My internet is definitely being interfered with 30 mins to a hour after my arrival home. The cable company thought at first it was the storms but that was proven inaccurate. My internet service is showing good to the house; However, I was informed that my cable and internet is one line from the pole and splits to two separate lines at the house. Within the house my modem, and RF go down during the interference but my cable is fine. My internal network is secure and very operational during all outages and interference. With all this said, I would like an investigation taken into whether I am receiving Interference due to Malicious Acts, using non-FCC compliant equipment, within my surrounding area. My Cable Company (Spring Creek), from Montrose, Colorado, say this is out of their scope and that they can only test for signal from relay to house. Spring Creek has been working diligently to solve this issue . Also, is there anything I can do on my end to protect my media and equipment from this interference?

---

**Ticket: # 614602 - internet usage**

**Date:** 10/27/2015 8:45:56 AM

**City/State/Zip:** Whitesboro, New York 13492

**Company Complaining About:** Stay Connected

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## Description

(b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]

To whom it my concern

I have been staying at a Comfort Suites Hotel in Auburn MI for the last two weeks.

I work on the road, I consume a lot of data over the internet to do my job.

Two days after checking in I notice I was having issues login on and staying on the internet, I called the 1-800 number that was listed in my room and started a case file hoping to get the issue resolved, case number (5577091) long story short its been two weeks and Five calls back to the internet provider (Stay Connected) to be told that a senior technician would have to look into the issue, to date

I have never hard from a senior technician.

For the past week when I hit a certain level of data I get booted off until the next morning when data starts over.

Is this legal?

Provider: Stay Connected 1-888-449-1792

Thank you for your time

(b) (6) [REDACTED]  
[REDACTED]

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[Ticket: # 618019 - Comcast xfinity](#)

**Date:** 10/28/2015 1:17:28 PM

**City/State/Zip:** Ft. Campbell, Kentucky 42223

**Company Complaining About:** Comcast

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## **Description**

The company has imposed a 300 gb limit on my consumer account. I am a new customer and ordered this service by phone. It was never stated to me that there was a cap to my Internet service and they also tried to bill me twice in one month for the upcoming month of service that I have not received

yet. How can I be charged for November and October if November has not begun.

---

**Ticket: # 618856 - Interference Possibly from Ham or other Antenna**

**Date:** 10/28/2015 5:10:10 PM

**City/State/Zip:** Mission, Kansas 66202

**Company Complaining About:** Time Warner

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## **Description**

My laptop was repeatedly hacked even when my modem was unplugged from the wall and not connected to my computer. I then used only the hard wired method rather than the wireless, but the problem continued. It then began detected my location as being in New York and Chicago. The issues occurred with AT&T, then later with TWC. I no longer have internet service. The problem started when a vehicle marked as a contractor installed a box on the telephone pole in front of the house. It contains a box with two small satellite dishes on top, an antenna pointing toward the house and another antenna point toward the ground. Additionally, my television woke me in the middle of the night making a loud buzzing or static sound. Additionally, my cell phone is experiencing issues. I have also awakened in the middle of the night with flashes appearing in the window rather like a flash bulb just flashed in the eyes.

---

**Ticket: # 619579 - Comcast Home Security****Date:** 10/28/2015 9:47:38 PM**City/State/Zip:** Miami, Florida 33135**Company Complaining About:** Comcast

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**Description**

So recently comcast decided to put a bandwidth cap in Florida being the greedy company that they are. Yesterday I got a popup on my computer telling me that I have reached 270 out of my 300gb monthly limit. Now here is my problem though, my both my and my wife computer show usage meter for the past 60 days. They are around 140gb for the last 60 days, roughly 75 per month each. That adds up to around 150.

So I was like where the the rest bring used... So I have comcast home security with 3 cameras and an additional camera that records. Clearly the rest of the bandwidth is being used by 24/7 of their own freaking security system. Are they kidding me? This limit is absurd and if they are going to implement this limit, why am I paying for home security? I guess I am better off cancelling home security provided by comcast to save on my bandwidth usage and switch to a different home security that uses their own lines? I am getting sick of comcast lately and it sucks because they are a monopoly and you have no other choice. Google fiber really needs to spread across the country faster so that these comcast thugs at least have SOME competition.

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[Ticket: # 619722 - internet disruptions](#)

**Date:** 10/29/2015 12:00:06 AM

**City/State/Zip:** Elkhart, Indiana 46514

**Company Complaining About:** Frontier Communications

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## **Description**

Over the last month, my internet has been going down Approx. every other day. i have set up a web server and have a service (site24x7) ping it ~ every 10 mins to test internet availability. i will attach the report. 2 days of downtime is 1.9 days too many.

---

[Ticket: # 621055 - ISP Charter injecting ads onto pages they don't own.](#)

**Date:** 10/29/2015 3:10:28 PM

**City/State/Zip:** Bozeman, Montana 59718

**Company Complaining About:** Charter

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## **Description**

I have Internet access through Charter Communications. They are injecting ads onto web pages that are served from domains they don't own. Attached is a screenshot of one such ad. This ad was not served by the domain of the page that I was on and the HTML of the page was modified by Charter before being served to me. I've attached the original source of bringatrailer.com, the site I was on. You can see that the ad is not in the source of the page, but you can see the new tag on inspection of the page. In theory, this could have been done through Javascript by bringatrailer, but I doubt they are serving ads for Charter targeted at Charter customers. I'm also running AdBlock, so the likelihood of an ad making it through is low, unless it is injected by the ISP.

This seems like it is completely illegal for an ISP to modify requested content before serving it to a user.

---

[Ticket: # 622351 - Bad Internet service](#)

**Date:** 10/30/2015 8:59:55 AM

**City/State/Zip:** Hampton, Georgia 30228

**Company Complaining About:** Comcast

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## **Description**

I have Comcast internet for at home business and the service is awful and whenever I try to call to try and get help I'm either hung up on or shuffled around until someone gets on the phone and just tell me whatever I want to hear but never correct the issue. I am also being double billed for services that is part of my residential service that is supposed to be phone service for both residential and business.

---

**Ticket: # 623568 - Comcast Internet essentials connection issues**

**Date:** 10/30/2015 3:44:57 PM

**City/State/Zip:** Las Cruces, New Mexico 88001

**Company Complaining About:** Comcast

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## **Description**

Started on October 9, 2015 with an outage for more than 30 hours. Since then I've had to call every night so they can reset my modem, so I can have service again. They told me it was my line or equipment they sent a tech on 10/24/15 at about 1:15pm. He checked equipment and line said they were both fine. The problem has persisted and has gotten worse. Now I have to sometimes call in to reset modem 2 or 3 times a day. I have spent endless time speaking to tech support assuring me they will fix the problem, TO NO AVAIL! Last year they did the same thing with my Ethernet connection they kept sending a corrupt command to my computer the Internet would quit working. Now they've started doing it to my wireless connection. I'm disabled and poor. This is very stressful and makes my conditions worse. I AM BEGGING YOU PLEASE HELP ME!

---

[Ticket: # 637309 - Slow internet speed](#)

**Date:** 11/5/2015 1:24:07 PM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17050

**Company Complaining About:** Comcast

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## **Description**

Last night I was experiencing a long buffering on youtube videos, despite having full connection and receiving decent numbers for a download/upload speed test. Is there any logical reason this would happen?

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[Ticket: # 624223 - Locked out of email account](#)

**Date:** 10/30/2015 7:41:55 PM

**City/State/Zip:** Fort Worth, Texas 76244

**Company Complaining About:** Verizon

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## **Description**

Locked out of AOL email account despite answering security questions and resetting password. I would like to CANCEL this free email account and delete messages but I am unable to do so. Possible hacking. Verizon is my internet carrier.

Please advise how this can be done.

---

**Ticket: # 625783 - Internet service breaks up, makes computer and TV buffer**

**Date:** 11/1/2015 11:38:35 AM

**City/State/Zip:** Royal Oak, Michigan 48073

**Company Complaining About:** Comcast

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## Description

Fcc complaint, in regard to service at:

(b) (6)

Hello,

We have had Comcast since at least 1990, in the late 1980's I was writing basic programming online at home for my schoolwork at (b) (6) so we have had their service a really long time.

Since moving a few blocks in 2000 to our new home we have progressed to having just high speed internet only, we use this for company work, computer work and internet entertainment, and personal email and fun through our high speed connection.

We have had OK service usually during the week, but we get interruption to service from time to time.

But, on weekends when a lot of people are online or watching cable we get breaks in service way too often.

We had one service technician that checked the house and said we have a problem with a line outside.

We have had about these problems every week-end and it's getting real old.

The company "Comcast" want to check the inside wiring every time you call, and there is no problem. They do not follow up and check the outside wires. This is where the problem is.

The only change I could make in service is to at&t because they have different wires they use. Other cable companies would use the same wires.

This has been a problems that we have put up for years, and it is getting OLD.

We need help since they do not listen to us, please ask them to give us the service that we have been laying for, monthly, yearly, even though they are not giving us what we are paying for.

I cannot pay them less, even though I should. We have lost service two days here, one day there and they take money even though they did not provide service during those times.

This seems to be the biggest problem when there is a lot of usage, but also happens during the week. I have been self employed and worked for companies at home since 2009 and this problem has

gotten amplified being here dropping service while working online, watching webcasts, and maybe with your help they will resolve this problem.

Thank you, (b) (6)

[Redacted]

[Redacted]

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[Ticket: # 627027 - advertisements and junk e-mail from a specific place in New York.](#)

**Date:** 11/2/2015 10:37:28 AM

**City/State/Zip:** Boynton Beach, Florida 33437

**Company Complaining About:** Offer Web

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### **Description**

20 to 30 per day from: offer web, 132 east 43rd street, suite218,NewYork, NY. 10017. I have continuously asked to be removed from receiving any further e-mails from them and am being ignored. I'm talking hundreds of times. They are putting garbage on the internet to thousands of other people. Please shut them down. Thank you!

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[Ticket: # 626165 - Comcast internet](#)

**Date:** 11/1/2015 6:04:52 PM

**City/State/Zip:** Smyrna, Tennessee 37167

**Company Complaining About:** Comcast

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## **Description**

Comcast is capping my data plan.

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[Ticket: # 640523 - Comcast Wireless system knocks my wireless internet off.](#)

**Date:** 11/6/2015 11:26:46 AM

**City/State/Zip:** West Springfield, Massachusetts 01089

**Company Complaining About:** Comcast

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## **Description**

Why is Comcast allowed to bump off my internet net service and then it defaults to the Comcast wireless paid service?

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**Ticket: # 627054 - Comcast supresse signal**

**Date:** 11/2/2015 10:50:36 AM

**City/State/Zip:** Hermitage, Tennessee 37076

**Company Complaining About:** Comcast

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## **Description**

We have had slow internet and days that there isn't an internet connection. When we speak to customer service we have either been told it is the after market equipment we own and should use theirs. We also have bought very expensive equipment based on customer service recommendations if we weren't going to use theirs. 300.00 dollars later it's still slow and cuts out. We also we informe3d we were getting a 75 upgrade instead of the 50 for free from them for being a loyal customer. It made little difference. Charter isn't available here and AT7T cell and internet cuts out even more than Comcast. I also keep getting offers to get tv/phone/internet bundled and if I use them to install it and their equipment the service may run better since it is easier for them to monitor it.

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[Ticket: # 627719 - Frontier Communications](#)

**Date:** 11/2/2015 1:45:42 PM

**City/State/Zip:** Falling Waters, West Virginia 25419

**Company Complaining About:** Frontier Communications

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### **Description**

Very poor DSL service, where it doesn't work half the time and when it does work it is super slow. Have had Frontier tech out to fix problem and I was told it is our whole neighborhood but Frontier has yet to do anything.

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[Ticket: # 627994 - Comcast](#)

**Date:** 11/2/2015 3:03:18 PM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Comcast

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## **Description**

Comcast injecting pop-ups onto other sites. I understand they are trying to help customers pay attention to their usage, but should not be allowable.

There is a history of complaints directed at Comcast, and now living in an area where they are testing data caps, I can understand the general sentiment towards their monopolistic extortion. If they can inject content, I can believe that they also throttle. I've had recent situations where our service was far below the contractually stated speed (3Mb Down).

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**Ticket: # 631004 - Comcast Data Cap and Data Injection**

**Date:** 11/3/2015 4:27:19 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

**Ticket: # 631229 - Suspension of Service**

**Date:** 11/3/2015 5:36:18 PM

**City/State/Zip:** New Carlisle, Ohio 45344

**Company Complaining About:** AT&T

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### **Description**

AT&T suspended my Yahoo! services the day before my bill was due because I had not yet paid it. They won't explain the reason for this. While I was on the telephone with them trying to determine the cause, I was told I "had" to upgrade to get my Yahoo! email back.

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[Ticket: # 631692 - 2 weeks of problems with Internet and tv](#)

**Date:** 11/3/2015 8:21:00 PM

**City/State/Zip:** Sabana Hoyos, Puerto Rico 00688

**Company Complaining About:** Liberty Pr

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## **Description**

Since 2 weeks I haven't a regular internet service , almost all time intermittent with speed going up and down with some nights going to almost zero , I have call about 7 times for that reason without a durable solution. In that time I can count about only 3 or 4 days functional , since 8 days all I have heard from the company is about some maintenance that haven't finished and only God when will end . I have made claims by tweeter , company page and by phone receiving excuses . In this time 2 technicians have come to my house only to change the modem with same results and have some 24 hours monitoring the connection without any result too .

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[Ticket: # 632043 - disrupting internet browsing attempts](#)

**Date:** 11/4/2015 12:54:03 AM

**City/State/Zip:** Felton, Delaware 19943

**Company Complaining About:** Hughes Net

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### **Description**

Search attempts are being interrupted by my browser Mozilla Fire Fox, Yahoo and Microsoft.com  
My server being HughesNet.com possibly there may be internal problems with these operations but I  
am not able to develop information I am seeking.

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**Ticket: # 632149 - Interruption of Services**

**Date:** 11/4/2015 7:43:21 AM

**City/State/Zip:** Caguas, Puerto Rico 00725

**Company Complaining About:** Claro

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**Description**

I am the vicepresident for (b) (6) . Is a small (b) (6) located in Vega Baja, Puerto Rico.

We have the telephone services with Claro. Two times our services was disconnected without any reason. When we call Claro Commercial office they said everything is ok. Is that actually we have a lawsuit with the person that sold us this (b) (6) and she is in trouble now. The supervisor of Claro, Mrs Perez said the disconnection is unusual.

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[Ticket: # 632738 - throttling internet](#)

**Date:** 11/4/2015 11:55:37 AM

**City/State/Zip:** Selah, Washington 98942

**Company Complaining About:** Comcast

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## **Description**

My service is in danger of being throttled by Comcast. I stream my entertainment and Comcast wants me to stop and buy their cable service.

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[Ticket: # 632870 - TWC injecting ads in mobile browsing](#)

**Date:** 11/4/2015 12:17:41 PM

**City/State/Zip:** Hilliard, Ohio 43026

**Company Complaining About:** Time Warner

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## **Description**

When I connect to TWC WiFi hotspots using my TWC user ID and password, I get TWC injected ads. These pop up ads block visibility of content on my phone along with slowing my browsing as the page jumps around as they load. These ads are banners across the bottom 25% of my screen and only appear on TWC WiFi hotspots.

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**Ticket: # 633305 - Comcast**

**Date:** 11/4/2015 1:29:16 PM

**City/State/Zip:** Lisle, Illinois 60532

**Company Complaining About:** Comcast

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## **Description**

"Traditionally, Comcast has targeted many of its less competitive markets with its caps since users there can't vote with their wallet."

Usage caps are unfair and will negatively affect our economy and ability to compete with the rest of the world. When Latvia has better internet than we do we have problems. We should be leading the world in technology. We're not.

What are you doing to reign in Comcast and their unfair business practices?

<http://www.dslreports.com/shownews/Comcast-Dramatically-Expanding-Usage-Cap-Areas-December-1-135551>

[https://en.wikipedia.org/wiki/List\\_of\\_countries\\_by\\_Internet\\_connection\\_speeds](https://en.wikipedia.org/wiki/List_of_countries_by_Internet_connection_speeds)

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[Ticket: # 633859 - data caps](#)

**Date:** 11/4/2015 2:39:17 PM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Comcast

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## **Description**

I believe the data caps are imposing and expanding are very unfair. I feel they are targeting people who use video streaming services such as Netflix and Hulu as an alternative to cable.

300 Gb is also extremely low with the way that technology has come in the last few years. Between HD videos, gaming, and all the different devices that want to connect to my wifi and auto update.

Comcast is the only option for a lot of us and Comcast knows this and unfortunately uses it to their advantage.

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**Ticket: # 633993 - Eastern Kentucky University - Spam Emails**

**Date:** 11/4/2015 2:59:21 PM

**City/State/Zip:** Lutz, Florida 33549

**Company Complaining About:** Verizon

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**Description**

(b) (6) is a student at Eastern Kentucky University (EKU). The problem is spam continues to come in daily. On October 1, 2015 is when spam started appearing on her computer. She repeatedly called and complained to Verizon about receiving 40 – 72 spam emails daily.

(b) (6) contacted ECU who informed her it is a Verizon problem and they are in contact with Verizon about this. She contacted Verizon who blamed ECU and then told her it was her problem. In other words, Verizon told her, "Verizon doesn't see this as a problem and that they have to fix." They say it is her problem and she should fix it. She does not know who is at fault but she wants the spam to stop.

She has since learned that ECU is dealing with this spam problem since August 1, 2015. Three months later, there is no corrective action taken. The daily onslaught of spam has caused her to missed two important emails with time sensitive deadlines. She recently spoke with a supervisor from Verizon named Ivan at 866-945-3802 ext. 2647 or 8893.

Resolutions:

(b) (6) wants an end to the volumes of daily spam emails.

Her cell phone number is (b) (6).

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**Ticket: # 634403 - Comcast tv., internet, and phone bundle scam**

**Date:** 11/4/2015 4:06:36 PM

**City/State/Zip:** Braintree, Massachusetts 02184

**Company Complaining About:** Comcast

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## **Description**

I was personally visited by a Comcast salesman, Kevin Bouchard, email address: Kevin\_Bouchard@cable.comcast.com whose card says he is a Senior Business Account Executive, mobil tel: 617-840-8624. He stated if I changed from Verizon to Comcast, that Comcast would give me a Visa Card for \$300.00 after 30 days. I did then sign on with Comcast and more than 30 days has expired. I called Mr. Bouchard to remind him, and he said, yes, of course, and Comcast sent me a Visa for \$100.00. I have since telephoned and emailed Mr. Bouchard and he doesn't answer either. I believe this was a scam, and Comcast owes me an additional \$200.00.

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[Ticket: # 634635 - Inquiry on data cap](#)

**Date:** 11/4/2015 4:45:16 PM

**City/State/Zip:** Falmouth, Massachusetts 02536

**Company Complaining About:** Comcast

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### **Description**

If Comcast could stop fucking me up the ass with data caps and monopolizing the market so I could leave, that would be great

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**Ticket: # 634970 - Re: Consistent Intermittent Service Connectivity Issues**

**Date:** 11/4/2015 5:38:57 PM

**City/State/Zip:** Cleveland, Ohio 44113

**Company Complaining About:** AT&T

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### **Description**

Ticket being created because 229771 was closed and consumer wants to file a rebuttal.

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**Ticket: # 635017 - High Speed Internet Performance**

**Date:** 11/4/2015 5:49:45 PM

**City/State/Zip:** Houston, Texas 77033-1212

**Company Complaining About:** AT&T

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**Description**

I had A T & T Uverse installed for my telephone and Internet Services last year in October. The phone service fades in and out and cuts off calls. The internet service is so slow I cannot use it 60-80% of the time. More than 8 service calls have resulted in no improvement. Last technician said it is not possible to improve internet speed, We are too far from the source. It is unfair to sell something you cannot deliver. The new line for this service was not installed until 09-25-2015

---

**Ticket: # 635515 - Time Warner Cable internet connectivity issues****Date:** 11/4/2015 7:30:02 PM**City/State/Zip:** Henderson, North Carolina 27637**Company Complaining About:** Time Warner

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**Description**

I have been having ongoing Internet connectivity issues with Time Warner cable for the last eight months. I have sent numerous hours of my time on the phone with technical support, advanced technical support as well as having multiple technicians, five or greater, come to my house to attempt to correct the service connectivity issue. Yet, even after eight months the service connection still remains a problem. Today a technician was scheduled to come to my house, came and stated he did not even know why he was here. After the technician left the problem remained and again I called customer support for the issue. The supervisor at that time indicated that a technician would be back out this evening and would call me within 30 minutes to an hour after our phone call around four this afternoon. Around 6 PM a technician had not made any attempts to could contact me nor had anyone been back to my residence to correct this issue. Once again I attempted to reach out to customer support who indicated that the appointment has been rescheduled for tomorrow because of booking issues yet I was not notified of this change. I have gotten numerous different stories from various technicians supervisors and field technicians about the calls of my Internet connectivity issue yet no resolution has ever been reached with this issue.

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**Ticket: # 635749 - Data Capping**

**Date:** 11/4/2015 8:34:47 PM

**City/State/Zip:** Grand Rapids, Michigan 49525

**Company Complaining About:** Comcast

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## **Description**

I understand that Comcast has scheduled to expand their data capping to more markets on December 1. As an individual without the amount of money that Comcast/TWC can spend to lobby, I'm hoping this complaint form and its responses carry some weight. It seems as if the large cable companies have been able to win over uninformed legislators to allow behavior contradictory to what would please the legislators' constituents. This data capping is the latest of such behaviors. If there were reliable competitors to Comcast in my area, I would switch in an instant. Unfortunately, Comcast has effectively monopolized the industry in my area, so I have no options. And now, they can add data caps because they know there is nowhere else for their customers to turn. Please, do not let the cable companies get away with this.

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**Ticket: # 635770 - COMCAST**

**Date:** 11/4/2015 8:40:52 PM

**City/State/Zip:** Port St. Lucie, Florida 34953

**Company Complaining About:** Comcast

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## **Description**

I am a 23 year old with a college diploma. I can't afford a place to live, food to eat, car payments, health insurance, etc. as it currently stands. My internet is too expensive as it is, especially in comparisons with any other industrialized nation compared with their costs of living and avg. income. Comcasts monopoly already costs Americans dearly, from their wallet's, to the quality of sub par internet they receive compared with countries such as Estonia. I already pay more then anyone else in the world for my internet, so why is Comcast going to add data caps for a large portion of their accounts December 1st when I already pay more then anyone else for unlimited data. Why am I being price gouged for an additional \$35 a month just to insure that I won't have my internet shut down after a set amount of data has been reached. My internet is both slower than most of the world, and now it will be even more expensive. I can't afford this, I will have to quit my online business because of this, what Comcast is doing will only continue to hurt Americans, and the American economy.

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[Ticket: # 636105 - Comcast throttling websites](#)

**Date:** 11/4/2015 10:56:57 PM

**City/State/Zip:** Atlanta, Georgia 30307

**Company Complaining About:** Comcast

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## **Description**

My Comcast service is throttling Youtube severely. I am registering almost 80M download speeds yet youtube is constantly buffering and pausing. I believe this is an attempt by Comcast to steer consumers away from any Google product.

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**Ticket: # 636210 - Misleading Internet speed**

**Date:** 11/4/2015 11:47:18 PM

**City/State/Zip:** Tomball, Texas 77375

**Company Complaining About:** AT&T

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## **Description**

I've been with AT&T for a few good years and from bad customer service to some of the worst ever. Any time you call for a problem with their service you always get the run around until you get frustrated from holding on line by passing you to the " right person " for 30 plus minutes and nothing gets resolved. I was promised internet service 18 Mbps and was getting close to that for the first month but after it would drop as low to .89 Mbps. Called and explain my problem that I'm paying for 18 and not getting even close to what I was promised. Every time they would send a technician to check the problem and would work fine for couple days than back to under 9 Mbps or way less. Just today 11/4/2015 a technician came to "fix it" again and same thing he said is somewhere in line and will put an order to get it fixed while I'm still paying for full Internet price because I'm locked in until February 2016. Please do something so other people like me don't get hooked and sign a 12 or 24 month by phone , promises that they can't deliver and get penalized if you want to cancel their services.

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**Ticket: # 636306 - Comcast Data Capping**

**Date:** 11/5/2015 12:32:20 AM

**City/State/Zip:** Eugene, Oregon 97403

**Company Complaining About:** Comcast

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## **Description**

Comcast has announced that they are expanding their capping of data (to 300gb) on December 1st. Talking head David Cohen has said that they plan to cap the entire US market within 5 years. This action is a disgusting and unnecessary overstep in the power of a single corporation, especially one with such overarching power and almost complete monopoly of internet provider-ship in many areas.

The cap is set just low enough to punish streaming. Comcast owns NBCUniversal and Xfinity cable. The size of the cap is a blatant measure to retain customers for a failing industry, cable, thereby selling advertising on the networks they own. I'm a light streamer, maybe 2episodes a day, and I've already gone over my monthly cap by 150gb.

Comcast is trying to assign a price to a service as if it were a tangible good. Data is not something that can be "used up". There's no reason to limit usage, aside from the limiter profiting, off of nothing, 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. It should not be allowable to punish your customers because you are unwilling to improve the infrastructure that your business is based upon.

It's possible to call Comcast's retention department and complain enough to have the \$30 "unlimited" upcharge removed, though it may take several attempts. If customer service agents are capable of removing the upcharge, clearly the charge isn't really necessary to begin with.

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**Ticket: # 636326 - Unreasonable restrictions****Date:** 11/5/2015 12:47:36 AM**City/State/Zip:** Wyoming, Michigan 49509**Company Complaining About:** Comcast

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**Description**

It's no secret to most people that there is very little selection when it comes to choosing an internet service provider in the United States, especially in certain areas of the states. The companies that have the most power in this industry bring to mind, on occasion, the term "monopoly". I've never complained about the service provided before, no matter if there were issues.

However, it has come to my attention that Comcast plans to institute a policy by which they will place a cap on the data an internet plan allows in many areas of the United States, and charge an extra 35.00\$ to remove the cap. This is textbook price gouging, and it is completely unreasonable. In the old american business model, if you received poor service from a company, you would simply take your business elsewhere for any future service. Comcast and Time Warner's large control of this market makes this idea completely non-viable. I implore the FCC to investigate this matter, and do something about it before they institute this absurd plan change in a large share of their markets as is planned on December 1st.

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**Ticket: # 636505 - I used the wrong email :(**

**Date:** 11/5/2015 5:43:41 AM

**City/State/Zip:** Dayton, Ohio 45403

**Company Complaining About:** Time Warner

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## **Description**

I sent you a complaint earlier but instead of using (b) (6), I accidentally typed yahoo.com

Now I'm afraid they'll get my information, whoever has that email.

I'm HOPING you can stop that email and deal with me on my actual email. I feel so stupid.

My complaint was about Time Warner Cable and Level 3 communications.

They are in a business dispute, and level 3 is unlawfully throttling my signal because of it.

TWC tells me so. I talked to a top level technician. They said that they couldn't do anything, that level 3 was demanding more money and that it would be up to me to fix it.

My parents pay 200+ dollars a month for the service so I can game. I was born with a genetic heart condition, and it's all I have. It shouldn't be up to me or any consumer to fix this problem.

MANY others are having it. Google 'lag spikes' and set the search to within the last month. You'll see all the complaints.

You're my only real chance at getting this situation fixed.

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**Ticket: # 638308 - LITESTREAM CONTINUAL OUTAGES**

**Date:** 11/5/2015 5:19:29 PM

**City/State/Zip:** Saint Augustine, Florida 32092

**Company Complaining About:** Litestream Holdings

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### **Description**

Continual outages on a weekly basis. Paying for services that are not reliable.  
Loss of service impacts job and school.

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[Ticket: # 637481 - Century Link](#)

**Date:** 11/5/2015 2:04:29 PM

**City/State/Zip:** St Paul, Minnesota 55116

**Company Complaining About:** Centurylink

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### **Description**

Century Link blocked the GPS signal on my Network Extender. When Verizon techies reached out to Century Link they refused to resolve the situation. When I canceled Century Link they said I had a contract and will charge me \$200. I never signed a contract and if they had been more cooperative I would not have had to cancel service. HELP

---

**Ticket: # 639861 - Extreme data caps.**

**Date:** 11/6/2015 1:14:03 AM

**City/State/Zip:** West Brownsville, Pennsylvania 15417-(b)

**Company Complaining About:** Armstrong One Wire

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## **Description**

My internet provider has the most stringent data caps of any provider I have ever used. They by default only include 200GB of monthly data where even notoriously bad providers such as Comcast provide at least 300GB. Based on their service pricing, the cap is solely to get customer to purchase other of their services. Right now, I pay \$44.95 per month for a 3mb up/30mb down connection. If I go over the 200GB I am charged \$10 for an additional 50GB of data. In my approximately 18 months with them, I've not had a single month where I've not gone over. Most months I'm charged an extra \$20 for 100GB but \$30 for 150GB have happened a couple times. Additionally, they have charged the \$10 for a block of 50GB within three hours of my monthly cap resetting, knowing that it would be impossible for me to use the additional data they charged for.

There are only three ways to increase the monthly data cap, a more expensive internet plan, purchasing television and/or phone service with them, or prepurchase additional monthly data a slim discount. To be upgraded to 400GB monthly, I would have to go from my \$44.95 plan to at least their \$89.95 plan almost exactly double the cost. It's actually slightly more money than either pre-purchasing additional data or just going over normally. It would give more connection speed, but realistically 30Mbit meets my needs.

The other option would be to add TV and/or Phone. Each additional service you add increases the monthly data by 50GB. So 250GB with one, and 300GB with two. If I add the cheapest TV plan, it would be an additional \$72.45 monthly, and that's only a six month deal, it would go up after that, and the amount it would go up is not readily accessible from their site. However, either way a ton more than the at most \$10 for an addition 50GB, and I have zero use for a cable TV plan as I do not even own a TV. Phone service is \$29.95 monthly and they do not appear to offer any discount bundles including it. So only about triple what getting an additional 50GB by itself costs. Again completely a waste for me as I only use my cell phone. And to get both for together for all three is almost \$105 extra over what a pay now making it by far the most expensive option.

Other than this, I have no complaints about their service, I get the advertised speed, no issues with latency, and infrequent down time. Particularly the lack of speed issues points out the lie that the data caps are there to ease network congestion. It's purely a cash grab. In my specific case, their excessively low data cap has gotten them in the neighborhood of an extra \$400 above my subscription plans costs over the course of 18 months. Data caps that are EXCEEDINGLY difficult to locate on their site, and no where to be found in the sales information for their internet plans. To find concrete numbers on their data caps, you have to Google search for them and dig through a very large PDF file.

To add a cherry to the top of the whole thing, in response to your recent change to the broadband definition, they increased the speeds of all plans in some cases doubling them. Further giving lie to the network congestion claims, and making it even easier to use up your monthly data even quicker. It's definitely a cash grab aimed at cord cutters. I don't see how anyone who uses streaming services

such as Netflix could use their services without either severely restricting the number of shows watched, or turning down stream quality, without using up even more data than I do.

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**Ticket: # 639887 - Comcast data caps**

**Date:** 11/6/2015 1:31:26 AM

**City/State/Zip:** Nashville, Tennessee 37115

**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) [REDACTED]

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[Ticket: # 640168 - internet service and new cap on data usage by Comcast](#)

**Date:** 11/6/2015 9:28:01 AM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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### **Description**

Comcast adding a \$35. fee for unlimited data, a cap of 300 sans the extra fee. We are constantly being cut off and having to reboot to get back to internet service; especially on peak hours.

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**Ticket: # 640301 - COMCAST/INTERNET PROVIDER "DATA ALLOWANCES"**

**Date:** 11/6/2015 10:18:03 AM

**City/State/Zip:** Arlington, Virginia 22201

**Company Complaining About:** Comcast

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## **Description**

I think that the implementation of "Data allowances" for subscribers of internet services (read: data caps) by bundled cable-and-internet providers is a blatant manipulation of already cost-minimizing economies (monopolies?) of scale in an effort to throttle usage of internet services over traditional cable TV, which is overpriced and outdated as is. Please help limit this abusive practice.

I signed up for unlimited high speed internet, not high speed internet up to an arbitrary cap then slower rates afterwards. Please help me get out of this contract if possible.

PLEASE READ COMCAST DOCUMENTATION ON THESE "NOT 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/)

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**Ticket: # 655134 - Continued text spamming after STOP command**

**Date:** 11/13/2015 4:27:45 PM

**City/State/Zip:** Coppell, Texas 75019

**Company Complaining About:** Sprint

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### **Description**

sports betting texts from ESGroup LLC originating from phone number 862-400-8976 11/9 3:11PM (Stop sent), 11/11 11:38PM (Stop Sent), 11/12 2:44PM (STOP sent), 11/13 2:16PM (Stop sent) No prior sign up or request to receive their texts and unable to unsubscribe.

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**Ticket: # 641572 - COMCAST**

**Date:** 11/6/2015 3:52:06 PM

**City/State/Zip:** Ocean City, Maryland 21842

**Company Complaining About:** Comcast

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### **Description**

At night after from 12am to aprox 5am my household regularly experiences disconnections of our internet for intermittent periods of time. I have asked them several times to fix this because I suspect they are throttling our data at night, believing that we are asleep and will not notice.

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**Ticket: # 641732 - internet outages and slow wifi speeds**

**Date:** 11/6/2015 4:28:14 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19142

**Company Complaining About:** Comcast

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## **Description**

This is a follow up of complaint # 525534. I never received the response from the company as promised. I just called the FCC to obtain a copy of the response . The technician did come out to replace cable line and I did speak to Ms. Summers. However, after monitoring my connection in the days after, I became aware that the outages were still occurring. I reached out to Ms. Summers (10/08/15) via voicemail and email to report my ongoing issue with no response from her. I then called Jermel Langley (Technical Operations Supervisor) to report my findings. He sent techs to my home only to discover the levels in the tap were too high and were never adjusted properly when cable line was replaced. He then told me he was informed that maintenance techs were sent to adjust the levels. I was still having outages. I then called him asking him to send techs to my home to confirm that the taps were indeed adjusted. I am waiting to hear if they were.

All I want is for Comcast to send competent technicians out to fix my outage problem! This has gone on entirely too long. Trying to get this issue fixed by Comcast has been a FULL-TIME job! PLEASE HELP!

---

**Ticket: # 672660 - AT&T wanting access to my yard**

**Date:** 11/23/2015 3:16:28 PM

**City/State/Zip:** Sugar Land, Texas 77479

**Company Complaining About:** AT&T

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## **Description**

I filed a complaint on 1/19/13 against AT&T because they continue to charge very high rates for their cellular service when their coverage is terrible in my Master Planned Community of over 4400 homes. They know that the coverage is terrible in my neighborhood because they are able to pull up how many Microcells are in each home. These Microcells are "supposed" to improve the coverage. Some neighbors have purchased these on their own, others were given them "free" from AT&T to hopefully improve cellular service. My problem now is that AT&T is currently spending a LOT of money to "enhance and improve" their Internet in our neighborhood. They are digging up holes all over our neighborhood, making a mess, not putting it back like it was before, installing these hideous, LOW wires throughout the neighborhood crossing streets, yards, etc. and my neighborhood is in an uproar over this. We pay way TOO much in property taxes and HOA dues for this greedy company to come in trying to get MORE money out of us, not even trying to improve their cellular coverage. PLEASE!!!! CAN SOMEONE PLEASE investigate this??? They painted part of my yard orange on Friday, and hung an AT&T door hanger on my front door to let me know that they will be "enhancing and improving" the internet in our area. I DO NOT WANT THEM AS MY INTERNET PROVIDER!!!! How about they IMPROVE the Cellular Service before ripping up our yards and hanging hazardous lines across our yards!! They did not leave anyone's name or number NOR did they give a date when they were expected to be in my yard. AT&T is NOT A UTILITY COMPANY, and there DO NOT have my permission to step foot in my back yard. I have two dogs which I WILL NOT keep inside my home to accommodate AT&T, so that they can rip up my back yard to leave me with a mess to deal with. HELL NO!!!! PLEASE, PLEASE, PLEASE look into this matter! If we need to get an attorney for a class action suit, then please advise. I am FAR from the only person in my neighborhood complaining.

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[Ticket: # 641918 - poor service from comcast](#)

**Date:** 11/6/2015 5:30:06 PM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** Comcast

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## **Description**

Our internet service does not work. We can not get help from Comcast

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**Ticket: # 642332 - AOL IS NOT ALLOWING ME A PASSWORD**

**Date:** 11/6/2015 8:19:15 PM

**City/State/Zip:** Erie, Pennsylvania 16508

**Company Complaining About:** America On Line

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**Description**

I HAD TROUBLE WITH MY COMPUTER OVER THE WEEKEND. IT WAS CORRECTED I HAVE TWO EMAIL ADDRESSES ... THE MAIN ONE IS (b) (6) THE SECONDARY ONE IS (b) (6)

I HAVE SAT UP MY PASS WORD ON (b) (6). NO PROBLEM.

I HAVE CALLED AT LEAST 4 TIMES TO AOL TO GET A TEMP PASS WORD FOR THE (b) (6) I WAS TOLD MY ID DOES MATCH THEIR INFORMATION.. I GAVE THEM MY NAME AND MY BROTHER'S HIS NAME COULD BE ON THE ACCOUNT.. DO NOT REMEMBER WHO IS... PROBLEM IS

BEING IN INDIA YOU CAN NOT UNDERSTAND THEM TO START WITH.

I GAVE THEM MY NAME MY ADDRESS AND USER NAME AND WAS TOLD I WAS IT WAS NOT THE PROPER ONE.. I FINALLY BEGAN TO USE THEIR CHAT ROOM ONE.. THEY REQUESTED MY MOTHER'S MAIDEN NAME I GAVE IT TO THEM NUMEROUS TIMES.. THEY GAVE ME A TEMP PASS WORD AND I USED

IT TO SET UP A PASSWORD FOR (b) (6) TO HAVE IT ONLY DISAPPEAR IN ABOUT THREE HOURS...

THIS HAS HAPPEN TWICE... I FINALLY FOUND THE SITE TO VERIFY INFORMATION ON MYSELF.. ENTERED MY NAME BIRTHDAY AND ZIP CODE ONLY TO FIND " I AM NOT THE RIGHT PERSON"

COME ON. I AM A SENIOR CITIZEN WITH CARDIAC PROBLEMS I DO NOT NEED THIS STRESS.

WELL AGAIN TONIGHT I TRIED I WAS TREATED RUDELY. AND GIVEN A NONE WORKING TEMP PASS WORD... (b) (6) WHAT DO THEY THINK I AM A IDIOT.. ENOUGH IS ENOUGH. I WANT (b) (6) PASS WORD ASAP

I AM CONSIDERING GOING TO ANOTHER COMPANY ... I SHOULD NOT BE TREAT WITH THE DISRESPECT I HAVE..

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[Ticket: # 642473 - TWC Service](#)

**Date:** 11/6/2015 10:01:37 PM

**City/State/Zip:** Summerville, South Carolina 29485

**Company Complaining About:** Time Warner

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## **Description**

TWC continues to not address issues within our neighborhood despite multiple complaints from homeowners in the area. TWC routinely states that the service is not interrupted and does not issue refunds to the homeowners. Please investigate the issue and insure that service is restored.

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[Ticket: # 642638 - Ping is too high](#)

**Date:** 11/7/2015 1:33:18 AM

**City/State/Zip:** Lincoln, Nebraska 68520

**Company Complaining About:** Time Warner

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## **Description**

The ping between my friend group and I is too high for gaming. Additionally, ping to gaming servers is too high in general. There should not be 120 ping to someone living only a couple miles from me. Especially since my friend in an area with a different ISP only a few miles away can get 7 ping to game servers in different states.

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**Ticket: # 642743 - Comcast website & email password**

**Date:** 11/7/2015 8:00:18 AM

**City/State/Zip:** Beverly, Massachusetts 01915

**Company Complaining About:** Comcast

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## **Description**

Good morning,

I'm writing because the password I use to access my online Comcast account and Comcast email account keeps being locked. I've had to ask Comcast to reset it at least six times since August. They at first tell me that it happens because I've entered the password incorrectly, but I know I never have. I use email apps to access the email account, and the password is saved in those apps. I have the password also saved in the browser I use to access my online Comcast customer account, so I know I'm not entering it there incorrectly either.

I've asked Comcast at least four times to please investigate the issue, and they always assure me they will. But my password keeps being locked for no reason I can discover. Could you please ask them to figure out what is going on? It's very inconvenient to keep asking them to unlock it, I sometimes can't access my email or customer account for a few days until I have time to go through the unlocking process.

Thank you so much,

**(b) (6)**

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**Ticket: # 643026 - phone and internet tampering**

**Date:** 11/7/2015 12:06:37 PM

**City/State/Zip:** Chicago, Illinois 60643

**Company Complaining About:** AT&T

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## **Description**

since 2014. I noticed interference on my tv .. I can no longer get channel 2 I then noticed that my phone which is connected to my computer started giving me messages, telling me they were going to connecting my call anthat they sill were trying an finally they could not connect! when I complained to vonage the company I was with ,said it was for their rural customers who couldn't tell if they were being connected, but this happened when I tried to get help attorney general, att,even my government phone.finally I called vonage and told them I wanted to cancel.they had the manager to get on the phone and beg me not to cancel ,that he would get the ip guys to figure it out,they also offered me a month free ,I declined Joe the manager an frank the technician. howerve frank asked me questions like who was my internet service was it att or infinitydsl or u verse . on aug the 29 I unplug all equipment from my house and char ged me another month sept, an did not release the service until oct 2015 after I told them I had got rid of their equiptment a month ago. I wrote a complaint to attorney gen, concerning the matter never heard a word. after that they turned off my cell phone and took my minutes away.i theni purchased my own cell phone , again they got a hold of it and have been spying on me, getting imfo on me . that includes my bank my doctor my personal complete indentiy stuff I tried to warn the bank and my family and my doctors.i don't know when they are going to take over .I went to the local police they ignored me and said I was giving them grief.this is my fourth time trying to contac you they block phone calls and everyone I call they contac and say things against me

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**Ticket: # 643101 - Perpetual internet outage**

**Date:** 11/7/2015 12:53:39 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

Comcast Internet service turns off at random times over 10 chat sessions and 2 service calls and issue still not resolved . No offer of bill adjustment and next service call 3 days out . My service area is Charleston SC my choices for internet are Comcast and ATT other providers are in the surrounding area but not available here ? If you could elevate my complaint to the Comcast department that makes things happen that would be very helpful. On a positive note when my service works it's great and at a fair price . In closing the frustration trying to get this problem fixed the limited choices of internet providers even though there available in surrounding areas and my down time from the Internet has prompted this complaint .Thanks (b) (6)

---

**Ticket: # 643238 - Comcast Internet Technicians a no show for three days.**

**Date:** 11/7/2015 2:01:49 PM

**City/State/Zip:** Martinsville, Virginia 24112

**Company Complaining About:** Comcast

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## **Description**

Three days ago a Comcast technician was across the street doing something to the pole. Our internet worked fine before he arrived. When he left our internet didn't work at all. We noticed three wires hanging loose from the pole he was at. We called to get someone out here to fix it. The first day they said someone would be out within an hour. Nothing. The second day they said someone would be out between 8-11am. Nothing. The third day they said the order was put in by a supervisor and a technician would absolutely be here between 9-12. Nothing again. Not only are they lying, they are leaving loose hanging wires from a pole that the first lady i spoke with told me that was clearly a safety issue. There was no need for this guy to come out in the first place and mess with our internet that was working completely fine and leave it completely unusable.

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**Ticket: # 643804 - Internet Connection**

**Date:** 11/7/2015 9:03:37 PM

**City/State/Zip:** Swartz Creek, Michigan 48473

**Company Complaining About:** Comcast

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## **Description**

I provide Closed Captions from home for my profession. I have had progressively worsening internet connection service from home. Comcast/Xfinity agents are not helpful to resolve these issues. I am paying almost \$90 fir 75 MBPS. I am not receiving the service I am paying for. And am in jeopardy of losing my job. I support myself and four children with this job. The service I provide is extremely important for the deaf and hard of hearing community and I am honored to be able to help and serve them. I am unable to do this with the quality of service I am receiving from Comcast/Xfinity, and do not have the option of another internet cable provider.

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**Ticket: # 644342 - Windstream Business Customer**

**Date:** 11/8/2015 3:48:49 PM

**City/State/Zip:** Dawsonville, Georgia 30534

**Company Complaining About:** Windstream Communications

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**Description**

I am a business customer and my services (phone and Internet) have been out since Thursday at 11pm. After calling 8-10 times, I was finally offered a tech to come out to fix my service today 11-8. The catch is that I will have to pay for the tech to roll because it is an on call basis. I have many issues with this.

- 1) I don't get the upload speed I pay for. I am paying for 1Mbps and I get 760kbps
- 2) I am NOT paying for something that is out of my control.
- 3) When I signed up for business, I was told it was guaranteed to be up 99% of the time and Windstream has failed miserably because it takes them 3-4 days to fix my service on average.
- 4) I have been promised call backs and updates, all of which were not delivered as promised.

I am requesting this be investigated very aggressively because Windstream is the worst ISP I have ever dealt with and I am aware that our Georgia 9th district congressman has already requested that Windstream be investigated in a letter directly to the chairman of the FCC. We, as customers, are sick and tired of this and it has to be stopped. We are treated like robots, not humans.

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**Ticket: # 644532 - Data Caps**

**Date:** 11/8/2015 7:38:26 PM

**City/State/Zip:** Poteet, Texas 78065

**Company Complaining About:** Hughes Net

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## **Description**

My internet service provider is limiting access to other paid services accessed through the internet. My ISP is Hughes Net, but just about every ISP has instituted data caps. The way I see it is if we're using the analogy of 'the cloud' to describe the internet then the ISPs are metering the 'rain' we receive. We the People realize now these limitations have nothing to do with internet congestion. Data caps are nothing more than a money grab and an attempt to monopolize all TV entertainment. There is one question which I demand an answer: What right gives pay TV and ISPs to interfere and limit access to other businesses. They did not create the data, they do not own it. Is the FCC going to do ANYTHING to protect the People? One more way to look at this issue. When I bought my car, I bought 'access' to the roads and highways of this country. I'm not paying General Motors for gas used or miles driven.

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Ticket: # 644986 - Unsubscribed, but I still get emails. Called over the phone, did not go over so well.

**Date:** 11/9/2015 10:55:10 AM

**City/State/Zip:** Monroe, North Carolina 28110 (b) (6)

**Company Complaining About:** Time Warner

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## Description

I unsubscribed from this dental office. I told them over the phone that I would no longer be a patient of theirs. I guess it did not go over so well with them. I just got an email from them, even though I've unsubscribed. I think that if I tap the unsubscribe button again, all they'll do is send me another one.

If I get a call, please do it at my home phone number first: (b) (6)

If I do not answer, leave a message with (b) (6) or my answering machine. Then proceed to dial me on my cell phone number, listed in the box below.

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Ticket: # 649418 - getting ripped off by global tel links the incoming phone calls for inmates to call their loved ones while in prison

**Date:** 11/10/2015 9:25:35 PM

**City/State/Zip:** Tecumseh, Oklahoma 74873

**Company Complaining About:** Global Tel Links

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### **Description**

getting ripped off by the phone company global tel links

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**Ticket: # 645164 - Comcast's blocking of HBO Go on PS4**

**Date:** 11/9/2015 12:01:59 PM

**City/State/Zip:** Winchester, Massachusetts 01890

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer paying for an HBO subscription. Due to Comcast's "business decision" to block HBO Go on the PS4 I am unable to watch a subscription service I pay for on my most used device. Comcast's reluctance to allow its customers to stream a paid service seems to violate set net neutrality laws.

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[Ticket: # 645339 - internet reception failing](#)

**Date:** 11/9/2015 12:50:25 PM

**City/State/Zip:** Hialeah, Florida 33017

**Company Complaining About:** Comcast

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## **Description**

Hello, Good Day. There is only one internet carrier where I live. Comcast Xfinity has given me terrible service since the day I signed up for service on 1/03/15. Their connection service fee was wrong, The package they gave me was wrong. And most importantly my internet service keeps logging off consistently. I have called and complained so many times. Internet service is the only form of entertainment I have for my young children to watch cartoons and Netflix. My girlfriend recently got service with Comcast and is also having terrible service and problems with company policies. Most of my friends and family that have Comcast also feel they would never sign up again. Can someone please regulate this company to make them actually give what they offer. Thank you

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[Ticket: # 645883 - Constant wire issues](#)

**Date:** 11/9/2015 3:25:03 PM

**City/State/Zip:** Houston, Texas 77055

**Company Complaining About:** Comcast

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## **Description**

Wires at the tap have come loose and have some destruction to them, have filed issue with comcast, they have neglected to come out after more than one appointment has been set. They can no longer give me a straight answer when they will come back out and fix the issue because it causes our internet to not work 95% of the time

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[Ticket: # 646270 - Verizon continuously downloading hundreds of old email's as unread](#)

**Date:** 11/9/2015 5:12:31 PM

**City/State/Zip:** Sarasota, Florida 34238

**Company Complaining About:** Verizon

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## Description

Over the weekend someone at Verizon downloaded hundreds of old emails as unread. After I corrected the problem on Sunday, the emails were again downloaded on two additional occasions.

Please find who and why?

(b) (6)



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[Ticket: # 646087 - Broadband ISP dropping connection](#)

**Date:** 11/9/2015 4:16:25 PM

**City/State/Zip:** Wilbraham, Massachusetts 01095

**Company Complaining About:** Charter

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## **Description**

Over past 2 years, despite numerable complaints to Charter Communications my ISP, my broadband connection is unreliable. The connection drops frequently when utilized under normal conditions, i.e. remotely connecting via VPN to my work computer or streaming multimedia content. I have wired connections with CAT e5 to rule out any issue stemming from a wireless router. All cables from street to the house have been replaced by the ISP. This has been to no avail. Charter is the only available broadband ISP provider in my town Wilbraham, MA 01095. Charter continually falls far short of providing the contracted service for which I pay. I have upgraded to their more expensive 60 Mbps package and have fared no better in terms of service dropping/not consistent signal.

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**Ticket: # 647383 - COMCAST INTERNET ARRANGED FOR BY MY MOTHER AT A TEMPORARY RESIDENCE**

**Date:** 11/10/2015 7:23:32 AM

**City/State/Zip:** Dearborn, Michigan 48126

**Company Complaining About:** Comcast

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**Description**

(b) (6) LOW RENTED AN APARTMENT AT (b) (6) AND ARRANGED FOR COMCAST INTERNET SERVICE THAT WAS ALREADY SUPPOSED TO BE INCLUDED WITH THE RENT. MY ACCOUNTS GOT HACKED DURING THAT TIME AND SHE ARRANGE FOR A (b) (6) TO TAKE ME TO A SPRINT STORE AND I PAID A BILL OUT OF KINDNESS FOR HIS NIECE BUT MY WIRELESS PROVIDER GOT SWITCHED WHEN I WAS ALREADY USING TMOBILE AT A STORE IN TAYLOR MI. ONLY TODAY DID I NOTICE A WHOLE BUNCH OF ODDITIES IN MY CREDIT FILE INCLUDING A MORTGAGE COLLECTION THAT I NEVER HAD.

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[Ticket: # 647632 - No service](#)

**Date:** 11/10/2015 11:18:42 AM

**City/State/Zip:** Commerce, Georgia 30529

**Company Complaining About:** Windstream Communications

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### **Description**

This is the third time in a month that I have been without service this month and windstream is saying it will be nov 16th before they can send a technician. That's one week and my son is online schooled and my business requires the internet. This and they still want me to pay the entire bill.

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[Ticket: # 647678 - throttling](#)

**Date:** 11/10/2015 11:49:16 AM

**City/State/Zip:** Missoula, Montana 59801

**Company Complaining About:** Charter

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## **Description**

Every single night my internet connection goes from +30mbs to -10mbs. Every single night.

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**Ticket: # 647738 - Comcast Internet**

**Date:** 11/10/2015 12:09:54 PM

**City/State/Zip:** Houston, Texas 77070

**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: # 651031 - Frequent and Intermittant Loss of Internet Connection from Comcast June-Nov. 2015**

**Date:** 11/11/2015 7:12:23 PM

**City/State/Zip:** Tracys Landing, Maryland 20779

**Company Complaining About:** Comcast

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## **Description**

While I selected our Internet issue as "Interference", the categories of "Equipment" and "Availability" would also pertain. As would "Billing" since we have been paying a premium price for poor service. The time frame we are discussing is from June 2015 to the present. Our current problems seem to be unrelated to my formal FCC complaint in March 2015 as that issue was resolved shortly after your involvement.

We have had continual service interruptions with our service from Comcast since early June 2015. For the most part these interruptions are both frequent and intermittent. We have contacted Comcast's customer service by phone many times since then but they have not been able to resolve the problem. Comcast technical service representatives have visited our home many times but they have not been able to resolve the problems. Comcast Maintenance techs have been sent to our area to monitor and try to determine the source of our problem, and while they have repaired what they could find, our problem has not been resolved. Unfortunately we are now in November 2015 and I am not confident that we are any closer to our problem being resolved than we were in July 2015.

This is not just an annoyance, as when our internet isn't working our phones are not working. Since the problem is intermittent and unrelated to storms or power outages, we don't have a reliable way to even know that call attempts are being made. While we don't have daily medical or other emergencies we do sometimes have them. Last week my daughter had a medical emergency. She is a freshman at UCLA and we live here in Maryland. I needed to discuss things with her physician, make arrangements for temporary housing, and arrangements for friends of hers to bring her items, pick up prescriptions, etc... I was sitting next to our phone waiting for it to ring but it did not. I called back one person who said she had gotten a message saying that our phone was temporarily unavailable. Another person said his call had gone into some sort of voicemail which was not the answering machine in our house. When our internet came back up his message appeared, but several other people told me they simply got a message stating that we were unavailable. Our cell phone signal is fairly weak in our house, so our "land line" home and business phones are our primary phones when we are at home. We used to have our "land line" phone service through Verizon, but frequently after a storm we would have problems until they reset some sort of box. We have since switched to an internet phone provider. We are quite satisfied with this Ooma's services and believe that the problem has nothing to do with them. Ooma only works when we have an internet connection though.

The Comcast phone customer service representatives that we can reach state that they are not showing any problems for our area most of the time, despite that we have either no service or interrupted service. Sometimes they schedule an appointment for a technician, but in each case the technician has told us that the problem does not appear to be in our house.

On July 8, 2015 when we called in to discuss our outage, Comcast told us that they had a report that our modem had been stolen, so they deactivated our account. While we did return Comcast's modem that we had been renting on June 26, 2015 and installed a modem that Comcast's site lists as supported, we did not report the modem as stolen, we returned it. The phone representative then said he could not fix it and escalated the call to the next level. The Comcast person at the next level could not solve the issue either and said he would escalate it to the next level, along with an apology that it would take 24-72 hours for someone at that level to respond. We were never contacted by this person. We did not wait.

We contacted Comcast another time later on July 8, 2015 and this Comcast rep, Raz, told us that Comcast had experienced some sort of corruption in its database. He apologized and was able to reactivate it. It appeared to be working. Please see 070915 Comcast report attached.

We started experiencing connection problems shortly thereafter. Because our Modem was 5 years old, we replaced it with a brand new Motorola sb6141 on July 15, 2015. This modem is listed as compatible by Comcast. Unfortunately, we continued to have the same connection problems.

At Comcast's suggestion, on July 20, 2015, we picked up a rental Comcast Modem TC8305C from Prince Frederick. Due to another Comcast outage, the rental Comcast modem would not activate, so the Motorola SB6141 was reinstalled until we could attempt to use the rental Comcast modem.

On July 21, 2015, we again experience interruptions with our service. Comcast on line reported that there was an outage in our area and it was expected to be fixed by 4:00pm. Service was restored earlier than that but was intermittent again throughout the day. Comcast Customer Service was called at 4:45pm and Richie noted our concerns, reset our modem and set up a service appointment for July 22 between 9:30-11:00.

On July 22, at 10:36 Comcast's service rep called to say that his vehicle had broken down and he would need to reschedule for the following day. That was unacceptable. Service call was rescheduled for 2:30-4:30PM. Please see 072215 Comcast report attached.

Attached to this you will find nine pages of texts exchange with the technician Spencer that visited us on July 22nd (see Spencer-Comcast Text History) A paraphrased summary is as follows:

07/22/15 Spencer states they are aware of an ingress and problems with noise.

07/27/15 Spencer states that maintenance has found and corrected some small problems but believes something else is causing our intermittent problem.

08/02/15 Spencer states he is still checking into it and will let us know when maintenance responds to him. Apologizes for not responding to us.

08/04/15 Spencer states he spoke with maintenance tech, as well as emailed his supervisor and copied his supervisor's boss. After we tell him the whole neighborhood is out, he says he will try to call his supervisor. His supervisor apparently tells him that he has to talk to the maintenance supervisor. Spencer says he will send someone down the next day to troubleshoot. He also says that he will ask his boss if we can get some sort of credit as he is not sure what the holdup is.

08/05/15 Says maintenance should be working on it, he will keep us posted, if it isn't resolved he will escalate in hopes of getting corporate attention.

08/17/15 Spencer send the guy working on it a message. Later he says he will attempt to call the guy. He couldn't get a hold of that person in maintenance but one of the other guys said he would try to get down our way when he's on call for the evenings as the problem is worse in the evenings.

08/26/15 Spencer states that he has sent several emails to his supervisor and maintenance tech, but has not heard back from them. He will keep us posted when he does.

09/02/15 Spencer gives us a "make it right" card which has a special phone number and code so that we have a more direct route to corporate Comcast. He says he hopes it will draw a little more attention from his supervisor and maintenance supervisor. When we attempted to use the card, it said an "ER ticket could not be created because maintenance is already working on the problem and should have a resolution within 48 hours.

We continue to have problems between 09/02/15 and today. Please see Comcast 10-16\_11-4 and 2015-11-8 Comcast Logs.

After our inability to communicate with important parties during last week's emergency, we realized that we can't continue to just sort-of have service anymore.

We called Comcast and they made an appointment for a technician to come out on 11/10/2015. Comcast Lead Technician – Anthony Lanzaron came out

Actions:

- Measured
- o Signal strength – good at this time
- o Signal to Noise Ratio – good at th

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**Ticket: # 648633 - Internet Un-usable**

**Date:** 11/10/2015 4:25:16 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

I filed an FCC complaint about this internet issue before, and within a few hours Comcast had contacted me and arranged to resolve the issue, they sent a senior technician "Dewayne" from the 8590 W Tidwell Rd location in Houston. He resolved the issue in under 1 hour after I had been having the issue for over a year with multiple technician visits

After around 2 months, I am now having this problem again (over 50% packet loss) with the internet service being un-usable. I have been a customer for 2 years, and despite only having working internet for less than 6 months total of the 2 years and having this issue previously, I was transferred to level 1 tech support, where they proceeded to run through the basic troubleshooting steps with no real investigation of the problem. They said they would send someone out in 3 days time to look at the issue

So far this looks exactly like before, and I doubt this problem will ever get resolved unless I file another FCC Complaint, as I do not feel that Comcast is doing all it can to resolve the issue without the FCC getting involved

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**Ticket: # 649619 - Internet service**

**Date:** 11/11/2015 12:41:05 AM

**City/State/Zip:** Waverly, Nebraska 68462

**Company Complaining About:** Charter

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## **Description**

We have had internet problems at our house for the last 10 years. We have contacted Charter Communications and they tell us that we are online when in fact our internet goes off and on all time. I have 6 people in the household that constantly complain about it. I have also emailed the president of Charter and he told a lady to help but they said they see nothing wrong. The same problems happened with out tv so we shut it off two years ago although I had to keep internet because of my kids homework online

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**Ticket: # 649637 - Sorenson VRS service**

**Date:** 11/11/2015 1:38:32 AM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Sorenson Vrs And Zvrs Communications

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## **Description**

I write in not appreciated with Sorenson service included ntouch for VP TV and other all products because of employee rejected me received two items: Videophone Calls with the Large Button Videophone Remote Control and Activity Card (deaf expo issued), so I do not happy and do not satisfied with Sorenson VRS service. Employees - Josh and Jared both rejected me from Sorenson service. I need transferring my Sorenson VRS number (b) (6) moves to ZVRS account: (b) (6). I need a ZVRS MAX with touch screen and Firefly (I had ordered, it was a long-awaited) helping with me getting that I wanted. Please report to Washington, DC Attorney in most serious legal requests, please.

I file complaint against VRS providers refused offer me iPad Mini 4 or Air 3 with cell & WiFi report forward to U.S. Senators in serious matters about not appreciated with Deaf Communications Providers with Windows Phone, Android, and IOS devices. I required to all resolving problems with Large Button videophone Remote Control and iPad Air 3 (black). I required Male Employer works with (b) (6), please. Thank you for serious complaints report to Attorney requests in Washington, DC.

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**Ticket: # 649649 - Bad service**

**Date:** 11/11/2015 2:57:04 AM

**City/State/Zip:** Davenport, Florida 33837

**Company Complaining About:** Verizon

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## **Description**

Was told that after 3 years of connection drops that my line was finally repaired, i still have to call support to "rebuild" the connection or hard reset my verizon router at least weekly. I have been told by techs that the ADSL1 is insufficient for the advertised speeds/QOS given my distance from the CO. yet when i call to inquire about it im told that isnt the issue and all i need to do is keep hard resetting my verizon router myself or call to have it done via tech support. This isnt right. There's FIOS connected houses less than 1800ft from here and i cant get reliable dsl for more than a few days at a time.

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[Ticket: # 671286 - Bic Flex 5 commercial](#)

**Date:** 11/22/2015 5:23:23 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19136

**Company Complaining About:** Verizon

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## **Description**

This commercial plays when watching Rick and Morty episodes online at adultswim.com It is significantly louder than the programming as well as any other commercials playing with it

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**Ticket: # 650353 - Poss cloning I'd theft or harassment to exacerbate medical condition**

**Date:** 11/11/2015 2:48:55 PM

**City/State/Zip:** Lees Summit, Missouri 64063

**Company Complaining About:** Time Warner

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## **Description**

I have w friends as witnesses heard third party activity on my line. Accounts hacked, emails and Facebook,!screenshots sent to me from my own VZW account. Anonymous tip someone took "papers from my trash" w personal information. I am not receiving messages from friends and vice versa. Tried changing phone numbers and carriers continues virus protection added and still having problems

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**Ticket: # 650848 - I am CONSTANTLY being BLOCKED from posting over Facebook without REASON!**

**Date:** 11/11/2015 5:46:37 PM

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

**Company Complaining About:** Facebook(social Media Site)

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## **Description**

I am an AMERICAN citizen! My COMPLAINT is VALID and I want to know why this is happening to me, without JUST CAUSE! Since when are Americans SILENCED for expressing our opinions? I'm NOT spreading terrorism or endorsing any terrorism group. Neither am I cyber-bullying anyone over Facebook. Whenever I've tried contacting them to ask WHY I'm constantly being BLOCKED, I get NOWHERE! That is why I have brought my COMPLAINT directly to YOU!

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**Ticket: # 651259 - Citywide outages twice in four days.**

**Date:** 11/11/2015 9:27:54 PM

**City/State/Zip:** Cuyahoga Falls, Ohio 44221

**Company Complaining About:** Time Warner

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## **Description**

I've been having slight dips in Internet service/speed for the past two weeks. However on 11/8/15 all connection was lost. Upon contacting Time Warner I was informed that "6 or 7" others were reporting the same issue in my area but it was not deemed an "outage" so no immediate crews would be sent to fix the issue. After heading to bed it seems many more people called and it was escalated to an "outage". When I awoke my Internet was working as intended. I was contacted by TW and was informed that the issue had been resolved.

Move forward to today 11/11/15 and I have once again lost all Internet connection. Checking with others in my neighborhood I've confirmed it's out across the city once more. So they apparently didn't fix the issue. I'm also not able to get through to customer service so I'm assuming others are calling.

I understand no service is infallible but when you're informed that the problem has been dealt with and then 2 days later you lose all connection to entertainment during evening hours again it becomes a bit frustrating. I'm not entirely sure why I'm filing this but I wanted to have a record somewhere of this issue.

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**Ticket: # 652629 - Email Spam**

**Date:** 11/12/2015 3:59:44 PM

**City/State/Zip:** Lake Stevens, Washington 98258

**Company Complaining About:** University Of Washington Internet Service

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## **Description**

I keep receiving spam in inbox. They will not unsubscribe me and are generating new links for each unsubscribe page. Each one looks the same, but each time the email is different and so is the address. So if i unsubscribe or spam one, a new one is generated with new email and links, but giving me the same spam. Here is one of the links:

<http://charbroilpot.net/optdown.php?v=MjU3MjM0NjY=&u=MjgyNjU1Njc0&o=Nzg3Mw==>

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**Ticket: # 652681 - Ritter Communications**

**Date:** 11/12/2015 4:17:03 PM

**City/State/Zip:** Millington, Tennessee 38053

**Company Complaining About:** Ritter Communications

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## **Description**

I have phone & internet service with Ritter Communications, this is the only available service in the Millington area. On October 27th my internet service went down & knocked me offline, ( this happens every 2 to 3 months, I call Ritter & they put me back online.) This time after I called I could not print. I called Ritter support & they said the printer was my personal equipment & they could not help me, thinking the printer was fried, I bought a new one, but still could not print. I called HP support for help with the printer & their techs looked @ my PC & said I had no printer settings on my PC, (until I was knocked offline I printed fine.) The HP techs replaced my printer settings & installed my printer, this came with a charge of \$100.00 which I would not have had if I had not been knocked offline. Ritter refused to take responsibility for this problem. I don't like not having a choice of companies to do business with and the level of service provided by Ritter communications is sub-standard.

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[Ticket: # 653349 - Charter disconnected my homes connection](#)

**Date:** 11/12/2015 8:14:39 PM

**City/State/Zip:** Prattville, Alabama 36067

**Company Complaining About:** Charter

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## **Description**

A charter technician had disconnected our internet and was going to leave when i went out and confronted him about why our internet was down. The Technician said that he had found "noise" on our line and it needed to be checked. So he placed a trap on our connection so we would have to call them to come fix it. We have voip phones if these people had done this and an emergency had occurred our phones wouldn't have worked. He said this was standard procedure for charter techs. They break your connection you are paying for so they have a reason to come into your home under false pretenses instead of knocking on a door or calling a customer and asking to check interior coax lines

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[Ticket: # 655437 - Need your help in a complaint](#)

**Date:** 11/13/2015 6:11:20 PM

**City/State/Zip:** Kingston, New York 12401

**Company Complaining About:** Time Warner

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## **Description**

I was just interrupted in service by road runner service over my time on the internet. I honestly believe now that this is in retaliation for my prior complaints. They are causing interruptions in my service and I have had major issues with worms viruses sounds and intrusions. I have kept video and pictures in case things get out of hand and I believe it has. They have taken over my mouse and keyboard and have invaded my privacy constantly and have also changed my homepage on occasion. I would like to inform you that while paying for this service is what we do. Please police company and if you need any further assistance please email me. The next move they make I am already anticipating...thank you in advance....

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**Ticket: # 655925 - Internet Connection Issues**

**Date:** 11/14/2015 9:34:16 AM

**City/State/Zip:** Brick, New Jersey 08724

**Company Complaining About:** Comcast

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**Description**

Hello,

I have been experiencing intermittent packet loss/high latency with my xfinity internet connection for the last few weeks. I waited for it to clear up, but when it hadn't I began to contact Comcast about this issue. I've yet to be told what the problem is or when it will be fixed.

During one of my calls into tech support there was apparently a misunderstanding and a home visit was scheduled on Thursday 11/12/15. After receiving a call from the automated system to confirm the appointment the day before, I contacted customer service to tell them I didn't ask for a home visit that day as I would not be home. This call ended with me only asking to cancel the Thursday service call.

The next morning I received an email from Comcast which I have attached screen captures of. Someone had upgraded my service to a higher tier without my instruction or consent. I then contacted Comcast billing to have this action reversed and was told it would be. It is now 2 days later and I'm still receiving these added services as though nothing was done.

I'm beyond frustration at this point with the level of service that I am receiving. My internet service continues to not function properly and now I have to deal with billing issues because of someone else's questionable actions to my account. I would appreciate any assistance. I have also attached a graph showing the intermittent internet connection issue.

Thank you.

(b) (6)

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[Ticket: # 656026 - Comcast](#)

**Date:** 11/14/2015 11:54:36 AM

**City/State/Zip:** Greeley, Colorado 80634

**Company Complaining About:** Comcast

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## **Description**

I have had a Comcast email for years, I relocated as of Oct 31, 2015. When I discontinued service I was told I would have access to my email for 90 days. My email was shut off yesterday, 2 weeks later! I called Comcast and was told no 30 days, then another representative told me both previous representatives LIED to me and the only way to get access is to reinstate service. This can't be legal? Also it took me 3 phone calls to get my service stopped, and had various stories by each representative

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**Ticket: # 656755 - Economic Espionage I have been filing patents and my bundled services have suffered**

**Date:** 11/15/2015 12:19:51 AM

**City/State/Zip:** Lafayette Hill, Pennsylvania 19444

**Company Complaining About:** Verizon

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## **Description**

Since I have begun filing patents electronically with USPTO my internet and telephone service have lacked their former quality. I have had an increase in telemarketing calls and the internet has slowed. When I search for companies to sell my ideas to or especially search for suppliers and scientific papers, in general, the malware increases exponentially. That being said I was watching CNN coverage of the terrorist attacks in France, they criticized French Intelligence as compared to Germany's. I read an article that French use their intelligence agency mostly for economic espionage. During the Cold War the US and the Soviet Union tapped the under water international communication cables. Could they sabotage or access US corporations doing the same and their attacks merely be a distraction? Slowing employees down minute by minute would be valuable to the original authoritarians, criminals. Anyone who creates even a quasi state becomes wealthy.

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**Ticket: # 656931 - Continuous Service Interruptions**

**Date:** 11/15/2015 11:56:56 AM

**City/State/Zip:** Sebring, Florida 33872

**Company Complaining About:** Centurylink

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**Description**

I have called Centurylink NUMEROUS times, spoke to numerous technicians, had technicians come out to my home to fix the problem. But because the problem is intermittent, it is NEVER resolved. They continue to send me the same equipment that does not work an they continue to take my money for unreliable service. I feel like I have no recourse because I cannot get Comcast on my street...so Centurylink has the monopoly and they don't care about how horrible their service is. I know that I'm not alone in this area that is having problems with Centurylink.

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[Ticket: # 656944 - Century link internet](#)

**Date:** 11/15/2015 12:20:09 PM

**City/State/Zip:** Sebring, Florida 33875

**Company Complaining About:** Centurylink

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## **Description**

I live in Highlands county and have century link as my internet provider. Horrible internet service!!

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**Ticket: # 657412 - Xfinity Comcast poor service 8 months****Date:** 11/15/2015 11:39:43 PM**City/State/Zip:** Miami Springs, Florida 33166**Company Complaining About:** Comcast

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**Description**

I have had unreliable Internet service from Comcast since May, 2015. Since 2011 I've suffered regular outages every time it rains, and have been told the problem is not on my premises by multiple techs. I have requested over a dozen service calls since May, and in that effort have waited for no-show techs three times, endured lies, including false names to contact, had techs sent 2500 miles away, had techs lie that they ran tests when they never exited their vehicle, had techs show up for unscheduled appointments that I was charged then refunded for. I've been told the node was oversold and it would take a year to fix, that my line to the street had to be replaced (it was, made no difference), that the attenuation was off, no fix. I was told a local node was vandalized and repaired, and had 100% perfect service for 4 days, which then failed and has been down for 5 days. My internet utility is unusable. I do not have a comparable alternative in my area. I've been told by many techs that there is unusual line noise in my neighborhood. One tech told me they were installing a jumper and reprogramming my modem as a temporary fix for the node issue while awaiting the "split"... Only to find out a few days later that the tech was just lying and there was no record of the promise. I've had three tier two tickets which failed to resolve the issues. I literally have spent hours on the phone with them in a futile effort to resolve my problems. It's disgusting. Can you do anything to help? I just want the simple 16/4 service that I contracted for. It's doesn't seem much to ask.

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[Ticket: # 657905 - Verizon](#)

**Date:** 11/16/2015 12:36:34 PM

**City/State/Zip:** New York, New York 10030

**Company Complaining About:** Verizon

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## **Description**

Fax Ticket Ready For Data Entry

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**Ticket: # 658696 - Intermittent Slow Internet Speeds. Speeds not given for whats paid.**

**Date:** 11/16/2015 4:21:01 PM

**City/State/Zip:** Belle Vernon, Pennsylvania 15012

**Company Complaining About:** Comcast

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## **Description**

Hello, I am a Comcast Customer in the Mon Valley (South Pittsburgh region). Starting in mid September, I noticed the speed of my internet, would frequently crash for periods at a time. Sometimes making the connection essentially browser only, I would be unable to stream, play games, or basically do anything besides browse the internet (very slowly). Since then I have had over 10 tech visits. The problem is "noise and ingress" on my lines and that there are issues with the "node". Comcast has shown me the bad signals on their phones, have promised me to fix it several times, have promised me phone calls from maintenance workers/supervisors that do not come. They have told me that their cable infrastructure in my area is bad, but that they (comcast) "wont spend 5k to fix it". This issue has lasted for two months and I still do not receive the service I pay for. (160 per month). Their customer support is non-existent, it amounts of to a woman in the Philippines with a fake American name who will just schedule you a tech visit and can hardly speak English. Verizon Fios, Google or any other Cable Company is not an option where I live. Comcast is the only high speed internet provider in the area. I have no other options. Help me FFC, you're my only hope.

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[Ticket: # 659164 - poor customer service](#)

**Date:** 11/16/2015 6:40:17 PM

**City/State/Zip:** Wellington, Florida 33414

**Company Complaining About:** Comcast

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### **Description**

Comcast Cable has the worst customer service. Still do not have the appropriate service- Was continuously disconnected, left on hold for extended periods of time and issues not resolved, Will not return phone call as requested. I even called BACK to request to speak with a supervisor and STILL left on hold

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**Ticket: # 659031 - No internet for five days**

**Date:** 11/16/2015 5:59:53 PM

**City/State/Zip:** Fort Lauderdale, Florida 33311

**Company Complaining About:** Comcast

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## **Description**

We don't have internet for 5 days

No one at Comcast giving us any information why

Comcast acc num (b) (6)

(b) (6)

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**Ticket: # 659532 - Re: Americable Internet Fair Usage Policy**

**Date:** 11/16/2015 9:14:51 PM

**City/State/Zip:** Fpo, California 96310-(b) [REDACTED]

**Company Complaining About:** Americable

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**Description**

My japanese cell number is (b) (6) [REDACTED]

(b) (6) [REDACTED] Jun 19 08:53 pm

Americable in Japan, will now start enforcing their Fair Use Policy. We as service members are being taken advantage of since they are the only internet provider for military bases in Japan. They have never enforced this policy as one of their customers since 2010. The internet is always dropping out and they are over charging us big time compare to internet providers in the us. We pay 87.05 dollars for gold package with boost. They're screwing us because a lot of us do not use their cable services because they charge 60 dollars for 40 channel. Americable needs to be stopped and have an investigation done on them. See below message from them:

June 17, 2015

Americable "Fair Use" Policy Revision Notice

When a subscriber signs up for Internet service with Americable, they sign an acknowledgement of our Usage (a.k.a. Fair Usage) Policy which contains the following monthly data limits and penalties for exceeding those limits:

**Bandwidth, Data Storage and Other Limitations of Service**

7. Subscriber acknowledges and agrees that Americable shall have the right to monitor subscriber's bandwidth consumption (i.e. aggregate volume of data that may be sent or received) at any time and on an on-going basis, and to limit excessive bandwidth consumption by subscriber (as determined by Americable) by any means available to Americable, including suspension or termination of internet service. Americable has determined that excessive bandwidth consumption is considered to be anything exceeding 200 Gigabytes per month of aggregate volume of data that has been sent or received by the customer.

8. Americable reserves the right to implement specific limits on the maximum amount of bandwidth consumption available to subscriber per month for the level of service subscribed to by the subscriber. Once such limits are implemented, if subscriber exceeds the bandwidth consumption limits assigned to the level of service for which subscriber has subscribed in any month, Americable has the right to limit bandwidth consumption by subscriber in excess of such level by any means available to Americable, including suspension of service, and/or to impose additional fees and charges on subscriber. The rate for excess consumption of bandwidth will be charged at the rate of @\$10.00 per Gigabyte above the allowable 200 Gigabyte per month service offering.

To synopsize the above, regardless of which internet package you subscribe to, the maximum allowable data (Upload & Download combined) is 200 Gigabytes (GB). The penalty for exceeding the 200 GB per month limit is \$10 per Gigabyte for the overage amount of data.

Americable has never enforced this policy nor charged anyone for exceeding their monthly allowable data limit. Unfortunately, with the increased number of subscribers who are using the internet to stream video like Netflix & Hulu during the peak times, we must revise our policy moving forward so as not to hinder the majority of subscribers as a means of controlling the 8% of subscribers who are abusing the monthly data limits.

So effective August 1, 2015, Americable will implement the following tiered data limits as part of our revised "Fair Use" Policy:

Internet Package	Speed (B.E.)*	Old Monthly Data Limit	New Monthly Data Limit
Silver	Up to 3 Mbps	200 GB / Month	200 GB / Month
Gold	Up to 10 Mbps	200 GB / Month	300 GB / Month
Gold PowerBoost	Up to 20 Mbps	200 GB / Month	350 GB / Month
Platinum	Up to 15 Mbps	200 GB / Month	400 GB / Month
Platinum PowerBoost	Up to 30 Mbps	200 GB / Month	450 GB / Month

Also effective August 1, 2015, Americable will change the penalty for exceeding the above limits from the current \$10 per Gigabyte to \$10 for an increase of 50 Gigabytes to your respective subscribed package plan.

As part of Americable's plan to begin enforcing our "Fair Usage" policy, we will be emailing subscribers a courtesy notice when they reach 50% of their monthly data limit and again when they reach 75% of their monthly data limit based on their package plan. This email will contain a link so that the customer can monitor their own usage. That link will be active for as long as the subscriber has that specific cable modem so that they have the ability to monitor their own usage. Finally, after a subscriber has exceeded their monthly data limit by 1 GB, we will send a third email stating that as a courtesy, we have extended their monthly data limit by 50 GB and a \$10 charge has been added to their account.

Finally, below are some links that further explain "Fair Usage" policies and some examples from other ISPs in the United States:

<http://hometheater.about.com/od/internetheater2/a/Fair-Use-and-internet-streaming-limitations.htm>

<http://isp1.us/blog/current-data-caps-for-us-isp-providers/>

<http://www.cox.com/aboutus/policies/speedsdataplans.cox>

This policy revision and notification of our intention to begin enforcing these limits may come as a surprise to some of you. However, after analyzing the data over the past 3 months, it is clear that the only 8% of our subscribers will need to either change their usage habits or receive additional charges. Furthermore, we are no longer managing traffic during peak times and will rely solely on the limits and charges as amended in our "Fair Usage" policy. We fully expect this change to greatly enhance the user experience for all subscribers.

Very Respectfully,  
James A. Smith, II  
Regional Manager  
Americable Intl Japan, Inc.

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**Ticket: # 659988 - Comcast Data cap**

**Date:** 11/17/2015 10:56:12 AM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

I'm filing a complaint because I feel that my cable provider Comcast is making fictitious claims to justify preventing customers from being able to use over the internet TV (sling TV & Netflix). Comcast owns internet and cable television, and it behooves them to restrict the amount of data (300 GB a month and then a extra \$10 for 50GB more) that you can use to prevent competition that negatively effects there Cable Television business. This tactic is suppressing customer's options when it comes to TV options. Which allows Comcast to charge me more due to less competition. They justify their data caps with the statement we are only doing it because it is fair, and if you use more we should charge more. But they have to be available to provide enough bandwidth for the costumers during peak hours. Then why do I have my data counted against me during off peak hours when there is available bandwidth not being used.

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**Ticket: # 660082 - Comcast restricting data usage in my home****Date:** 11/17/2015 11:35:43 AM**City/State/Zip:** Abingdon, Virginia 24210**Company Complaining About:** Comcast

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**Description**

Is the FCC going to allow Comcast to restrict the amount of data usage for the internet used in my home? This article is from the Comcast site

, "In the markets of Huntsville, Mobile and Tuscaloosa, Alabama; Little Rock, Arkansas; Fort Lauderdale, the Keys, and Miami, Florida; Atlanta, Augusta and Savannah, Georgia; Houma, LaPlace, and Shreveport, Louisiana; Jackson and Tupelo, Mississippi; Chattanooga, Greeneville, Johnson City/Gray, Knoxville, Memphis and Nashville, Tennessee; Charleston, South Carolina; and Galax, Virginia we have increased our monthly data usage plan for all XFINITY Internet tiers to 300 GB per month and will offer additional gigabytes in increments/blocks (\$10 per 50 GB). In this trial, you can also choose to enroll in an Unlimited Data Option for an additional recurring flat monthly fee (e.g., \$30-\$35 per month); under this option, the 300 GB data usage plan will not be enforced on your account. If you subscribe to Economy Plus or Performance Starter XFINITY Internet, you can instead choose to enroll in the Flexible Data Option to receive a \$5 credit on your monthly bill if you reduce your data usage plan to 5 GB. If you choose this option and use 6 GB of data or more in any given month, you will not receive the \$5 credit and will be charged an additional \$1 for each gigabyte of data used over the 5 GB included in the Flexible Data Option." I have unlimited data usage now for \$42.50 a month and now they want an additional \$35.00 more for the new unlimited. This is ridiculous!!

They are calling this a trial period. But this will not ever go away if the FCC does not intervene. Is the FCC going to allow Internet providers to restrict data usage on non-moblie devices used in your home i.e. Apple TV or Google Chromecast? I certainly hope not!!

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**Ticket: # 660628 - Comcast Data Throttling**

**Date:** 11/17/2015 2:17:55 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast in our area has said they will not administer data caps, however my household is experiencing data throttling due to reaching its unknown cap. We have no idea how much our cap goes to because it was not in any contract. We were not contacted about this cap, despite the fact that we have kept ourselves informed that there would not be a cap in our area (according to Comcast's press releases). We've done extensive research to make sure our zip code is not on that list, and it isn't (48823). This cap has lost us money, because we would have otherwise opted out from Comcast and to another internet provider. We don't have another choice for cable provider, so this has been a very unfortunate monopoly in our area. Instead, we have to forgo any TV shows we may want to watch and switch from Comcast. Please help us amend this and show us the direction we need to go in order to seek damages. We do schooling and work related activities with our internet, and not being able to access the internet has caused us quite a bit of stress, especially because I have stress related medical issues and seizures. Such issues have been progressively worse since we've confirmed that Comcast has been throttling our internet.

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**Ticket: # 660781 - Comcast Refuses to Fix Their Defective Equipment!**

**Date:** 11/17/2015 3:05:44 PM

**City/State/Zip:** Norcross, Georgia 30071

**Company Complaining About:** Comcast

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## **Description**

For the last four-six weeks, we have had horrible connectivity. Our business is constantly losing connection to the internet which puts us horribly behind and slows down productivity. Comcast will not admit that there is a problem but their service technicians have certainly owned up to it! Each tech they have sent out has informed us that Comcast has major equipment issues at their main office but Comcast refuses to fix it. If they fixed their equipment, our connectivity issues would be solved! Other businesses in the area are having the same issues and are not getting taken care of! This is poor customer service on Comcast's part but there's no surprise there.

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**Ticket: # 662552 - Internet hacking, Wifi hacking**

**Date:** 11/18/2015 11:15:42 AM

**City/State/Zip:** Sylacauga, Alabama 35150

**Company Complaining About:** Neighbors And Anybody That Needs Wi Fi

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## **Description**

To whom it may concern: My name is (b) (6) and I have internet service with AT&T and Wifi . Recently I have been having trouble using my internet service but, none of my neighbors have any internet service at all. Most of the time you can get close to someone's computer of internet service to steal their service. When someone is trying to use my internet connection it interrupts whatever I am doing. Sometimes it causing my computer to act strange and sometimes my television will come on or off by it self. I contacted Dish network about my cable tv service just coming on and off by itself. Are their any other options that I have to stop the interruption of my internet, telephone and cable service? Thank you!

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[Ticket: # 663042 - blocking and slowing internet service](#)

**Date:** 11/18/2015 1:53:19 PM

**City/State/Zip:** Miami Gardens, Florida 33056

**Company Complaining About:** Comcast

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## **Description**

I am complaining about comcast internet service. after rate on tv service were raised, I cancelled the service. Because of that I was told I could not receive video from sites they service in their tv service. I pay for internet, committing no crime watching online. why are they blocking the access I am paying for. I call Comcast, was told I don't have permission for that reason. I am paying for speeds , since my call they have slowed down and more sites are being blocked. the only other I.S.P. is AT&T virtually a monopoly.

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[Ticket: # 664396 - Suspicious email from Staffing company](#)

**Date:** 11/18/2015 7:48:06 PM

**City/State/Zip:** Lafayette Hill, Pennsylvania 19444

**Company Complaining About:** Verizon

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### **Description**

Their Email failed Microsoft fraud detection. I already emailed them once about a job and received no information back. They are contacting me about a different job now.

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**Ticket: # 663965 - Freeport Community Library--Comcast internet**

**Date:** 11/18/2015 5:35:32 PM

**City/State/Zip:** Windham, Maine 04062

**Company Complaining About:** Comcast

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**Description**

Good afternoon,

My name is (b) (6) and I am writing on behalf of the (b) (6)

On 9/17 we had a Comcast tech out to replace our modem, as the internet was dropping for extended periods and a reset of the modem fixed it each time. The tech replaced the modem and now there is a different issue. Ever since they have done this work the library's web-based catalog software and IP phones have been going offline sporadically. I have done my part as the IT provider and ruled out all internal causes. I've been all the way up the ladder: Tried a new PC, replaced both switches, and bypassed the firewall to confirm the issue is carrier-based.

Several calls from 9/17 to this date have yielded a few more techs to replace the modem with a different, used modem each time. The problem persists.

Out of options I went out and purchased a 3rd party SCM modem. I called into the support line and they refused to bring it online, as it "did not support the '100' speed that the account has." The (b) (6) (b) (6) are not sure where the speed measurements are coming from. When I press and firmly request an escalation of the issue to management or the like I am either given the runaround (not available), or just put on hold until I hang up (one time I waited for 45 minutes).

I would like to point out that these months of meeting ISP techs and swapping equipment have cost the (b) (6) downtime from the work, frustration disruption due to their ongoing technical issue, and money vis a vis employing me to attempt to resolve an issue that is beyond my control.

I am writing as I am out of options and am not sure where else to go with this request. Any assistance the FCC can render would be appreciated.

Thank you,

(b) (6)

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**Ticket: # 664166 - COMCAST service placed malware in my computer**

**Date:** 11/18/2015 6:22:50 PM

**City/State/Zip:** Naples, Florida 34120

**Company Complaining About:** Comcast

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## **Description**

I am a long time Comcast customer. I recently added a new self-installed cable box and used the online activation option through Comcast.

<<https://activate.comcast.com/RoutingEngine/accountlookup.do>> Now when I try to go to nay website that webpage takes over my browser and I can't access any other webpages without completing the activation process over and over. This is a new laptop and I have had no other problems with it. Finally, it wouldn't even let me go through the activation process and I can't go to any websites at all except that webpage so I called Comcast and the agent switched me to an internet specialist. The IT specialist walked me through resetting my internet settings on my laptop, twice, rebootting, etc., and it did not work. The IT specialist then explained that many people have this problem after using that webpage but when he helps them reset the settings it always solves the problem, and since it did not work for me than it is not their problem, it is my problem, caused by my computer.

My FIRST complaint is:

Why is Comcast letting people use that website when they KNOW that many people are having issues with it?

Isn't that unethical to give people who are paying you for internet and cable service a website to use that they KNOW will cause a problem in people' computers?

2. This IS their problem in that THEY caused this problem, it is THEIR website that has taken over my computer, THEIR website did not take over my computer before I used it to activate equipment and NOW my computer is dysfunctional because of THEIR website after using their online app to activate service.

Please help me. I take classes online and must have online access to class websites.

---

[Ticket: # 671058 - verizon blocking WiFi app](#)

**Date:** 11/22/2015 12:41:29 PM

**City/State/Zip:** Sioux Falls, South Dakota 57103

**Company Complaining About:** Verizon Wireless

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### **Description**

Verizon is blocking pda net & foxfi tethering/WiFi app that I bought at their plastered again :(

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**Ticket: # 664689 - No Technician arrived to provide services, but document they were unable to reach anyone**

**Date:** 11/18/2015 11:30:39 PM

**City/State/Zip:** Chicago, Illinois 60620

**Company Complaining About:** Comcast

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## **Description**

I called into comcast(xfinity) to start internet service. The company ran a credit check on me to see if a deposit would be needed for the service I wanted. Then I was told that someone would be out to install my service on Wednesday 11/18/2015 between the hours of 5pm-8pm. I asked them why I couldn't have modem mailed to me for self install(option given to me online) customer service rep stated " because I haven't had services since 2011 I would need a technician to come out, hence forth adding the technician charge of \$39.94.

On 11/18/15 about 5:13 received a visual voice message from comcast main number saying they we're unable to reach me. I hurried and called back to inform them someone is home no one rung my bell and that I had my husband on the other line looking out outside and my husband walking out and the technician just pulled off on him. The Representative said she putting everything i'm saying in the notes. The customer service rep then says she see an eta of 5:30p (remind you it's 5:23pm and I am on the phone with comcast rep) and to no surprise no one showed up.

My issue is they ran my credit check causing a hard inquiry on my credit file and I did not receive any service or resolution. I am not satisfied that you have to submit personal information to even begin to get services and then no one shows. It sort of makes me feel like I gave my information to someone not really representing comcast and they have my info and can rob me blind. I want that inquiry off my credit file since comcast did not service me or my internet service. Which ever one ASAP.

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**Ticket: # 664884 - Comcast Data Cap**

**Date:** 11/19/2015 8:12:36 AM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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## **Description**

Dear Sir or Madam,

I am a Comcast customer in Jonesborough, Tennessee. I have no other option for high-speed internet. They recently sent me a letter stating that they would be implementing a 300 GB a month data cap on Dec 1. Overages will be charged at 10\$ per block of 50 GB over the 300 GB limit. This will not be pro-rated or rolled over per month if I don't use the entirety of the 50 GB block; meaning even a 1 byte overage will result in a 10\$ charge. These overage charges are not based on the time the usage occurs, suggesting that they are not tied to network congestion or management problems. In fact, no reason was given in the letter as to why these caps and charges are being implemented. I will now have to pay an extra 35\$ a month to retain the unlimited data service I have been receiving. This is a forced change that I have no way to contest or reconcile. Even more concerning, the letter states that they will be sending an "in-browser" notification when you reach certain thresholds of the data cap. It is my understanding that Comcast would be forcing me to install a browser plugin to receive this message, or use packet injection. The possible use of packet injection raises large privacy and security concerns for me, as any of the data I send or receive may be intercepted and / or modified. All of this goes against the principles of net neutrality and having a free and open internet. The way the data caps and overage charges are being implemented amounts to extortion of the consumer. Thank-you for taking the time to investigate this matter.

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**Ticket: # 667647 - Internet**

**Date:** 11/19/2015 11:44:50 PM

**City/State/Zip:** Muskegon, Michigan 49444

**Company Complaining About:** Comcast

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### **Description**

Internet providers like Comcast should not be able to introduce data caps on broadband services. The Internet is becoming a necessity and should be declared a type II utility in order to maintain fair prices and rates.

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[Ticket: # 700195 - Unsolicited text to mobile phone](#)

**Date:** 12/9/2015 6:44:55 PM

**City/State/Zip:** Durham, North Carolina 27704

**Company Complaining About:** Verizon Wireless

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## **Description**

The attached image shows the sender and their advertising.

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[Ticket: # 666241 - Comcast Issues](#)

**Date:** 11/19/2015 3:30:12 PM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** Comcast

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### **Description**

- No service for 3 weeks
- Terrible customer service
- Couldn't give us clear answers
- Late appointments
- Communication was terrible

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[Ticket: # 666697 - Comcast capping data service](#)

**Date:** 11/19/2015 5:33:46 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

Comcast, (for all intents and purposes) the monopoly holder on the internet, is trying to rip me off by capping my data, and forcing me to pay a fee to uncap it. Not that it was a problem in the past, but now, oh me oh my, "it is!"?! Why? It's not that it's too expensive or a bandwidth issue (in fact, there's a little-known fact that technology gets faster and cheaper as time goes on). It's because of the green growing in my pocket.

---

**Ticket: # 666752 - Comcast Data Caps**

**Date:** 11/19/2015 5:50:12 PM

**City/State/Zip:** Lakewood, Colorado 80226

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun to implement and enforce paid data caps recently. I feel that not only is it unfair to begin implementing a program that was not active when I signed up, but also feel that this program is a cash grab for a company that refuses to modernize. The problem is lack of competition, and Comcast has strong armed anyone else competing to sell a similar service in our area. I can go to Century Link and get much worse service, but that's not really solving the problem.

I think the FCC needs to step in, because ISP competition is nonexistent and the companies around are monopolistic.

I think we need a clear message from the government that Comcast needs to stop stifling innovation.

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[Ticket: # 667696 - Comcast datacaps](#)

**Date:** 11/20/2015 1:02:16 AM

**City/State/Zip:** Johnson City, Tennessee 37601

**Company Complaining About:** Comcast

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## **Description**

Comcast recently implemented datacaps for home use consumers in my area, I feel strongly that these restrictions are unfair and unwarranted. They represent an abuse of power by a company that operates with little to no regard for its customers broadband internet access has become a necessary commodity to be able to effectively function in everyday life in our society and Comcast's datacaps are nothing more than an abuse of a market where many consumers have no other option for a fast and reliable internet connection.

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[Ticket: # 667791 - corruption of children from obscene Internet](#)

**Date:** 11/20/2015 9:10:26 AM

**City/State/Zip:** Kettering, Ohio 45429

**Company Complaining About:** Time Warner

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### **Description**

Children 8 and 10 exposed to obscene material while trying g to do their homework, dispite filters and security measures.

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**Ticket: # 667806 - Comcast Data Caps**

**Date:** 11/20/2015 9:39:10 AM

**City/State/Zip:** Troy, Michigan 48085

**Company Complaining About:** Comcast

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## **Description**

The recent Comcast leaked documents reveal that their soul intention for adding data caps for consumers is to increase profits. I regularly use well over 300GB per month and this kind of behavior is unacceptable. With internet now in mainstream use it is entering the domain of a public utility just as much as the telephone service has been for the last 100 years. Its time to send a message to the big corporations that think they can do whatever they please because consumers are tied to their provider either out of necessity or just because they are the only one. The FCC used AT&T in 1982 over it's monopoly on all telephony services. As a result this allowed for small regional or even local companies to set up shop and offer competitive pricing. The internet is a free and open service and should be treated that way.

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[Ticket: # 667945 - Comcast Interfering With Web Traffic](#)

**Date:** 11/20/2015 10:59:54 AM

**City/State/Zip:** Plantation, Florida 33323

**Company Complaining About:** Comcast

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### **Description**

It is bad enough that Comcast is now capping my internet usage at 300gb and effectively increasing my bill by \$30/mo. Now they are injecting pop-ups into my web traffic informing me that I am over my limit. See attached. This is on par with the phone company joining my phone call and announcing that my bill is late. There HAS to be some kind of law being broken here!

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**Ticket: # 668201 - Internet Drops 2-3 times daily**

**Date:** 11/20/2015 12:34:09 PM

**City/State/Zip:** Loves Park, Illinois 61111

**Company Complaining About:** Comcast

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## **Description**

About 2 or 3 times EVERY day, my internet goes out. My modem and router are functioning properly, but the connection to the internet is dropped. I can fix it by unplugging my modem, waiting a few minute, plugging it back in, and waiting about 5 minutes to reconnect. This is extremely frustrating as I work from home often and am dropped from video meetings/calls which will take me at least 10-15 minutes to get back on. Usually by the time I can reconnect, the meeting has ended or they have moved on without me. I am paying for 75MBPS, but I can hardly use it when I am interrupted 2-3 times a day.

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**Ticket: # 668444 - Disgusted with Comcast****Date:** 11/20/2015 1:43:40 PM**City/State/Zip:** Vero Beach, Florida 32962**Company Complaining About:** Comcast

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**Description**

I have been having continuous "outages in my area" since Jan 2015. I can't count the number of times I've had to call and notify Comcast of the Internet interruptions. I have spoken with numbers of unhelpful reps that never follow up or show compassion to my frustration with their service. When I ask for a managers name they refuse. When I ask for a call back they never follow up. They are extremely unprofessional and to date they have not fixed my interruptions and had the audacity to credit my account 1 time of \$4 and change. I've spent hours which I'm sure has totaled up to days trying to get them to help me out. On Tuesday 10/13/15 I spoke with a man I believe William emp id: osr8xb and scheduled for a tech to come to my home to figure out the issues. My appt was set for 1 appointment On 10/15/15 between 3pm-5pm. on 10/14/15 I saw two Comcast trucks outside- thinking I was the reason they were there. So I ran outside and said are you here b/c I called? The name replied no, just checking the lines. I said ok and watched as they worked. Next thing I know, they are leaving and one guy back up really fast and hit a huge tree and proceeded to drive away (hit & run) I took pictures too! On my appt date 10/15/15 I called after waiting for the tech (3-5pm) and the person said the appt was canceled. They never had the courtesy to call and try to reschedule or anything. Someone was supposed to call me back and no one ever did- even after "exculating" the issue. I am very frustrated with Comcast and their unprofessionalism. I would change service if there were other providers in my area!

Again, I have spent countless hours and days trying to get assistance and no one ever helps. I explained several times that I work from home and that I must have a connection t all times no still they don't care. I've had enough with their lies, inconsideration, and unprofessionalism.

I am overwhelmed and tired of being shuffled, hung-up on, lied to.

I've Spoken to several "supervisors", promised techs would show up, dicussed discounts and free services, but received nothing and no actual help

In result, I've had severe headaches, anxiety, high blood pressure and stress. And I am 100% positive that it is caused by Comcast! I've asked for the calls to be pulled and reviews to be read by the executives and still nothing has been done. I have pictures and screenshots of calls made and hours spent on the phone. I plan on filling more complaints and possibly seeking an attorney for the stress that this is causing me.

Please see below some of the names I've spoke to in the past.

William emp id: osr8xb

Marianne emp id: auma0813

Mary emp id: loma0215

Dan emp id: kcw

Latest call 11/20/15

Betty emp id: 7cw also was nice enough to give a direct phone number 256-858-3260

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[Ticket: # 670179 - Verizon](#)

**Date:** 11/21/2015 2:26:44 PM

**City/State/Zip:** Moulton, Alabama 35650

**Company Complaining About:** Verizon Wireless

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## **Description**

We have used Verizon for years and pay them over \$300 a month. We are on the unlimited data plan that we signed up for years ago. We have to purchase all of our Phones. They are increasing our cost by \$20 a line and changing it so we have to pay an additional fee to have a wi-fi hotspot. We do not have any other Internet service offered on our area. Restricted access on phones. My bill said nothing of the increase. I saw it on the Internet. They are charging us additional fees which goes against their August 2012 agreement with the FCC.

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**Ticket: # 670543 - failure to maintain internet infrastructure**

**Date:** 11/21/2015 7:09:32 PM

**City/State/Zip:** Battle Ground, Washington 98604

**Company Complaining About:** Centurylink

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## **Description**

Century Link started providing DSL in this area more than a decade ago (I was the first customer). The speed offered at the time was 1.5.mps. Although this was never adequate, we have leaned to cope with it, but the internet has become increasing more unstable and often completely unusable over the last two years. According the technicians sent when we complain about unstable internet that is unusable most of the time, the line to individual consumers is 12mps. Century Customer services representatives tell us they throttle higher volume users even at 1.5 mps. We have technicians coming out every couple of months - all saying the same thing. The wiring from the DSLAM is fine, and so is the house, but the DSLAM itself needs to be replaced and the line coming into is inadequate for the connections Century Link has to the box. We work from home and have a second separate business - often having to either drive a considerable distance to our employer's main office or hot spotting from our cell phones to have internet access. We have requested a business line, but Century Link has told us the capacity is full. We have heard from technicians, that although they all report the same problem, and recommendations for repair, Century Refuses to repair the DSLAM and upgrade the line, because they are currently charging customers in the area the same price as they would if the line was upgraded to current minimum standard. The current internet is so unstable that our files for work fail to send and downloads for routine updates for our computers are interrupted - causing the computers to crash and otherwise unnecessary service to address the havoc incomplete security updates have on an operating system. Any resolution to this ongoing problem would be greatly appreciated.

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**Ticket: # 670581 - Serious sony Playstation Vue signal problem/takeover**

**Date:** 11/21/2015 7:42:53 PM

**City/State/Zip:** Round Lake Beach, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

I subscribe to the Sony Playstation 4's streaming cable service that uses the internet to broadcast 60 channels. On the CSN (Comcast Sports Net) Chicago channel, there is a repeating loop of rap music that plays over and over in two second bursts for the past 48 hours. Ever time I try to contact Sony to tell them, their 1-800- number disconnects me and they are unresponsive on social media. Since these airwaves are supposed to be broadcasting a certain signal and audio and something else is appearing, I am filing a complaint since they haven't shown any concern about fixing it and I pay \$60 a month for this service!

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**Ticket: # 670722 - FoxFi and Verizon**

**Date:** 11/21/2015 9:25:24 PM

**City/State/Zip:** Georgetown, Ohio 45121

**Company Complaining About:** Verizon Wireless

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### **Description**

Verizon is again blocking me from using the FoxFi tether on my data plan and require me to pay for tethering through Verizon to be able to use it. I'm a little upset that the FCC does not have the gumption to go after the giant Verizon. Seems to me they are in bed with them once again.

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**Ticket: # 670761 - Internet access denied**

**Date:** 11/21/2015 10:01:38 PM

**City/State/Zip:** Alpena, Arkansas 72611

**Company Complaining About:** Verizon Wireless

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### **Description**

Verizon is blocking Internet access through Pda.net/FoxFi tethering on my grandfathered unlimited data contract while using my Verizoc GS4 phone .

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[Ticket: # 670846 - Verizon Wireless Blocking Foxfi App](#)

**Date:** 11/21/2015 11:58:54 PM

**City/State/Zip:** Waldoboro, Maine 04572

**Company Complaining About:** Verizon Wireless

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### **Description**

Again they snub the ruling not to block legal apps like Foxfi which I paid good money and they get a cut of that plus the 130+ dollars a month I pay for a service that cost them 5 to 10 dollars in bandwidth  
TOPS

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**Ticket: # 670847 - Verizon blocking tethering apps**

**Date:** 11/21/2015 11:59:03 PM

**City/State/Zip:** Flushing, New York 11367

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon wireless is now blocking the use of tethering apps on grandfathered unlimited data plans, such as Foxfi, which it was required to allow as part of its block C purchase deal. This is in addition to a new \$20 charge that they have implemented despite users contracts not changing.

<https://www.fcc.gov/document/verizon-wireless-pay-125-million-settle-investigation>

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[Ticket: # 670922 - Verizon blocking access to wi-fi tethering on my phone](#)

**Date:** 11/22/2015 3:29:51 AM

**City/State/Zip:** Richmond, Virginia 23219

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon is blocking use of certain apps on their service for Unlimited Data users like myself. The most notable of which is FoxFI. This is a breach of trust.

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**Ticket: # 670971 - Internet service not resolved for a year and a half**

**Date:** 11/22/2015 8:34:36 AM

**City/State/Zip:** Naples, Florida 34108

**Company Complaining About:** Comcast

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## **Description**

We have had on going issues with our internet and phone with Comcast in Naples FL and has been unresolved for a year and a half. It has cost us over two months in income from our business and they continue to not respond to our issue. We continuously make appts with the service department and they do not show up most of the time. When they do show up they are never able to fix the problem and say they will send out the maintenance dept and it has only happened once and again problem not resolves. They did not cancel my service as request when we moved to this location and now continue to hound us in collections for their lack of responsibility in cancelling our service . WE CANT FUNCTION! We lose money left and right because unresolved down time. We are self employed and 4 children in college. Losing two months of income because of down time is unacceptable. I don't know who to talk to about this. I can't get anyone at Comcast who has the authority to see this issue through until it is resolved. They just keep bouncing us around and not showing up.

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[Ticket: # 671041 - Verizon cut off access](#)

**Date:** 11/22/2015 12:08:23 PM

**City/State/Zip:** Henderson, Nevada 89012

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon cut off my access to WiFi via FoxFi/PdaNet yesterday. I have an unlimited data plan and have been a continuous customer for almost 30 years. I use about 15 gigs/month and don't stream movies. When I try to activate the program a Verizon screen pops up and wants me to "subscribe" to their WiFi service for an additional fee. I already pay for internet service in my regular billing and this is a critical app for me to use as it's the only way I have internet access. I thought their was a court ruling that they couldn't block access via other apps.

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**Ticket: # 671047 - internet**

**Date:** 11/22/2015 12:14:40 PM

**City/State/Zip:** Ozone Park, New York 11417

**Company Complaining About:** Time Warner

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### **Description**

MY PROBLEM WITH INTERNET STARTED ABOUT 11/3/2015, WAS GETTING SLOWER AND SLOWER AND WAS GONE. ON 11/11/2015 TIME WARNER SENT TECH TO MY HOUSE, FIRST HE SAID THAT SIGNAL IS TOO STRONG, PUT THE SPLITTER IN . SAME PROBLEM. THAN GOT TO MY MODEM/ROUTER NETGERAR C3000 (14 MONTHS OLD ) AND TRIED TO RESET IT THRU HARDWARE. DID NOT WORK. THAN HE CALLED TW OFFICE AND TRIED TO DO THIS THRU INTERNET, THE PROBLEM WAS WITH UPGRADED FIRMWARE. WHO??? HOWEVER HE SAID THAT IT'LL BE WORKING IN 4 HOURS BUT HE CANNOT BE IN MY HOUSE THAT LONG. nOTHING WORKS!!!! I SPENT HOURS ON THE PHONE WITH NETGEAR AND TW TRYING TO SOLVE THE PROBLEM. NOTHING. THAT'S WHY I'M SEEKINK YOUR HELP.

REGARDS,

(b) (6) [REDACTED]

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**Ticket: # 671699 - Hot Spot taken away by Verizon Wireless**

**Date:** 11/23/2015 9:12:58 AM

**City/State/Zip:** Dryden, Virginia 24243

**Company Complaining About:** Verizon Wireless

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## **Description**

Have unlimited data service plan on cell phone that Verizon Wireless sold me many years ago (2 phones in my home). We live in area where Verizon land lines operate but they will not run line to our home (Rural). Only telephone/internet service is through cell phone. I bought an App from private vendor on Google Play Store through Verizon, FOXFI to Hotspot signal to our home computers. FOXFI, a one time charge of \$7.50 was cheaper than Verizon Wireless \$30 a month payment. Over weekend, Verizon Wireless disabled my purchased FOXFI app on both of my phones and requesting we have to purchase Verizon Hotspot for \$30, plus I understand now they are going to charge an addition \$20 for us for the unlimited data plan beginning in December billing. It's my personal purchased phone (full price) and my purchased data plan that now I'm not allowed to use to my computers in the house. I do have it on my phone but because of getting up in age, small screens are hard to see. NEED your help to enforce the court ruling about this type of practice. We are not stealing anything, only taking our data paid for by us on our privately owned phones making it available to us on our home computers to see better and to receive computer updates, emails, etc. Should you need my cell phone numbers or copy of my bill, let me know and I will provide a copy of same. Thank you in advance for any and all help you show to resolve this complaint.

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[Ticket: # 671766 - wifi tethering](#)

**Date:** 11/23/2015 10:26:21 AM

**City/State/Zip:** Moneta, Va, Virginia 24121

**Company Complaining About:** Verizon Wireless

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## Description

I have been using third party wifi app called foxfi which has been working great til Friday November 20th evening. It stopped working. Checked on internet for issues and it seems that Verizon is blocking third party wifi apps only for unlimited data users. I contacted Verizon on the 22nd the rep advised me that it had been blocked I spoke to escalations same story. According to Cnet article Aug. 2nd 2012 the F.C.C ruled that third party apps were permittable to be used and customers did not have to pay extra to use wifi tethering. I would like to have my account opened back up to be able to use this.

phone numbers (b) (6) and (b) (6) Thanks (b) (6)

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[Ticket: # 681789 - Unwanted text msgs from rue21](#)

**Date:** 11/30/2015 11:30:34 AM

**City/State/Zip:** Minneapolis, Minnesota 55442

**Company Complaining About:** Republic Wireless

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## **Description**

Just a note to let you know I have received text msgs from rue21 after having successfully unsubscribed from their communications. I have attached proof of the offense below.

Thanks

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**Ticket: # 671850 - internet service**

**Date:** 11/23/2015 11:11:18 AM

**City/State/Zip:** Palm Beach Gardens, Florida 33410

**Company Complaining About:** Comcast Cable Co.

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### **Description**

I have ATT, I turned on my computer and couldn't get past the comcast cable co sign up they had changed my network with out my knowledge. I couldn't get anywhere on my computer. They had hijacked it. This is not right. (b) (6)

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[Ticket: # 672270 - foxfi](#)

**Date:** 11/23/2015 1:35:47 PM

**City/State/Zip:** Umatilla, Oregon 97882

**Company Complaining About:** Verizon Wireless

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## **Description**

verizon...has stoped foxfi app..that i paid for

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[Ticket: # 672340 - foxfi](#)

**Date:** 11/23/2015 1:57:32 PM

**City/State/Zip:** Umatilla, Oregon 97882

**Company Complaining About:** Verizon Wireless

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## **Description**

verizon stoped foxfi app

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**Ticket: # 672938 - AT&T are unethical and comitting fraud!**

**Date:** 11/23/2015 4:44:39 PM

**City/State/Zip:** Greenwood, Mississippi 38930-(b) [REDACTED]

**Company Complaining About:** AT&T

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## **Description**

See my complaint to you #540225. AT&T cut off my Internet service in order to FORCE me to sign up for their new U-Verse. They promised me faster Internet. It is NOT faster, but slower! They also started sending me billing by e-mail with my personal information on it. On 11/21/2015 I did an Internet chat to AT&T to have them stop with the e-mail (I did not want my information online.) The person I talked with said that he saw I had a slow service and for \$19 a month I could get faster service. So after forcing me to get their new U-verse with promises of faster service they are NOW trying to sell me a faster service?!!! It never ends with AT&T trying to defraud me!

I have learned that I should have made a claim years ago when they fraudulently charged me for services I did not sign up for on a cell phone. Can I still do this?

---

[Ticket: # 672968 - Verizon blocking the foxfi hotspot application](#)

**Date:** 11/23/2015 4:53:20 PM

**City/State/Zip:** Livermore, California 94550

**Company Complaining About:** Verizon Wireless

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### **Description**

On 11/20/15 FCC Blocked the FoxFi application for the purpose of eliminating competition. Both Verizon and FoxFi enable hotspot capability on the android based smart phone. Verizon is using a spurious 'lax security' claim as an excuse to block it, but it is really nothing but a way to eliminate competition.

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[Ticket: # 673130 - Comcast is throttling my Plex media Server](#)

**Date:** 11/23/2015 5:40:47 PM

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

**Company Complaining About:** Comcast

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### **Description**

I have observed as well as others the my Plex media service is being throttled severely by Comcast. I have tested and watched as the service drops from 500kbps to 11kbps making the service unusable. I pay \$140.00 dollars a month and I'm sick and tired of this disgusting behavior by Comcast. We customers have no recourse, no help and no where to turn in this matter! Please do something!!!!

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[Ticket: # 700688 - Packet Loss](#)

**Date:** 12/9/2015 10:40:31 PM

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

**Company Complaining About:** Comcast

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## **Description**

I receive massive loss of packets on my connection at almost all times of the day.

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**Ticket: # 673611 - Bad service provider**

**Date:** 11/23/2015 8:27:41 PM

**City/State/Zip:** Los Angeles, California 90058-(b) (6)

**Company Complaining About:** Windstream Communications

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## **Description**

I have been with Windstream for less than a year without ever having consistent service. One or two times a week service would drop and I would be without a phone, fax and internet for at least one day and sometimes three or four days every week from the beginning of the service. I've never had consistent service and we are in a three year contract which was for complete service. I've had major interruptions in my business and have used my wifi with my personal phone running up the data usages. My boss is extremely unhappy and i have been frustrated this whole time. There seems no reason and or promise that this would be better.

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[Ticket: # 673786 - verizon tethering](#)

**Date:** 11/23/2015 10:19:50 PM

**City/State/Zip:** Sanger, California 93657

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon has blocked tethering app called foxfi. Didn't you just rule they couldn't do that?

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**Ticket: # 674172 - internet/ cable**

**Date:** 11/24/2015 10:21:25 AM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

I have been dealing with comcast for months now about the quality of service or more accurate the LACK of service. If I go THREE weeks straight without an issue I actually get excited. I have a son who is taking online college classes and well as you might have guessed he CAN NOT do his work. In the middle of an online exam the service went out causing him to get an F. Techs don't fix the problem, customer service when you FINALLY get passed the robot is the worst I have ever experienced, they are trained to read but NOT think! When I get someone who speaks english clearly I feel like I hit the jackpot. There has been a box that I( reported a month ago) that has wires exposed.. yep still NOT fixed. I have suffered with significant anxiety dealing with Comcast. How do you the FCC allow all the issues Comcast has to continue, then allow them to inflate their prices? They have a LARGE number of complaints against them, why not fine them? I have to pay my bill every month for service I DO NOT RECEIVE, how is that fair. I have to pay for my son to go to Kinkos so that he can have more reliable internet access to get his work done. I work 70 hours a week just to make ends meet. I have called Comcast so often I lost count. I hope that this email will get to you before my internet goes down again. I am looking to switch to ATT&T even though it will be more money just to have piece of mind!!

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[Ticket: # 674381 - LendingTree keeps spamming after I unsubscribed repeatedly](#)

**Date:** 11/24/2015 11:50:18 AM

**City/State/Zip:** Portland, Oregon 97206

**Company Complaining About:** Comcast

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### **Description**

Did sign up for LendingTree, but then I unsubscribed several times. They keep sending me e-mail. They apparently ignore their unsubscribe requests.

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[Ticket: # 675252 - Verizon Violating Fair Use](#)

**Date:** 11/24/2015 4:24:57 PM

**City/State/Zip:** Coon Rapids, Minnesota 55448

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon has banned the use of the Tethering feature for it's Unlimited Data Plan customers. This is a violation of the Fair Use and they have banned me from doing so, along with all Unlimited Data Plan customers as of a few days ago. They are attempting to charge for the Tethering feature which the FCC has explained to Verizon it cannot do. Please rectify this situation.

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**Ticket: # 675880 - Unreliable service**

**Date:** 11/24/2015 8:17:11 PM

**City/State/Zip:** Berkshire, New York 13736

**Company Complaining About:** Frontier Communications

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## **Description**

I am a customer (both DSL and phone) of Frontier Communications in upstate New York. About six months ago we began to experience multiple disconnects with our internet service and I filed trouble tickets. At one point late summer, the service failed completely. The Frontier Technician said that the main line to the central switch had failed and that he could not estimate when repairs would be completed. About two weeks later, service was restored and I was told that the repairs were partial and that service capacity would be reduced. I complained and was issued a partial refund for the month. It is very reduced and getting worse by the day. At times, download speeds are under one Meg. And there are constant interruptions of service. Frontier has never given me a timeframe for when the repairs will be complete and the local Technicians can do more more. If we had another option for Internet , I would switch, but there is nothing.

---

**Ticket: # 676205 - Comcast sabotaging Netflix stream**

**Date:** 11/24/2015 11:58:04 PM

**City/State/Zip:** Coral Gables, Florida 33134-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

Comcast is purposefully sabotaging my Netflix stream. I know this because, when I change my internet connection to my wireless provider, Netflix's streams perfectly fine. But when I connect back to my home comcast internet network, I start to experience issues with my connection, including but not limited to drop-offs, degradation of picture, slow to no response from Netflix, being unable to login to Netflix. But if I switch to my wireless connection all these issues go away, instantly. I have run this test back and forth for over 45 minutes with the same results. I called Comcast for tech support and all they can tell me was that my connection seems to be just fine. I ran a speed test on my Comcast home network and I am getting the full speed that I pay for. Except when streaming to Netflix's! So there is NO other way to say this but Comcast is purposefully sabotaging my Netflix stream!

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**Ticket: # 676664 - Complaint**

**Date:** 11/25/2015 12:16:15 PM

**City/State/Zip:** Seattle, Washington 98122

**Company Complaining About:** Wave Broadband

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## **Description**

1. Router provided by company was setup using the "generic" PIN. By doing this access to the router could be obtained by looking up various technical publications.
2. Digital box appeared to encounter interference from what I suspect was a channel trap. Channel traps limit the range on the box but it did oddly allow VOD services.
3. Wave Broadband did not adhere to the requirement to have a scheduled timeframe for a repair call. Instead they opted to give a call sometime during the day. This violates the FCC requirement to have a set timeframe.
4. TSR who troubleshooted the issue did not cover basics like hard and soft reboot according to hardware recommendations set by Scientific Atlantic. Engineers recommend that these methods be used to fully understand the nature of the problem. Tech also did not check 2 way service on the server. I am asking for internal review to ensure that a call was received and not bypassed using the tethering feature on my router. This violates recommendations by the vendor.
4. I would like a internal audit on all phone calls to the facility. I am going to compare this to cell phone records with my carrier. Please provide a letter on company letterhead so that I may cross reference this.

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**Ticket: # 677554 - SPAM sent to SMS**

**Date:** 11/25/2015 5:57:52 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Vitelity

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**Description**

Over the past year, I have received many unwanted SMS messages from multiple phone numbers for the same company to my (b) (6) number. The link in the message is to <https://loanup1.com>.

I can provide a list of numbers from the past year, on Nov 25, the message senders number was 5612953091.

Nov 13 2015 from 2673947981  
Nov 11 2015 from 8178098218  
Nov 3 2015 from 7402090190  
Nov 2 2015 from 6304254917  
Oct 29 2015 from 5712485207  
Oct 28 2015 from 8599273201  
Oct 9 2015 from 8063709678  
Oct 1 2015 from 4134491117  
Aug 27 2015 from 817 678-8573

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**Ticket: # 677993 - Federico**

**Date:** 11/26/2015 1:09:58 AM

**City/State/Zip:** Coachella, California 92236

**Company Complaining About:** Time Warner

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## **Description**

I filed complain again time Warner because the Internet service is not good in my area for over 15 months .

I filed the complain in 08/2015

Them a representative of the company called me to resolve the problem he offered me free internet for one year and the payment was 106.96 for 12.months but 3 months ago they start charge me more I try to call them to find out what happened and not answer

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**Ticket: # 678091 - SPRINT SHUTTING DOWN CLEAR WIRELESS**

**Date:** 11/26/2015 9:08:32 AM

**City/State/Zip:** Jersey City, New Jersey 07304

**Company Complaining About:** Clear Wireless

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## **Description**

For several years Sprint has been a company with no competitive advantage. They seem to have two strategies in their fight to stay solvent. The first is to buy up and shut down competitors like they did with Clear. The second is to nickel-and-dime customers with unanticipated fees and overage charges. If you've ever been a Sprint customer, you know what this means when your \$70 plan magically becomes a \$130 plan after taxes and Sprint's "fees".

We calculated that, at 6Mbps (what Clear currently gives customers for \$50-a-month), if you had Sprint's most cost-effective plan your bill could come to \$35,517.07!

You read that right! Over \$35,000 a month including taxes plus Sprint's "fees" plus Sprint's other "fees"

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**Ticket: # 678291 - AT&T Dig Up A Big Hole at My Front Yard & Didn't Re-sod It**

**Date:** 11/26/2015 4:55:30 PM

**City/State/Zip:** Austin, Texas 78717

**Company Complaining About:** AT&T

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## **Description**

AT&T U-Verse service came to my front yard, dug up a big hole about 2 weeks ago & left on 11/24/2015 without re-sodding my yard!

AT&T has repeatedly done this on my yard at least 3 times for the past 2 years. And every time I had to complain to get them to re-sod my yard. It's outrageous! They disregard my right as the homeowner. I talked to at least 5 AT&T employees on 11/24/2015 but still unable to resolve the issue. One of them told me an adult has to be present when they come to my house to inspect the issue. I asked them why didn't AT&T require my presence when they dug up a big hole on my yard? I didn't even get a courtesy notice! And now I have to be there when AT&T does what they ignored to do? I don't think so!

I really need help on this issue. I'm not getting anywhere complaining to AT&T.

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**Ticket: # 679669 - FRONTIER COMMUNICATION - Lack of resolution to 8 weeks of intermittent internet service**

**Date:** 11/27/2015 11:59:52 PM

**City/State/Zip:** Redmond, Washington 98053

**Company Complaining About:** Frontier Communications

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## **Description**

I have been with intermittent Internet service at my home for 8 weeks. I have called the above provider at least 15-20 times. I have asked for my concerns to be escalated. I was told at least twice my concerns were escalated. I spoke to a supervisor Tom who was of no help whatsoever and sounded to me like I was wasting his time. Seven days ago today I was told the first technician appointment was Friday November 27. Last Sunday I was without Internet and I called again to escalate. I was told they had 24 hours to come out. No one arrived. I called and they said I live in a "high demand" area. Today was my scheduled appointment. They can come between 8-5 pm. At 4:30 I called and again was told I live in a high demand area and no information on when a tech would be out. I asked to speak to a supervisor again and I waited 49 minutes on the phone before a supervisor was available. I started to tell him my concerns and then the phone call "dropped". This company has the worst customer service and tech support I have ever dealt with. There is no communication!! I asked a tech support person to contact their dispatch. They communicate by a messaging service. I was the first in the queue. No one responded.

I plan on disconnecting from their company. I have been more than patient. Also I was told that the techs can not see all the calls in a summary anymore. They have to go in and then close and then go to another date. This is ridiculous. A tech support should be able to see a summary of all my calls and complaints. This causes the consumer to have to reexplain over and over the same information that has been told.

I finally have given up. They don't care. I'm not going to pay my bill for this lack of service. This company needs a wake up call!

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[Ticket: # 680428 - internet quality and speed](#)

**Date:** 11/28/2015 7:04:59 PM

**City/State/Zip:** El Paso, Texas 79915

**Company Complaining About:** Time Warner

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## **Description**

We have had constant major swings in internet speed. We were told by a time warner tech most of our current trouble is due to several connections at an adjacent apartment complex under renovation being cut and left hanging leaking signal. We pay for a 35/5 connection but according to speed tests on their own site, receive at times less than 1M.

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[Ticket: # 680440 - hacked internet](#)

**Date:** 11/28/2015 7:29:48 PM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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## **Description**

my internet has been hacked for some time now. I have lost a router, a computer, and several phones due to all of the problems... I would appreciate if you would look and see who is disrupting my services and monitoring my online activities. I, honestly, believe that it was joe rogan (yes, the UFC announcer) and his band of internet trolls. I know for a fact that joe rogan knows what is happening in my house IN REAL TIME. I would be more than happy to speak with someone about this. feel free to call anytime.

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[Ticket: # 680673 - Data Caps](#)

**Date:** 11/29/2015 3:41:34 AM

**City/State/Zip:** Sioux City, Iowa 51103

**Company Complaining About:** Cable One

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## **Description**

Data cap restrictions are useless and have no value besides irritating customers. Not only are these limits pointless they also only benefit the provider. They assign these data limits with no justification on what is a reasonable amount.

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[Ticket: # 680701 - Inappropriate text messages to a child](#)

**Date:** 11/29/2015 7:02:53 AM

**City/State/Zip:** Farmington Hills, Michigan 48334

**Company Complaining About:** Kyyba Inc.

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### **Description**

Inappropriate text messages are being sent to a child by KYYBA employees. Kyyba is located on Orchard lake rd, farming hills, MI.

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[Ticket: # 680729 - harassment ,stalking,frequency abuse](#)

**Date:** 11/29/2015 10:05:01 AM

**City/State/Zip:** Paso Robles, California 93447

**Company Complaining About:** John Glau And Associates

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### **Description**

unauthorized access to devises,compromised cell phones,fraudulent actions:accessing accounts, setting-unauthorized accounts up,signal redirecting,vandalism on personal property

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**Ticket: # 680736 - Hate site**

**Date:** 11/29/2015 10:18:53 AM

**City/State/Zip:** Chambersburg, Pennsylvania 17202-(b) [REDACTED]

**Company Complaining About:** No Name

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## **Description**

I was in Miami, FL at the Cuban 2000 restaurant on N. 42nd St. and tried to access the Internet. One of the choices was "Wireless Internet for niggers only". I believe it steals information from those who access it. This should be investigated. I was not able to get the URL (b) (6) [REDACTED]

(b) (6) [REDACTED]

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**Ticket: # 681028 - Reoccurring DSL light / internet connection problem****Date:** 11/29/2015 3:01:56 PM**City/State/Zip:** Seattle, Washington 98105**Company Complaining About:** Centurylink

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**Description**

Our DSL light on our rented modem turned red. We tried troubleshooting the problem ourselves, but to no avail. We were unable to connect to the internet for three weeks in September 2015 and then again in November 2015 with the same problem. We were told the problem happened in the control room of our apartment building- something we would not be able to troubleshoot or fix on our own. We called Century Link immediately and were told the soonest they could send a maintenance worker was 2 weeks after the light went out. This was an inconvenience the first time in September, but the second time it was even more of a frustrating and annoying inconvenience that the same problem occurred again and Century Link could not send someone immediately to fix it, despite their supposed prioritization of our complaint. It was also frustrating that they didn't fix the root of the problem the first time, so we had to deal with it again a month later. We aren't sure if the problem will happen again, but we expect that Century Link can find the root of the issue and fix it, or else send maintenance workers out as a priority if it does happen again.

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**Ticket: # 681164 - Local Internet Monopolistic Providers**

**Date:** 11/29/2015 4:31:52 PM

**City/State/Zip:** Atlanta, Georgia 30327

**Company Complaining About:** Comcast

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**Description**

ISPs have a local monopoly upon most of there markets. This is an egregious and blatant misuse of corporate power. The increasing restrictions on the internet service (data caps, data rates) are proof that these companies believe they can do whatever they want. ISPs should be regulated by the government and the Internet should be treated as a utility.

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[Ticket: # 683212 - The fee for unlimited data](#)

**Date:** 11/30/2015 7:32:35 PM

**City/State/Zip:** Elizabeth, New Jersey 07202

**Company Complaining About:** Verizon Wireless

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### **Description**

I'm complaining to you because they're making a bunch of money off edge program they don't need to raise my bill to make more money

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**Ticket: # 681782 - Comcast Internet Service consistently not working****Date:** 11/30/2015 11:25:56 AM**City/State/Zip:** Paw Paw, Michigan 49079**Company Complaining About:** Comcast

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**Description**

Hello. For the past couple of months, our charter Internet service has been VERY unreliable. It has been progressively becoming worse, to the point where over the past couple of weeks now, the Internet service disconnects up to 10 to 12 times a day. The vast majority of my neighborhood has been experiencing this same issue as well. Calls placed to Comcast have only resulted in technicians coming out to check individual modems. However, since the majority of our neighborhood is experiencing this same technical difficulty, it is highly unlikely he that all of the modems are having problems all of this in time. There has to be a bigger issue the Comcast is not investigating. The lack of ability to use Internet service severely inhibits personal daily life in our home. My daughter relies on Internet connection to be able to keep up with all of her homework and projects. Additionally, I rely on our Internet service for daily banking. Apparently, Comcast does not have shift managers for the call centers that take complaints and troubleshooting requests. If this issue cannot be fixed immediately for my entire neighborhood, it is very likely that most of us will be dropping our Comcast service. Comcast is so big, it seems like "the left-hand does not know what the right hand is doing".

---

**Ticket: # 681807 - Comcast Infinity - Internet and Phone Service**

**Date:** 11/30/2015 11:37:39 AM

**City/State/Zip:** Palm Beach Gardens, Florida 33418

**Company Complaining About:** Comcast

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## **Description**

I have called Comcast a number of times to have them come and fix my internet. Without Internet I can not use my landline. They have come out here 2 times and still the issue with the internet persists. The quality of the calls from my home phone are terrible with the service really being totally useless to me. Today I was on a conference call and no one could hear me for a part of the call, the other part I was cutting in and out forcing me to hang up and call from my cell phone. Why should I pay for a landline if I am going to be forced to use my cell phone?

I am wondering if Comcast is even capable of fixing the issue. Maybe three's a charm?

---

**Ticket: # 682051 - restricting freedom of speech**

**Date:** 11/30/2015 1:06:20 PM

**City/State/Zip:** Chicago, Illinois 60657

**Company Complaining About:** Comcast

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## **Description**

I am a fan of the Halo franchise that is currently developed by a subsidiary of the Microsoft Corporation, 343 Industries. The primary source of contact for a fan with all things related to Halo and 343 Industries is the website [www.halowaypoint.com](http://www.halowaypoint.com).

Halo waypoint is managed by non paid staff of 343 Industries called "monitors". The monitors have the ability to issue permanent bans to forum members without a system of checks and balances, appeal process or for that matter, providing a forum member an explanation as to why they have been banned/suspended.

If a customer of 343 Industries has an issue with product they purchased, the only method available for that customer to contact 343 is through waypoint. But if that customer was banned/suspended, they no longer have this option and leaves that customer in a difficult and unfortunate situation.

I am an example of a forum member who was permanently banned from posting the text "^bump" and on my user profile page it states "i have been suspended until October 2552 for flaming/stat flaming". Firstly, I don't know what "flaming" or "stat flaming" even means. Second, I made a couple of in game purchases of Halo 5 (343 Industries latest Halo game) and have not received the product I have paid for. And now that I have been banned, I have no outlet or medium to request a refund from 343 Industries.

I can understand issuing a ban for members who use profanity or issue threats, but I am not guilty of that. The judgment of the "monitors" is questionable at best and 343 Industries should provide its fanbase an appeal system that allows members who have been permanently banned the opportunity to have this ban overturned/negated.

---

**Ticket: # 682150 - Severe interference of wireless and wired services**

**Date:** 11/30/2015 1:39:18 PM

**City/State/Zip:** Lusby, Maryland 20657

**Company Complaining About:** Comcast

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**Description**

I am writing again because I continue to have severe interference from the hotspot and the signal booster installed by COMCAST.

I never got a response from COMCAST regarding my original complaints. To date they have not discussed this with me or sent me any written response regarding the Hotspot and the signal booster attached to it. I was told by the FCC when I contacted them regarding the status of my complaint two weeks ago, that the Comcast response was that there was a signal booster that was disabled. That is not true! Not only is the signal booster not disabled but COMCAST came and rewired it. You can see in the photos that the wire comes out of the pool house and is grounded now. This destroys our services and we are unable to use the 2.4 G band or the 5G band when this is turned on. Which it is turned on at will. It is turned on both evenings and weekends, and is interfering every time we try to use our service!

What I was told by a Comcast executive care person is that this hotspot does not meet the criteria to even be installed here by COMCAST. He said that in order to qualify for a hotspot it must be either in a playground area or another situation which would involve a huge space and area. We are in a residential neighborhood (b) (6) hotspots or yards from our homes. In addition to having a already ridiculous hotspot signal interference the insanity gets worse when there's a signal booster boosting the signal to the unit. Originally we could not use the 2.4G service. With the signal booster attached in on we are unable to use the 5G too! This weekend plugged into my modem I had 34G download speed and it was all over the map up and down. I i'm subscribed to blast through Comcast which is guaranteed 50 Mb per second download speed. We were unable to use the 5G or the 2.4G services with this signal booster on boosting the already ridiculous signal from this hotspot that COMCAST has here

Please help us! This affects all of our services. Our Internet, our telephone and our TV.

When I call Comcast they tell me that they see my signal is haywire and all over the map and that it is from interference.

Sincerely yours,

(b) (6)

Original Complaint #564196

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[Ticket: # 682292 - Comcast Internet issues](#)

**Date:** 11/30/2015 2:29:21 PM

**City/State/Zip:** Paw Paw, Michigan 49079

**Company Complaining About:** Comcast

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### **Description**

4 months now my internet service with Comcast which I pay a lot for has been slow and going in and out like completely shutting down when called they say it's our modem trying to get us to buy a new modem and they've been very not quick to come out and fix issues. Our entire neighborhood is having issues.

---

**Ticket: # 682392 - Verizon Wireless blocking third party mobil hotspot application**

**Date:** 11/30/2015 3:01:43 PM

**City/State/Zip:** Millbrook, Alabama 36054

**Company Complaining About:** Verizon Wireless

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## **Description**

Own a HTC One (Model HTC6500LVW) on Verizon Wireless Network, plan Nationwide Talk 700 with 6GB of data per each smartphone. The phone has the latest android s/w version 5.0.2. Although Verizon includes mobile hotspot on all of their current plans, they are requiring we pay an additional \$40/month to have this feature with our plan. In an effort to avoid this unnecessary charge, I have used third party applications in the past to enable the hotspot capability. However with the current Verizon mandatory software push, they have blocked access for the third party app (FoxFi / PDAnet) and display a notification that says we have to purchase their mobile hotspot addon. Since I do not have unlimited data on my subscription plan and am paying for 6GB of data per month, I feel I should be able to use that data in any method and that Verizon is violating FCC law by deliberately blocking third party applications from enabling mobile hotspot on the phone.

---

**Ticket: # 682653 - Publicly displaying my legal name**

**Date:** 11/30/2015 4:29:02 PM

**City/State/Zip:** University Place, Washington 98467

**Company Complaining About:** Abana Lash And Brow Lounge

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## **Description**

I wrote a bad review for Abana lash and brow lounge on Yelp due to poor service. I use an alias on social media as I do not want my legal name to be displayed. The owner accused me of lying since my alias was not in her records. I told her I am a private person and do not use my real name on social media. Based off of my complaint she was able to figure out my name and then proceeded to post my legal name on the site even after I made it clear she did not have permission to do so. I asked her to take my legal name out of her response and she refused. For my own security I do not want people to know my location which is why I use an alias especially for Yelp. I do not want specific people to be able to find me.

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**Ticket: # 713611 - CNN Breaking News**

**Date:** 12/17/2015 11:32:00 AM

**City/State/Zip:** El Paso, Texas 79902

**Company Complaining About:** AT&T

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## **Description**

I have made numerous requests to CNN Breaking News that they cease and desist in sending me their e-mails. I have contacted the FCC and filed at least two complaints. I have forwarded the unwanted e-mails to spam.gov. NOTHING HAS HAPPENED! CNN is still sending me unwanted e-mail.

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**Ticket: # 682974 - Internet Outages**

**Date:** 11/30/2015 6:11:12 PM

**City/State/Zip:** Atlanta, Georgia 30345

**Company Complaining About:** Comcast

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## **Description**

I work from home, and having a stable internet connection is a requirement for my job. For the past 3 weeks, I have had the worst experience with Comcast. On an average 10 hour work day, my internet connection goes down at least 5 times a day for 30 minutes to an hour, forcing me to use my unpaid time off. I've complained over and over and nothing has been done. Two Comcast technicians have been out to my home and still nothing has been fixed. I pay my bill on time every month, not to mention Comcast is a million dollar company whose main purpose is to provide internet and cable, and they fail to do so. The area that I live in is not available to other service providers and I am at risk of losing my job if nothing is done about these outages.

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**Ticket: # 683055 - Forced Internet Streaming Services**

**Date:** 11/30/2015 6:31:11 PM

**City/State/Zip:** Devon, Pennsylvania 19333

**Company Complaining About:** Comcast

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## **Description**

I a current student at Saint Michael's College in Burlington Vermont. Although I am transferring I suspect that the college is preventing use of Xfinity services such as streaming TV on laptops using their wireless network because it is not a part of their paid xfinity services they offer on campus for additional money. I have never had an issue with this anywhere else and knowing how this school likes to pinch people for their money it would not surprise me in the least if they where trying to form some sort of monopoly on streaming services available on campus. Thanks.

---

**Ticket: # 683331 - (b) (6) Complaint Against Time Warner Cable Company**

**Date:** 11/30/2015 8:39:48 PM

**City/State/Zip:** Charlotte, North Carolina 28269

**Company Complaining About:** Time Warner

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## **Description**

Time Warner Cable raised my cable bill after stating that the bill amount would not change from \$135.60. Since that conversation in September, the cable bill has increased twice from \$135.60 up to \$160.07. When I called to complain about the bill and removing items to lower my bill; I was told I couldn't. I got upset and hung up the phone after being on the phone for nine (9) minutes. Within 5 minutes, I lost all my internet services and my ability to access my online services. It took 1 hour and 22 minutes and 33 seconds to resolve the matter and get my internet services restored. After speaking to the first Customer Care person, I was told that my internet service had been BLOCKED by ID# EVSV572448 the person that I had hung up on. The Customer Care person said she had to UNBLOCKED the internet which sent me through the roof in anger. Yes, my bill was current and paid, and I still had access to my cable service during this incident.

Yes, I filed an official complaint with Time Warner Cable, supervisor ID# D228095 in the Customer Services Dep.t

My Complaint: Raising my bill after stating that they would not & blocking my internet service because I hung up on them in anger.

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**Ticket: # 683598 - TWC Internet**

**Date:** 11/30/2015 11:24:26 PM

**City/State/Zip:** Florence, Kentucky 41042

**Company Complaining About:** Time Warner

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## **Description**

First of all, I understand if there is an outage and it takes time to reach the customers and fix the problem.. Time warner cable is the worst customer service I've ever dealt with. When the massive outage happened (on cyber Monday by the way) not only did they NOT inform anyone of what was going on, but they completely rejected any customer's calls to the call center. They either hung up on you multiple times in a row or they went ahead and just sent a busy signal out.

Not to mention the fact that on the rare occasions I did get through the automated system, I apparently didn't even have an account AND they didn't even offer service in my area. It's completely ridiculous how much my internet goes out and this, what happened tonight, was the last straw.

I pay way too much money that seems to keep going up for my internet to not work period.

---

**Ticket: # 683615 - Numerous unsubscribe requests made to company Top Producer to no avail**

**Date:** 11/30/2015 11:34:59 PM

**City/State/Zip:** Westminster, Colorado 80234

**Company Complaining About:** Top Producer (see Attachment)

---

### **Description**

I have submitted at least 10 requests to company Top Producer to take me off their email list to no avail. I also sent an email asking to unsubscribe me, again to no avail. I currently receive about an email message a week from Top Producer and attached herein is the latest spam. My reason for writing: I do not want to receive any email messages from this company.

---

[Ticket: # 683618 - Charges that are crippling the masses](#)

**Date:** 11/30/2015 11:36:47 PM

**City/State/Zip:** Stillwater, Minnesota 55082

**Company Complaining About:** Charter

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## **Description**

Type anything you want. Here is a sample:

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. The FCC should reclassify consumer broadband service under Title II of the Telecommunications Act.

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[Ticket: # 683717 - Time Warner Cable](#)

**Date:** 12/1/2015 12:56:08 AM

**City/State/Zip:** De Pere, Wisconsin 54115

**Company Complaining About:** Time Warner

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### **Description**

Terrible customer service, dropped calls and plain hung up on, Internet and cable only work 50% of the time and pay outrageous prices that continually go up without notice and when it's mentioned that you are double billed suddenly then they are apologetic. An all around sketchy, terrible company.

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[Ticket: # 684105 - Comcast outages daily for months](#)

**Date:** 12/1/2015 11:56:45 AM

**City/State/Zip:** Naples, Florida 34109

**Company Complaining About:** Comcast

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## **Description**

Outages in my area daily for one+ month and running

Multiple calls by me and local neighbors

Comcast cannot verify or fix issue obviously on their end

Hours and \$ lost trying to work and additional costs incurred using cellular data

Useless customer service and tech support

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**Ticket: # 684398 - Google**

**Date:** 12/1/2015 1:34:34 PM

**City/State/Zip:** Columbus, Ohio 43205

**Company Complaining About:** Wow

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## **Description**

This complaint is not against my ISP or my website provider, it is against Google. I have a little website that I do have to police constantly for spammers and other issues. I do not take money or anything through it though. I do not like or use Google for anything so I did not notice until recently that if you searched it through them, they put up this warning: "this site may have been hacked" to intentionally to keep people from looking it. This falsely appears that they have some special knowledge about the site that I certainly have not provided them. I understand they do this frequently. As I researched this I found I have to develop this relationship with them, which I absolutely do not want, to get them to change it and that is no guarantee. Any site, even the most secure, may be hacked. So it is true, but intentionally misleading. I think this has the monopolistic motive of attempting to control even the websites they do not service. I think this is a form of Internet fraud, and that you should take some action to end this practice. If they want to say they have not approved a particular site, that can be done honestly, by simply saying "Site not approved by Google." My website is statehousewatch.org. There are no recent posts on it now as I am doing most of the stuff on Facebook as I have an established readership there. But I want to maintain ownership of the domain name and the site is policed by me.

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**Ticket: # 684490 - Text/SMS Spam Complaint**

**Date:** 12/1/2015 1:57:27 PM

**City/State/Zip:** Lake Mary, Florida 32746

**Company Complaining About:** Unknown

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**Description**

Received unauthorized spam text on 12/1/2015 at approximately 12:40 pm eastern. Message appeared to come from phone number 931-299-3384. No previous consent for this was given (especially since I live in Florida and do not need jackets). No method to stop the messages was provided. This text was sent to my personal phone number (b) (6) which is operated on the T-Mobile network.

Text of message:

Michael Kors Winter Promotion Men/Women New Arrivals

Handbags Wallets Belts Sales Up 80%

[www.sales-mk.com](http://www.sales-mk.com)

Moncler Jackets Outlets

[www.mon-us.com](http://www.mon-us.com)

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**Ticket: # 684648 - COMCAST COMPLAINT**

**Date:** 12/1/2015 2:38:43 PM

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

**Company Complaining About:** Comcast

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**Description**

I am attaching my complaint timeline. It explains exactly what happened ( need to read this to understand) .

But in brief synopsis I had :

Total home visits by Comcast: 4

Phone Calls made to Comcast to resolve this: 5

Technician that came out: 5

Hours I spent sitting around waiting for Comcast: 24 ½ hours

Money spent when I had no service at all: \$51.06

Charges for technician visits which they screwed up: \$39.99

I HAD NOTHING BUT PROBLEMS WITH GETTING THEIR SERVICE HOOKED UP AND A LACK OF ANYONE KNOWING HOW TO SCHEDULE AND PROPERLY SERVE THEIR CUSTOMERS. INCLUDING THE FACT THAT I HAD TO GIVE UP 3 DAYS OF MY THANKSGIVING BREAK TO WAIT AROUND ON THEM.

The service address on file with Comcast is

(b) (6)

I also did not know what to select on your form under internet issues because of what my issue is so I put interference, sorry if it is wrong.

---

**Ticket: # 685522 - Circuit Bouncing with no repair!**

**Date:** 12/1/2015 6:27:27 PM

**City/State/Zip:** Aurora, Colorado 80011

**Company Complaining About:** Integra Telecom

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## **Description**

In June of 2015 we started experience major problems with circuit bouncing which would cause outages for phone and internet on a weekly basis. Contacted Integra on several occasions about this problem and could not get it fixed. We where forced to find another company and now Integra wants to charge a early termination fee which we find a bit ridiculous since we were not getting reasonable service. They know there is a problem with the trunk lines provided by century link to whom they lease in our area.

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[Ticket: # 686039 - ongoing Internet/cable issues](#)

**Date:** 12/1/2015 10:25:56 PM

**City/State/Zip:** Hooper, Utah 84315

**Company Complaining About:** Comcast

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## **Description**

We have lived in our house for three years now and have signed up with xfinity for cable and Internet services. For those the years we have been plagued with dropping Internet and cable signals. Technicians have come out and can find nothing wrong. We continue to call them with complaints, we get shuffled around, hung up on, appointment no-shows. And yet we continue to put our faith and money in this company to fix these ongoing issues with no results. We are tired of the runaround and wasted money. My wife works from home and I am enrolled in on line college classes. Internet is a necessity in our home.

---

**Ticket: # 686077 - Comcast/Xfinity Slamming****Date:** 12/1/2015 11:02:56 PM**City/State/Zip:** Seattle, Washington 98117**Company Complaining About:** Comcast

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**Description**

My second complaint regarding Comcast. My daughter is on my ISP account and my network. When visiting her in her dorm room in Philadelphia, she asked me to help her with her internet. Seems that her computer had been hijacked by Comcast/Xfinity WIFI as the preferred internet even though her preference had been set to the ISP at her school. This is the third computer this has happened with in three different parts of the country, LA, Seattle and Philadelphia. Reported to FCC before and a representative contacted me and told me that all I needed to do was to go into my internet preferences and delete xfinity from the list of wifi providers. Of course I told him that this requires a number of keystrokes that some people, including my 90 year old parents would not be able to figure out. He apologized but said there was nothing Comcast could do about it. I told him that this was slamming and did not seem legal. To his credit he politely disagreed and said there was nothing he could do about it. Which meant that Comcast was not going to do anything about it. Please help with this. Comcast is taking over my family's computers.

---

**Ticket: # 686975 - CAN-SPAM: GlobalCompliancePanel not honoring unsubscribe requests**

**Date:** 12/2/2015 2:00:23 PM

**City/State/Zip:** Laurel, Maryland 21044

**Company Complaining About:** Globalcompliancepanel

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## **Description**

CAN-SPAM complaint:

California company GlobalCompliancePanel is not honoring requests to be removed from their mailing list. First request was made on 11/18/2015, and another request a few days after when I received more marketing emails. Have no business relationship with this company. They still sent spam emails as of today (12/2/2015) and have not responded to an email I sent regarding these issues. I've attached their latest spam email, and their contact information is:

GlobalCompliancePanel

www.globalcompliancepanel.com

161 Mission Falls Lane, Suite 216, Fremont, CA 94539, USA.

Toll Free: +1-800-447-9407

Fax: 302 288 6884

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[Ticket: # 687222 - Blocking of some sites](#)

**Date:** 12/2/2015 3:10:06 PM

**City/State/Zip:** Macomb, Michigan 48044

**Company Complaining About:** AT&T

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## **Description**

Recently when I attempted to use my Wi-Fi, my phone would be alerted to "sign in" to my Wi-Fi. When I "signed in" I could no use sites such as bing or urban dictionary. It alerted me that my account needed attention (pay a bill) which is false. The account owner (my father) had already paid the bill recently. The attached pictures show my attempted access to bing and urban dictionary and the result I'd get, compared to my successful usage of Google and Facebook.

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**Ticket: # 687409 - Comcast not allowing HBO GO on Android TV**

**Date:** 12/2/2015 4:10:06 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19130

**Company Complaining About:** Comcast

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## **Description**

I (reluctantly) pay Comcast for home internet service. An HBO GO subscription was included with my monthly package. I own an Android TV. Recently, HBO released an Android TV version of the HBO GO app, but Comcast will not allow me to use the service that I am paying them for on this platform. Comcast will not allow their users who pay for HBO GO as part of their cable subscription to use this paid service on Android TV when Comcast allows for this identical service to work on Apple TV, Roku, and any Microsoft gaming console.

This is unfair, anti-competative business practices. I would settle for action to be taken here, but I would also greatly appreciate the FCC looking deeper into Comcast's terrible business practices with regards to net neutrality, anti-competitive behavior, bandwidth restricting, and price gouging. We can get to all of those later, but for now, I'll settle with getting full use of what I'm paying for.

---

**Ticket: # 688419 - RE: Card Matching Service <HOVgZld@Uhi6ICT.gangute.com>**

**Date:** 12/3/2015 1:14:22 AM

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**Description**

<http://gangute.com/index.php/central/remove?u=NzEwYiwYMWE0ZSw0ZGY4Mg%3D%3D>

This website will not let me UNSUBSCRIBE!!! They keep changing the "Verification Code" even if I put in the correct one. They refused to Unsubscribe me!!

---

**Ticket: # 688188 - My phone and ip is set to an identity theft ring**

**Date:** 12/2/2015 10:03:15 PM

**City/State/Zip:** Chicago, Illinois 60638

**Company Complaining About:** T Mobile

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## **Description**

I don't have a business yet my iPhone is set as if running a corporates office. My provider t mobile has me set up to an IP address located in (b) (6)

(b) (6) I have many times attempted to disputes with all even the fbi about this and no one does anything! The problem with this is that I am in Chicago Illinois and that this static ip that has been assigned to me is linked to this place of fraudulent activity and identity thrives! My identity has completely been stolen and it is all due to this IP address that is persistently assigned to me! It doesn't matter if I go to att it still will be assigned to me and the problem is that I am the target of some very angry powerful people after being a credible witness against a lieutenant of the Chicago police sos scandal in 04! After identifying (b) (6) to internal affairs he still wasn't implicated and was freed to continue to torment and harass me electronically from this IP address! Even if he is dead he was never implicated and his son (b) (6) who lives in Ohio is an engineer from hell who has continuously set me up to this IP address! No one wants to help me with this and I mean no one (b) (6) Chicago

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[Ticket: # 688455 - T-Mobile internet pop-up ad did not have close device](#)

**Date:** 12/3/2015 2:29:08 AM

**City/State/Zip:** Glenside, Pennsylvania 19038

**Company Complaining About:** T Mobile

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## **Description**

At 12:35 AM on Thursday 12/3/15 I was trying to watch CNN to get information about the massacre in San Bernadino, CA. Numerous ads for T-Mobile kept interrupting the CNN broadcast. None of these ads displayed the required "X" or "Close Device" required for Internet advertisers. My access to interstate communications was infringed upon by T-Mobile and its advertising agency. Please sanction T-Mobile and please award monetary damages to me and all other prejudiced Internet users. Thanks! (b) (6)

---

**Ticket: # 688526 - Redirect ad from Mediacom**

**Date:** 12/3/2015 9:31:25 AM

**City/State/Zip:** Rantoul, Illinois 61866

**Company Complaining About:** Mediacom

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## **Description**

For the past couple of days, occasionally I have been the subject of a redirect from Mediacom. Here is the ads URL

[http://97.64.255.1/bg/Power\\_Up\\_20151130/index.html?policy=2797&url=http://www.northshorecare.com/](http://97.64.255.1/bg/Power_Up_20151130/index.html?policy=2797&url=http://www.northshorecare.com/)

I did a "Whois" search on the URL and it came back as belonging to Mediacom. When I contacted Mediacom to complain, they denied that the IP address belonged to them.

I don't if this is a phishing attempt and Mediacom has been hacked, or if Mediacom has set up a redirect ad campaign. Either way I would like it stopped.

---

## Ticket: # 690534 - Mediacom Cable - ongoing severe latency issues

**Date:** 12/3/2015 10:52:05 PM

**City/State/Zip:** Cataula, Georgia 31804

**Company Complaining About:** Mediacom

---

### Description

So, I've been putting off complaining about my god awful excuse for an internet provider until the past two days. This is why:

Tracing route to google.com (b) (6)  
over a maximum of 100 hops:

```
 1  3209 ms  2500 ms  3335 ms  (b) (6)
 2  1727 ms  1637 ms  2771 ms  (b) (6) .client.mchsi.com (b) (6)
 3  3406 ms  1522 ms   747 ms  172.30.76.17
 4  2729 ms  2287 ms  2188 ms  (b) (6) .client.mchsi.com (b) (6)
 5  2024 ms  2376 ms  3015 ms  (b) (6) .client.mchsi.com (b) (6)
 6  2631 ms  2007 ms  1822 ms  (b) (6) .client.mchsi.com (b) (6)
 7   810 ms   643 ms  1072 ms  (b) (6)
 8  1156 ms  1218 ms  1171 ms  (b) (6)
 9   601 ms   657 ms   630 ms  (b) (6)
10   477 ms   462 ms   263 ms  (b) (6)
11   *      *      *      Request timed out.
12   101 ms   129 ms    85 ms  yk-in-f101.1e100.net (b) (6)
```

Trace complete

This is a common trace route result. This issue has been ongoing for well over a year now, and the only thing these chuckleheads can do is keep sending technician after technician to my home. Each one claims something different. Some say it's our box, some say they don't know, but the common theme here is they never fix anything. I've been patient with them, but it's to the point that spending \$170 for their services is an absurd amount of money for what I'm getting.

To be clear, I'm unable to switch providers in my area because Mediacom is the only one that operates here. We live next to a metropolis yet somehow they are the only company servicing my county.

<https://forums.mediacomcable.com/index.php?topic=30220.0>

This is the thread on their website forums.

I'm not sure what this complaint will do, if you guys can help me, or if this will solve my internet problems. Thanks for your time.

---

**Ticket: # 704199 - DSL disruption for 1 year**

**Date:** 12/11/2015 5:34:00 PM

**City/State/Zip:** Santa Monica, California 90401

**Company Complaining About:** Verizon

---

## **Description**

Due to technical circumstances beyond my control or knowledge, my internet service was disrupted for about 1 year. I would lose my connection, my videos would stop, my service would reset on its own, I lost precious study time and fell behind in my work due to constant malfunction of Internet service. As per Verizon's records, I contacted customer service many times and even was sent a new router in order to resolve the problem. After a whole year or so of terrible service, they decided to send a technician to my apt to test my lines inside and out at no charge. They found that my lines could not handle the 15MBps and that it would reset itself when it reached about 14MBps according to what the technician told me at the time of his visit. Everything else was ok, he said. So he called his supervisor and they tried lowering the MBps down to 10MBps, so he said, and it seems to perform normal for the first time in about a year or so and my wireless service issue is now resolved, or so I hope for now. It works like it should have worked for over a year ago finally. I felt this disruption and poor performance should have and could have been resolved a year ago , and over a year really, if I had been attend properly from the start, instead I got caught in an endless loop of what a Supevisor call 'unfortunate' situation. 'Sorry, but there's nothing we ca do about it' was all the Supevisor kept repeating like a broken record . I left a message at the Corpoate Office, but no rerun call was ever issued. Checking my messages it is verified, no retun call concerning my complaint.

So-1-Even though I was granted a free upgrade in DSL speed, it just made things worse.

2-Even though I continued to complain and call customer service about disruption of service for months, the problem was not resolved until over a year.

3-I felt cheated and disgraced after talking to an operator AND her supervisor.

4-I felt double cheated when the Cerizon Corpoate Office ignored my voicemail message. I had left my phone # and name and complaint after hours on a voicemail machine.

---

**Ticket: # 689833 - Comcast service keeps disconnecting, causing her videophone devices to crash**

**Date:** 12/3/2015 5:28:03 PM

**City/State/Zip:** Panama City Beach, Florida 32484

**Company Complaining About:** Comcast

---

## **Description**

(PROCESSED BY CTR 364) (b) (6) states that her Comcast Internet service keeps disconnecting, which causes her videophone devices to crash. (b) (6) is deaf, and depends on video relay service to access the telephone network and emergency services. She states that Comcast has replaced her modem several times, and her video relay providers have also replaced their equipment several times in attempts to mitigate this issue. The disconnections have happened several times in one day, and she states that it will happen at least once a week.

(b) (6) is very unhappy about this matter, and is requesting that Comcast perform a thorough equipment and line check and monitor her connectivity to find out why her connection keeps dropping.

---

**Ticket: # 689926 - Cannot Unsubscribe**

**Date:** 12/3/2015 5:59:06 PM

**City/State/Zip:** Cypress, California 90630

**Company Complaining About:** Time Warner

---

### **Description**

I have requested to be removed several times from the mailing list and have not yet been. I am also unsure how I have been put in contact with the sender and they send frequent messages all by BCC. Contact coming from email: Delco-Exterior@sbcglobal.net

---

[Ticket: # 723691 - DSL service to home without my permission](#)

**Date:** 12/23/2015 7:40:37 PM

**City/State/Zip:** Holt, Michigan 48842

**Company Complaining About:** Dsl Extreme

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## **Description**

Internet provider company DSL Extreme installed cables and and jacks in my and exterior wall of home without either my verbal nor written permission. This company has also place a hold on my network line and are refusing to remove it

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**Ticket: # 690184 - Quality of Service**

**Date:** 12/3/2015 7:19:24 PM

**City/State/Zip:** Plano, Texas 75075

**Company Complaining About:** Verizon

---

## **Description**

Our company has contacted with Verizon to be our Internet Provider and provide 50/50 Fios internet service. For a month now, we see an average of 38% packet loss on our uploads due to problems between (b) (6) (DLLSTX-LCR-21) AND (b) (6) (ALTER.NET). The issues are affecting our VOIP phone system, system backups as well as our project management software. Despite numerous phone calls and a technician coming to the office to confirm our diagnosis, no improvements have been made. Tests were done directly connected to ONT.

---

**Ticket: # 699310 - Censorship & Biased Media**

**Date:** 12/9/2015 2:18:19 PM

**City/State/Zip:** Lufkin, Texas 75904

**Company Complaining About:** Facebook.com

---

## **Description**

facebook.com has blocked me from making comments on the ABC News page because I posted a link to this FCC Complaint Reporting page. All other users posting comments were posting their opinions and links the same as I was. They have labeled my attempt to be informative of the FCC's services as being spam.

---

**Ticket: # 690472 - Xfinity - Blocking Internet Accesss****Date:** 12/3/2015 10:03:58 PM**City/State/Zip:** Marysville, Washington 98270**Company Complaining About:** Comcast

---

**Description**

Hello, I recently signed up for service and activated yesterday. I was told that I would be able use a dual NAT'd router behind the Comcast modem. Well I am able to surf to the Webpage of the Comcast Modem from my domain. However the Comcast modem is actively refusing to send packets to the internet. When I called in to get help with the Xfinity modem they told me they could help because it wasn't their equipment? What the heck? The issue is with the Comcast modem/router not my router. Plus I also did not receive any thing to properly self install my phone service.

---

**Ticket: # 690803 - Work invasion of Privacy**

**Date:** 12/4/2015 10:26:52 AM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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## **Description**

My work government state agency is violating my privacy. They have recorded me at work, hacked into my home computer and personal cell phone. They keep opening up my Microsoft personal account. I reported this to HR on 11/30/15. I went to grab lunch that afternoon and noticed a manager followed me to lunch. Later that evening I checked my cell phone and someone had placed a Voice Connect software on my personal cell phone. I had my desk locked as well. They also came in on my computer at home and read personal letters. This is an outright invasion of my privacy.

---

**Ticket: # 690905 - Lost Emails**

**Date:** 12/4/2015 11:30:23 AM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

---

**Description**

I have a year and a half's worth of emails missing from my email. More than 55k, at least. I have spent an entire day being shuffled around. Was hung up on by an agent, spoke to a couple supervisors, supposedly, and still no solution. At no time did anyone call me back to follow-up to see if the issue was resolved. When I call back they want me to go through the whole thing all over again. I need my emails back.

I tried one last time and again was speaking to a supposed supervisor and waited on the line with her Crista employee ID#0961 and I was very patient, only to be transferred again to the regular help desk and the guy wanted to start all over again from the beginning.

I need my emails back and would appreciate your assistance.

Thank you.

(b) (6)

---

[Ticket: # 691517 - email massive spam by datetrombone.com](#)

**Date:** 12/4/2015 2:37:28 PM

**City/State/Zip:** Wittmann, Arizona 85361

**Company Complaining About:** Dish Network

---

## **Description**

Benefit Principal 5764 N Orange Blossom Trail, Orlanda, FL 32810. I am receiving over 60 emails a day now and they are coming from these people, from a 5 to 6 companies, through Benefit Principal.. I called them and they hung up.

---

**Ticket: # 692254 - FW: attn**

**Date:** 12/4/2015 6:40:46 PM

---

## **Description**

SPAM FROM Benin Cotonou Etisalat Benin Sa, Venezuela and Moscow, Russia!!!!!!!!!!!!!!

Email header info:

Delivered-To: (b) (6)  
Received: by (b) (6) with SMTP id d75csp831670ivb; Fri, 4 Dec 2015 14:10:48 -0800 (PST)  
X-Received: by (b) (6) with SMTP id 145mr13130226ywm.279.1449267048263; Fri, 04 Dec 2015 14:10:48 -0800 (PST)  
Return-Path: <123456789001@cantv.net>  
Received: from 10ibl20ser04.datacenter.cha.cantv.net (10ibl20ser04.datacenter.cha.cantv.net. (b) (6)) by mx.google.com with ESMTPS id u184si9241164ywf(b) (6) (version=TLS1 cipher=AES128-SHA bits=128/128); Fri, 04 Dec 2015 14:10:48 -0800 (PST)  
Received-SPF: pass (google.com: domain of 123456789001@cantv.net designates 200.11.173.11 as permitted sender) client-ip=(b) (6);  
Authentication-Results: mx.google.com; spf=pass (google.com: domain of 123456789001@cantv.net designates (b) (6) as permitted sender) smtp.mailfrom=123456789001@cantv.net  
X-Virus-Scanned: amavisd-new at cantv.net  
Received: from webmail-02.datacenter.cha.cantv.net (webmail-02.datacenter.cha.cantv.net (b) (6)) (authenticated bits=0) by 10ibl20ser04.datacenter.cha.cantv.net (8.14.3/8.14.3/3.0) with ESMTTP id tB4MAU0J022730; Fri, 4 Dec 2015 17:40:30 -0430  
X-Matched-Lists: []  
Received: from (b) (6) (b) (6)) by webmail-02.datacenter.cha.cantv.net (Cantv Webmail) with HTTP; Fri, 4 Dec 2015 17:40:30 -0430 (VET)  
Date: Fri, 4 Dec 2015 17:40:30 -0430 (VET)  
From: 123456789001 <123456789001@cantv.net>  
Reply-To: revtony.francis@yandex.com  
To: bktrammell24@gmail.com  
Message-ID: <1955761325.3862858.1449267030737.JavaMail.gess@webmail-02.datacenter.cha.cantv.net>  
Subject: attn  
MIME-Version: 1.0  
Content-Type: text/html; charset=UTF-8  
Content-Transfer-Encoding: 7bit  
X-Mailer: Cantv Webmail  
X-Originating-IP: (b) (6) ]

-----Original Message-----

From: 123456789001 [mailto:123456789001@cantv.net]

Sent: Friday, December 04, 2015 5:10 PM

To: (b) (6)

Subject: attn

I have registered your ATM CARD of \$2.5usd with DHL Courier Company with registration code of (Shipment Code awb 33xzs). Please Contact with your delivery information such as, Your Name, Your Address and Your Telephone Number:

DHL Office: E-mail: (revtony.francis@yandex.com) Name of Director: Rev. Tel: +229-9928-6146. I have paid the Delivery fee. The only fee you have to pay is their Security fee only. Please indicate the registration Number and ask Him how much their Security fee is so that you can pay it.

Regards

(b) (6)

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**Ticket: # 692355 - Internet Access****Date:** 12/4/2015 7:23:39 PM**City/State/Zip:** Agoura Hills, California 91301**Company Complaining About:** Time Warner

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**Description**

I have two issues with Time Warner Cable: 1) I am paying for bandwidth from Time Warner Cable that I am not consistently getting. The problem goes away when no one is in the building. I am supposed to have dedicated internet access for my office. I clearly do not. I pay for upload speed of 1.5. I usually get .6. I pay for download speed of 12-15. This morning it was 2. Download speed is usually fine. Upload speed is usually not - so it interferes with my phones. This has been going on for years. Time Warner Cable points the finger at the phone company who points it back at Time Warner Cable.

2) I also have interference on my phones. This problem started with my phones when Time Warner Cable installed cable for my tenant next door - whose cable box had to be installed in my suite because I have the phone equipment in my suite. At that time I did not have Time Warner Cable for my office internet and I did not have VoiP phones. Whatever they did when they installed the cable for my neighbor started causing interference with my phone lines. I first thought maybe the problem was my phone system, which was a land line system, because it made no sense to me that my neighbor's cable could interfere with my land line phones. I paid \$2000 for a new phone system, but the problem persisted. I then switched my cable, because the phone company was telling me the cable provider was the problem. It was AT& T at the time. I switched to Time Warner Cable (the only other option here at the time). I thought maybe they had intentionally created a problem for me so that I would switch to their cable, but I switched anyway thinking maybe that would solve the problem. The problem persisted. I have since had every line rewired, every phone replaced, I replaced the new phone system with VoiP, I switched VoiP providers, I switched phones twice, I replaced the router twice (I now have top of the line), I changed out switches, I had electrical lines rewired - I have replaced everything at least once - and many things twice including phone service providers. The problem started with Time Warner installing the cable next door. I still think they did something to interfere with my service - intentional or not. I now need to rent out the space. I am hoping my tenant does not have the same problems.

---

**Ticket: # 692609 - identity theft**

**Date:** 12/4/2015 11:41:54 PM

**City/State/Zip:** Phila, Pennsylvania 19140

**Company Complaining About:** MetroPCS

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## **Description**

I am currently experiencing an act of identity theft (someone has impersonated me) by hacking/stealing all of my personal cell phone, mail, internet e-mail access information which has made it difficult for me to gain access or even recover my contact information. I have not been able to

successfully gain copies of my credit statements due to these malicious activities. I have been receiving anonymous calls from individuals cancelling my medical appointments amongst other unusual occurrences.

I need the like the opportunity of gaining access so that I can move forward in determining what is happening

I would like to know if these concerns can be addressed in order to prevent being held for actions that maybe occurring with my identity, and learning the source in order that I may press charges on the individuals.

Thank you for your time in this manner, and anything that may be done to assist me in this manner.

---

**Ticket: # 692725 - Comcast Throttling Upload Speeds**

**Date:** 12/5/2015 8:40:55 AM

**City/State/Zip:** Hialeah, Florida 33012

**Company Complaining About:** Comcast

---

**Description**

Upon first day of streaming a videogame, my internet upload speed was at its usual performance without any artificial hindrance placed on it.

On subsequent days of trying to stream yet again (i.e: sites like Twitch.tv), I find my service interrupted without fail.

Sites which test internet performance (especially the main website provided by Comcast, which is located at speedtest.comcast.net) test at normal stats/speeds. However, upon further testing on other sites known for testing performance of internet service (sites which are non-affiliated with Comcast), performance was seemingly very different (read: much worse than those shown on Comcast's site).

As a customer, I don't believe I am getting the service I pay for, and it is obvious that traffic is either being shaped or throttled by Comcast. This is not legal, and should you need further proof other than that which is attached, I will be more than happy to oblige.

Addendum - Even the service currently shown on Comcast's site is about half as much as usual, while the one shown on the other site (testmy.net) is almost 25 times as slow.

Thank you kindly for reading.

---

**Ticket: # 692734 - Disruption of internet; services not adequately rendered; costs not lowered.**

**Date:** 12/5/2015 9:06:44 AM

**City/State/Zip:** Ridgecrest, California 93555

**Company Complaining About:** Verizon

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## **Description**

NOTE: This letter is being submitted to the Federal Communications Commission, to the Better Business Bureau, and to Verizon Residential Telephone's website through any and all means at my disposal.

Hello,

I am a consumer of Verizon Residential Digital Subscriber Line Service.

I have been using Verizon residential DSL for over a year now and, only recently have I begun making a log of interruptions, I am paying for services that are not fully rendered. My connection to the internet is not as fast as advertised and it is constantly interrupted - 15 minutes each day in some months - and sometimes for days at a time.

When I do attempt to pay for the services rendered over the internet, to transfer money from one bank account to another, or handle any other online transaction with Verizon - I am constantly interrupted by DNS errors and having to reset my modem weekly (if I am lucky) or daily (if I am not).

I live in a fairly remote area of the desert - and I understand the issues with keeping technology up to date out here - I also understand the issues with weather interrupting data cables. There's not a whole lot that Verizon can do about this.

The problem is that I have paid, over and over and over again, for services that are not fully rendered - and I am not compensated in reversal of said payments. If my services are not fully rendered - why should I remit to the creditor of said services the money they and I agreed was contractually obligated to pay? If I am contractually obliged to pay my Verizon bill - they should be contractually obliged to either lower my bill due to constant interruptions and services that are much slower than advertised or release me from my contract with them.

This is not fair business practice, and it is bad policy to treat any consumer this way,

Thank you for your time,

(b) (6)

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**Ticket: # 725437 - Interference**

**Date:** 12/26/2015 10:21:05 PM

**City/State/Zip:** Portland, Oregon 97225

**Company Complaining About:** Comcast

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## **Description**

Unfortunately, I am in a territory where Comcast/Comcrap holds a virtual monopoly with no viable alternative. Most of Portland, Oregon is panting for confirmation that Google Fiber will come here. The exodus from Comcast will likely rival the Jews leaving Egypt. Although I pay a premium for 100Mbps service, I rarely receive what is paid for. I use a private server to compensate for mediocre speeds and am therefore dependent on FTP to transfer data from the server to home. FTP carries little overhead and one should be able to move files at the subscribed speed, in my case, about 10MB/s. My transfer speeds are <200kB/s making files that should complete in minutes a full day or longer ordeal. Apparently, they are still "managing" their network, shaping traffic or limiting utilization at their discretion. Glastnost confirmed that Comcast is interfering with my bandwidth. Instead of traffic freely moving through a pipe, it is stalled and restricted before being pushed through a straw. Of course, they deny any interference. Lying is part of their business model as evidenced by their denial to the FCC in 2008 regarding violations of net neutrality and the subsequent unfavorable 16 million dollar judgement in Hart v. Comcast where, again, they lied to the Pennsylvania Court. They are still lying! Taking my computer to the library or to a friend's Frontier FIOS network eliminates these problems confirming the true nature of their activities. It is a lesson in futility contacting them for resolution as they are intentionally creating the problem. They are plenty eager to schedule a \$70. tech visit to "help" you. They continue to interfere with Netflix streaming on their network as direct competition as content providers. They should be put in jail and hung by their balls.

---

**Ticket: # 693501 - WIRELESS INTERNET GETTING HACKED/DISRUPTED**

**Date:** 12/5/2015 8:17:44 PM

**City/State/Zip:** New York, New York 10005

**Company Complaining About:** Time Warner

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## **Description**

My wireless internet connection through Time Warner Cable (account no

(b) (6) ) is getting repeatedly hacked and/or disconnected from

the internet, almost every day now. It often will change into

&quot;airplane&quot; mode or just have a giant red X through it

intermittently throughout the day. I fear that I am being hacked or

my internet is being somehow compromised by a negative person(s),

governmental agency or business entity. This is also affecting my

ability to do business, check emails, and connect to the internet.

Please investigate and advise. I have also now reported this to the FBI IC3 Unit as well as Time Warner Cable Business Class as well.

---

**Ticket: # 693538 - spam text messages**

**Date:** 12/5/2015 9:40:54 PM

**City/State/Zip:** Venice, California 90291

**Company Complaining About:** Verizon Wireless

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### **Description**

I have received multiple unwanted text messages from [www.us-mkstore.com](http://www.us-mkstore.com) & [www.usnface.com](http://www.usnface.com); they came from phone # (330)970-6920 and (626)428-3505

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**Ticket: # 693663 - Charter Internet Big Problem**

**Date:** 12/6/2015 1:14:02 AM

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

**Company Complaining About:** Charter

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**Description**

Our wireless internet repeatedly drops for around a minute regardless of traffic. We have a new wireless modem supplied by Charter as well as a brand new router and are still having issues. While on the phone Charter says if we hardwire our computers to the modem via ethernet and it still drops that it's a problem on their end but they refuse to do anything about it. We have had four techs out, 2 were managers and they still haven't fixed the issue.

---

**Ticket: # 693652 - Bridgemaxx services**

**Date:** 12/6/2015 12:57:16 AM

**City/State/Zip:** Connersville, Indiana 47331

**Company Complaining About:** Bridgemaxx

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## **Description**

While I first mention the disruption in my service, they told me it was my router not them, I immediately went out and bought a \$237 wifi router from Best Buy just to find out that the disruptions continued. There is no known way to contact Bridgemaxx after regular business hours of services being out except to email them a complaint. I have only been contacted once in the last four weeks that I have complained of the service interruption. Just this weekend alone we have had three different times that we have lost service 12/04/15 @ 6:30 pm- 10:45pm, 12/05/15 from 6:30pm to 9:30pm and 10:30pm to 11:42pm. I have asked if they will report the down times to the university that my son and I attend (Indiana University East), because of these disruptions in service is hampering our ability to complete our assignments in the time that they are due. This happens every weekend, and is not an occasional mishap.

Best regards,

(b) (6)

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[Ticket: # 693784 - internet theft by deception](#)

**Date:** 12/6/2015 12:45:10 PM

**City/State/Zip:** Monroeville, Ohio 44847

**Company Complaining About:** Frontier Communications

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### **Description**

I have internet through frontier communications , out of Norwalk ohio. There charging me almost 120.00 a month, and I have multiple interuptions, and can not even watch video past one into the month because of a memory cap they have on the sevice provided. They told me to upgrade, and I did and still no difference. but advertise the same service for 60.00 a month.

---

**Ticket: # 694228 - Constant internet connection failures**

**Date:** 12/6/2015 11:47:33 PM

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

**Company Complaining About:** Comcast

---

## **Description**

For a long time, I experience a problem with Comcast internet service. The cable modems were replaced several times and now I use the one I bought instead of continue renting them from Comcast. It didn't help much tough it's is a little better now than it was before when I had cable modems from Comcast. The problem was confirmed by Comcast technicians to be outside of my house. But they still can't or don't want to locate and replace failing equipment. There was a period of temporary improvement for several months after Comcast replaced drop off line to my house and then the problem has started all over again. Currently, there are from at least a few to about 15 disconnections I experience everyday. I contacted Comcast countless times. Please help me to resolve this issue.

Sincerely,

(b) (6)

---

[Ticket: # 694282 - AOL is blocking legitimate messages from me to at least 6 close friends and relatives](#)

**Date:** 12/7/2015 2:17:29 AM

**City/State/Zip:** Birmingham, Alabama 35222

**Company Complaining About:** Aol

---

## **Description**

Despite repeated complaints to AOL by phone and emails as directed by AOL to postmaster@aol.com by me and also by my friends, AOL is still blocking messages. The latest message tonight was a holiday wish in text of about 4 lines.

AOL has not corrected this and it has continued for several months. Some messages get through and some don't.

Can you please intercede? These are private messages, not business, not ads. Just personal messages and some jokes.

---

**Ticket: # 694300 - AT&T and DirectTV Billing****Date:** 12/7/2015 4:57:05 AM**City/State/Zip:** St. Louis, Missouri 63108-(b) [REDACTED]**Company Complaining About:** AT&T

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**Description**

I had AT&T internet, a three wire internet modem and a landline phone until my modem stopped working. ATT& T recommended replacing with their new U-Verse modem since it would be free. The modem was installed on 7/15. I paid my bill through my old landline phone acct since I didn't know the acct had been changed to a U verse acct for billing. I paid my U-verse Acct to restore my internet service after service was discontinued even though I had \$252.80 credits from my landline acct. Refunded \$138.51 leaving a balance due of \$114.29. Combined billing for my DirectTV acct was to start in Oct 2015 but to date that hasn't happened so DirectTV is paid separately. I overpaid DirectTV since I was told my 11/15 was late and my next bill is not due until 12/15. I received a bill from U-Verse for \$228.84 due 12/22/15. DirectTV services were excellent prior to their merger with AT&T. Attempts to resolve these issues since 7/15 have been unsuccessful. Problems with landline since the installation of the UVerse Modem such as phone calling my number, unable to get calls since it seems a like a fax number.

---

**Ticket: # 694353 - Popup on iPhone saying virus to call IOS # ASAP**

**Date:** 12/7/2015 9:22:50 AM

**City/State/Zip:** Louisville, Kentucky 40220

**Company Complaining About:** Verizon Wireless

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### **Description**

I was trying to pull up information on Safari on my iPhone when I got a window that popped up & would not go away that said basically I had a virus & need to call IOS Tech Support because I may have spyware/adware. +1-866-265-5863. First call could barely understand the guy & he wanted email & passwords. Tried again and "Alex" who would not give me an employee or other # wanted credit card info to 'fix' my phone and said all the information would be on the invoice they sent me.

---

**Ticket: # 694395 - FW: Money Sent**

**Date:** 12/7/2015 10:13:45 AM

---

## Description

SPAM FROM BRAZIL!!!!

Email header info:

Delivered-To: (b) (6)

Received: by (b) (6) with SMTP id d75csp2007264ivb; Mon, 7 Dec 2015  
01:50:38 -0800 (PST)

X-Received: by (b) (6) with SMTP id f60mr35440674qgf.60.1449481838511;  
Mon, 07 Dec 2015 01:50:38 -0800 (PST)

Return-Path: <contacruce@oi.com.br>

Received: from oi-mta-02.oi.com.br (oi-mta-18.oi.com.br. (b) (6))  
by

mx.google.com with ESMTP id y70si26683758qgd(b) (6) Mon,  
07

Dec 2015 01:50:38 -0800 (PST)

Received-SPF: pass (google.com: domain of contacruce@oi.com.br designates  
(b) (6) as permitted sender) client-ip(b) (6);

Authentication-Results: mx.google.com; spf=pass (google.com: domain of  
contacruce@oi.com.br designates (b) (6) as permitted sender)  
smtp.mailfrom=contacruce@oi.com.br

MIME-version: 1.0

Content-type: multipart/alternative;

boundary="Boundary\_(ID\_0aNYCcOgFnUBay79fXlhPg)"

Received: from internal.logicinfo.com (b) (6) by  
oi-mta-02.oi.com.br (Oracle Communications Messaging Server (b) (6)

64bit

(built May 29 2015)) with ESMTP id <0NYZ031L2FCC32K0@oi-mta-02.oi.com.br>;  
Mon, 07 Dec 2015 07:50:36 -0200 (BRST)

Received: from (b) (6)] (Forwarded-For: (b) (6) by  
oi-httpd-02.oi.com.br (mshttpd); Mon, 07 Dec 2015 09:50:36 GMT

From: Mr Mike <contacruce@oi.com.br>

To: (b) (6)

Reply-to: westu2123@gmail.com

Message-id: <ca6e4bd24be4b512.5665566c@oi.com.br>

Date: Mon, 07 Dec 2015 09:50:36 +0000 (GMT)

X-Mailer: Oracle Communications Messenger Express(b) (6) 64bit (built  
May

29 2015)

Content-language: pt

Subject: Money Sent

X-Accept-Language: pt

Priority: normal

-----Original Message-----

From: Mr Mike [mailto:contacruche@oi.com.br]

Sent: Monday, December 07, 2015 4:51 AM

To: (b) (6)

Subject: Money Sent

Importance: Low

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Attention

This \$5000 MTCN: 281-868-4870 is your name waiting for you at Western Union now for Christmas Bonus but you have to pay Sum of \$59 to activate the \$5000 before you can pick it .contact now so that we can give you name to send the activation fee and collect your \$5000 immediately with in 45 minutes.

( officefill378@gmail.com )

Regard

Mr Mike

---

[Ticket: # 694397 - Personal hotspot blocked](#)

**Date:** 12/7/2015 10:16:44 AM

**City/State/Zip:** West Bridgewater, Massachusetts 02379

**Company Complaining About:** AT&T

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### **Description**

Seems like my personal hotspot is being intentionally blocked at Westin waterfront boston

---

**Ticket: # 694674 - Internet phone keeps dropping calls**

**Date:** 12/7/2015 12:33:52 PM

**City/State/Zip:** Jamaica, New York 11415

**Company Complaining About:** Time Warner

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## **Description**

My internet phone with TWC, I am using a wired telephone, keeps dropping calls or one party cannot hear each other. This has been going on for 6 months. Service says my modem and wiring are good, there is noise on the line which maybe electrical or a Ham radio operator or something else. I am told it is a needle in the haystack to find the problem. Meanwhile I am paying for service I cannot use. I know that Con Edison is always looking for high voltage in the street under my building, but they can never find it, likewise on (b) (6) a neighbor has an approx. 300 foot antenna which maybe a Ham radio. No one can help us, and we have lost the use of our Telephone a vital communication device. I just filed a new case with the President's office of TWC case number 22600453,

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[Ticket: # 694780 - non-responsive blacklist listing site](#)

**Date:** 12/7/2015 1:08:50 PM

**City/State/Zip:** Chatfield, Minnesota 55923

**Company Complaining About:** Spam Cannibal

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## **Description**

Spam Cannibal is a blacklist web site that gathers names of people suspected of spamming and lists them on their site. We all respect the blacklist process, however, spamcannibal does not remove you from their listing even after completing the steps requested by them. They are impacting the flow of traffic and business activity through their non-responsive behavior. We have a specific listing that has lingered for 9 weeks at this point and I am reaching to other avenues to have this site suspended and even revoked.

---

[Ticket: # 695077 - Throttling and restarting...](#)

**Date:** 12/7/2015 2:29:43 PM

**City/State/Zip:** Arlington, Virginia 22203

**Company Complaining About:** Comcast

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## **Description**

I have been having trouble with my internet connection for the last couple of months, approximately the last 6, ever since i started using Sling tv. Netflix and amazon prime work flawlessly, but the Sling tv buffers constantly or restarts altogether... More and more frequently i receive calls to upgrade my service. Received one today, explained why i didnt want to upgrade, and as soon as i hung up, sling tv started freezing, and it restarted my Roku box because of lost of signal.. the cost of internet is currently too high, and it should be free from throttling and price gouging... I hope the FCC values our freedoms and sees the internet as any other utility necessary for daily life the same as lights and gas are.. this is only going to get worst...

---

[Ticket: # 695430 - Computer Fraud](#)

**Date:** 12/7/2015 4:26:41 PM

**City/State/Zip:** Wimberley, Texas 78676

**Company Complaining About:** BrainbanTERS.com

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## **Description**

This came up on my computer screen--totally bogus. I called, and someone in India tried to sell me tech support. Meanwhile my computer remains locked up.

---

**Ticket: # 695568 - Electronic Interference**

**Date:** 12/7/2015 5:24:41 PM

**City/State/Zip:** Desert Hot Spring, California 92240

**Company Complaining About:** Time Warner

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### **Description**

Consumer says that there is electronic interference being caused by one of her neighbors the effects her home electronic equipment. She also says that her radio stations are blanked out by what she thinks are pirate radio stations.

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[Ticket: # 696640 - IEEE disregards unsubscribe notices](#)

**Date:** 12/8/2015 11:10:43 AM

**City/State/Zip:** Mountain View, California 94043

**Company Complaining About:** IEEE

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## **Description**

I recently signed up for IEEE membership. I have been receiving numerous promotional email messages. Despite unsubscribing to them, I am still on their list. I think they have more than one mailing list, and so you would have to unsubscribe to them one by one.

---

**Ticket: # 696356 - Stalking Harassment Tampering with evidence****Date:** 12/8/2015 1:28:58 AM**City/State/Zip:** Alexandria, Virginia 22307**Company Complaining About:** T Mobile

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**Description**

Please help.. 3 years of stalking harassment, and losing everything in court because my evidence is gone. (b) (6) has testified they have spoofing software, but claim they have never used it on me under oath. I just pulled some subpoenaed data from Yahoo and talked to a network specialist and he said without a doubt it is spoofing. T mobile has asked me to file a complaint. i have 10 help desk tickets . They said my personal email address was being accessed via port 0 on the data mining that was accessing my account 24 hour a day, 7 days a week a 100 times a day. I am attaching the Original case in (b) (6) This is third complaint and i was trying to get a protective order to keep (b) (6) away from me last week but because i dont have the evidence anymore , its disappeared . i am out on my own. I can not even talk to 2 friends because their phones and computers are being hacked so badly their families can not reach them. This is not a new problem.

I am asking you to please investigate. Please. I need (b) (6) to leave me , friends, and family alone. i was supposed to pick someone up from the airport 2 weeks ago and they never got the text . i have been stuck without a ride home twice. I have friends that cant take the messing with their phones and computers that it makes it tough to do work.

Thank you and i can fully cooperate.

---

**Ticket: # 696684 - Broadband Service**

**Date:** 12/8/2015 11:29:49 AM

**City/State/Zip:** Springtown, Texas 76082

**Company Complaining About:** Verizon

---

### **Description**

Friday the internet went out. The company said that someone would be out Saturday. The company closes at 6, but staff stayed until 7 to wait for Verizon tech, they said they were coming but nobody came. She called again on Sunday, and nobody from Verizon was available and someone would come out on Monday. Nobody came out Monday either, despite assurances from Verizon that someone would be there. Verizon gave no time frame for the appointment. It is now Tuesday and Verizon promises to arrive but there is not much hope that the tech will arrive.

---

[Ticket: # 697820 - Contacted ISP multiple times reporting a issue, ISP admitted it's a issue on there equipment and hasn't been fixed over 2 months time](#)

**Date:** 12/8/2015 5:46:09 PM

**City/State/Zip:** Erie, Pennsylvania 16506

**Company Complaining About:** Time Warner

---

## Description

Problem:

To start off, this issue never existed 0.5 miles away before we moved into a new house.

Middle Oct we moved into a new house and had a brand new line ran into the house. It's a direct line, meaning at the time there was no drop... Which at the time I didn't know correct operating/installation procedures. There is no splitters. Telephone pole >(b) (6) > Modem. Roughly 2 weeks following move in, started experiencing massive packet loss (Request time outs), and spikes varying from 200ms-5500ms... Yes I'm not lying about 5500ms.

Technically my CPE is the first hop which makes sense. The latency is all over the place. Modem Info below

Modem: 6141

Firmware Name: SB\_KOMODO-1.0.6.14-SCM01-NOSH

Boot Version: PSPU-Boot(25CLK) 1.0.12.18m3

Hardware Version: 7.0

Serial Number: (b) (6)

Firmware Build Time: Mar 6 2014 15:23:55

Upstream Channel ID: 12

Favorite Freq: 657000000

Signal Levels at time of this post: »i.imgur.com/m9FEORA.png

And no uncorrectable code words are NOT going up in numbers. Those have been stored when I've rebooted the modem a few times

Following this issue, I contacted TWC and explained my issue in great detail and they automatically forwarded me to Tier 3. The guy saw exactly the same thing I was seeing regarding lag spikes, packet loss.

What the tech and me did over the phone for 3 hours of logging and figuring out difference scenarios.

Tier 3: Pinging from Work Network > My IP and CPE Address. He then remote into his router at home and was pinging from his house to my address.

Myself: Pinging Level 3, Google DNS, My CPE

Myself: Using my 2 VPS's I pay for in New York and Chicago pinging out to my CPE

Each time I would see the spike which I called it a anomaly, I called it out and the tech saw it at the same time. He also noticed on his tool/software monitoring my modem over the phone call my

Channel 10 was dropping from 41 dBmV to 21 dBmV so quickly I couldn't see it. Didn't seem to correlate at the same time of the anomalies

He then issued a 7 day logging process on my modem, then a ticket was opened.

I called 2 weeks later following this phone call since it got no better, and found out from another tech my ticket was closed without any information, I then got a direct number to a tech if I had any issues.

Called again about the same issues, they sent out another tech. He noticed improper install of cable which wasn't dropped down off the pole. And also noticed a massive signal loss from the pole > house box where it was terminated for easy replacement. He then replaced the **(b) (6)** between and signal levels were great.

This was done on 14NOV15 and it's now 18NOV15... Still having the same issues and it's going no where. I even went to the local TWC office, grabbed one of the crappy Ubee modems and this whole issue still occurred (Before the tech came on 14NOV15) which then I realized there is another issue outside my control beyond my telephone outside my house which the RG6 is about 30% shorter than the older house since at the holder house I was further away from the street

I can directly connect to the modem, issue still happens. Swapped CAT6 cables. Tried a different NIC card, bypassed my firewall and switches. Problem doesn't go away.

What do I do, or who I contact at this point? I have to contact the tech tomorrow (gave me his direct cell) because TWC still hasn't come out to bury the line and its been over 1 month now which is ridiculous.

EDIT: Compared Total Uncorrectable Codewords: Channel 2 has risen from 672 > 678 till now of this post time. This is the only channel that has changed.

These following posts are responses to Time Warner Social Media techs on dslreports.com in the Time Warner Direct forum for help without having to call them. This is the information I provided over time.

Time of Response: 18NOV15

Well I can surely provide trace routes but everything will show normal. It's technically my first hop, not my pfsense firewall which is causing the issue, which my pastebin link will show you when I logged back on the 14th, I can let it run over a 12hr period and get new data which shows the same.

CPE Pinging: »[pastebin.com/L3yHNUfg](https://pastebin.com/L3yHNUfg)

Tracert Google DNS: »[pastebin.com/Xv5CRAbt](https://pastebin.com/Xv5CRAbt)

16th hop is normal.

Tracert Level 3 DNS: »[pastebin.com/iKbCnjKZ](https://pastebin.com/iKbCnjKZ)

Tracert dslreports: »[pastebin.com/niNsfKej](https://pastebin.com/niNsfKej)

Following the information TWC Tech posted:

TWCablePaulS 18NOV15: I have forwarded the information you've provided to our NE Ohio / W PA support team and asked them if they could alert the Tier 3 support agents you've been working with. For your records this escalation has been assigned #22485247

Me - 18NOV15: Okay awesome thank you. Last time I talked with Tier 3 if the issue wasn't gonna be resolved he was gonna open a ticket with Tech Ops but nor he or Tier 3 got back to me about talking to Tech Ops

Made another frustrated post regarding how Time Warner is taking care of the issue.

Post Time: 23NOV15

Yes the drop was done and buried the cable after I made a direct phone call to the tech who came out ~ 1 week ago. He told me to leave him a voice mail if nothing was done and they (contractors non TWC) came out 2 days later.

I'm at the end of the line (street) so I have a feeling something up the street is bad and I'm getting the worst of it.

EDIT: Called TWC and ticket #22485247 has already been closed without any call or resolution. It's now over 1 month and 1 week since this issue has been going on. How long does it have to keep going on until I have to make a complaint further up the chain?

EDIT2: I have a supervisor tech coming out on 25NOV15 and I'm going to have him check the lines beyond my house. There is nothing else to check coming into my house. It's a direct (b) (6).

30NOV15: So the tech appointment was on 27NOV15, and he told me everything like all the other techs. He couldn't do anything. The (b) (6) was already ran brand new the 2nd time, and pretty much told he it was out of his hands if it was on the poles and beyond since he didn't have the equipment. It wasn't even a Supervisor tech as I was told over the phone, it was a contractor.

He did make a call to his boss when he went to his truck, and supposedly there was a ticket open for maintenance to come out and look at it, which I believe maybe a 50% chance there is maybe?

Also, this happened like night, net was out for the amount of time accumulated in the log:  
»i.imgur.com/y2GvWfL.png

Checked after the net came back online, downstream levels all went to 0 dBmV, then it went back to "normal" levels as before posted with the exception of channel 1: »i.imgur.com/TzN4YhU.png

TWCJaredB asked me the following question: 30NOV15

Thank you for the update, Anthony. I'm not seeing a maintenance order on the account but it may have been created for the area. Were you provided a time frame or ticket number regarding that investigation?

My Response: 30NOV15: No sir, no order nor time frame. The contractor only once getting off the phone told me directly there was a ticket created for the issue for maintenance to come out and further investigate. I was hoping I could try and get a answer if there was a actual ticket created or if they were just blowing me off since it was Black Friday.

TWCJaredB: 30NOV15: I've reviewed the account once more but am not seeing information regarding a maintenance ticket. I've forwarded this to the local office to verify and schedule one if that hasn't been completed already. Apologies for any delay. Escalation #: 22555340

My Response: 01DEC15: Had a tech come out today which who wasn't a contractor who took my situation serious. After I explained my issue, showed countless logs and data I've collected since the issue, he called dispatch/his supervisor.

He relayed to me after the phone call who he was talking to knew exactly what I was talking about, and my address was on a list of the affected area. I un

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**Ticket: # 697618 - Bad service for full billing by Comcast**

**Date:** 12/8/2015 4:37:28 PM

**City/State/Zip:** Fort Collins, Colorado 80525

**Company Complaining About:** Comcast

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**Description**

For 18 months, Comcast has provided terrible service. I have tested my broadband up- and down-speeds and the down speeds vary within seconds by 2.5-fold. Comcast only checks for "average" speeds and cannot/will not detect the variability which prevents internet access on occasions, issues with making/receiving telephone calls, and scratchy screens on three different colleagues screens in webinars effectively stopping me for using webinar Internet video conferencing.

I stopping their telephone service, bought two different sets of my own phones and subscribed to Ooma with its attendant costs. Comcast still charges me for two phone services because it is part of a pacakage and tells me my costs will go up if I want to unbundle the phone from Internet and Cable TV service.

They are a monopoly here. I am bound by a Home Owners contract with Comcast, but the service is so bad, Fort Collins voted in a referendum to disconnect from Comcast.

I have had 9 field techs out here and they say the problem is outside my house and upstream from the distribution box, but they cannot/will not fix it. Comcast threatens to cut off my internet service if I don't pay my bill. They have given me occasional credits, but I have to call every month to complain and ask for a credit. Recently, they have just hung up the phone.

I believe I deserve an ongoing credit for the partial services I do not receive but they won't do that automatically. I have spent a total of 65 hours on the phone being shuffled back and forth between billing and tech support with no resolution. When I ask to speak to a manager, i get disconnected or if I DO reach one, they make me go through the whole routine of resetting the modem and not listening to the issues with interference in the outside (downlink) source.

I have given their field techs graphs of the interference analysed by Testmybandwith, an independent bandwidth company that can test the Comcast cable service directly. Comcast pays no attention to that.

The only way I can get them to pay attention is to not pay my bill and then tell them when they call to be paid or disconnect the service, its because they're not providing services.

I depend on the internet for a technology home business which I cannot properly conduct. I believe they should cut my monthly bills to one-half their rate or \$45.00 per month and acknowledge they are not providing the service for which they are forcing me to pay.

I need all this resolved with a permanent credit for the time they cannot fix this interference problem that isn't being caused by me.

The attached image is a graph of the up- and down-load variability from Testmybandwidth. Only the most recent records are shown in in the list below the graph for brevity. I have the complete reports set any time.

Thank you for your kind attention.

(b) (6)



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[Ticket: # 698408 - Constant bad quality Internet service](#)

**Date:** 12/9/2015 12:14:22 AM

**City/State/Zip:** Wynona, Oklahoma 74084

**Company Complaining About:** Shidler Telephone Mbo.net

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### **Description**

We are stuck with basically 1 broadband provider in our area, Prices are outrageous over 100\$ a month for just 6mbs 1mbs upload speed, service has been horrible for at least 30 days even with constant complaints and proof of poor service, they said they will be fixing it but nothing has happened in a reasonable time.

---

**Ticket: # 698406 - No Internet Service****Date:** 12/9/2015 12:08:07 AM**City/State/Zip:** Greensboro, North Carolina 27405**Company Complaining About:** AT&T

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**Description**

I have had no internet service since Friday December 4th. I called and was on the phone for over two hours troubleshooting with no resolution. I was advised that a technician would be out Sunday December 6th between 8-12 and someone needed to be home. I stayed at home waiting no one arrived. I called back in about 1:00pm to be informed that no one picked up the ticket. At this point I'm livid. It appears to me that my time means nothing to anyone at AT&T. I was advised that a tech person did come out to find that there was a problem at their switch. I asked why didn't anyone contact me to let me know of any findings. I was told they could not answer that question. I spoke to a supervisor who was very nice. However she advised me that another tech person would have to come back out to check the lines. I advised her no one would be at home. When I got home from work on Monday December 7th at 10:00pm there was a new modem on my front porch with a note saying try this one. First off who does that. I called into Customer service I spent another two hours on the phone troubleshooting the device. It still did not work I was advised my user name and password was a problem. They would be sending another tech out on Tuesday December 8th. I just got home from work and called once again to be told that another ticket had to be open for yet another tech person to come out between 8-12pm. I work from home and I've had to drive into VA each day because I have no internet service of which I am paying for. This is the second time this has happened to my service in the past 4 months. No compensation or anything has been offered. I have 4 wireless phones, home phone, internet and digital life with AT&T and all I want is the service that I am paying for any help would be greatly appreciated.

---

[Ticket: # 699248 - Comcast](#)

**Date:** 12/9/2015 2:01:11 PM

**City/State/Zip:** Modesto, California 95354

**Company Complaining About:** Comcast

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## **Description**

Internet service has not worked for 3 days. I called to schedule technician visit . Both TV and Internet do not work so I think it is signal issue. Not modem. When I called to schedule appt. They said it would be 5 days. I told the out of the country gentleman that was unacceptable. I asked to speak with a supervisor. On hold for 2 hours. Finally hung up.

---

**Ticket: # 699570 - AT&T and DirectTV Billing****Date:** 12/9/2015 3:39:01 PM**City/State/Zip:** St. Louis, Missouri 63108-(b) [REDACTED]**Company Complaining About:** AT&T

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**Description**

I had AT&T internet, a three wire internet modem and a landline phone until my modem stopped working. ATT& T recommended replacing with their new U-Verse modem since it would be free. The modem was installed on 7/15. I paid my bill through my old landline phone acct since I didn't know the acct had been changed to a U-verse acct for billing. I paid my U-verse Acct to restore my internet service after service was discontinued even though I had \$252.80 credits from my landline acct. Refunded \$138.51 leaving a balance due of \$114.29. Combined billing for my DirectTV acct was to start in Oct 2015 but to date that hasn't happened so DirectTV is paid separately. I overpaid DirectTV since I was told my 11/15 was late and my next bill is not due until 12/15. I received a bill from U-Verse for \$228.84 due 12/22/15. DirectTV services were excellent prior to their merger with AT&T. Attempts to resolve these issues since 7/15 have been unsuccessful. Problems with landline since the installation of the UVerse Modem such as phone calling my number, unable to get calls since it seems like a fax number.

---

[Ticket: # 700769 - very bad player on games.com blackjack game](#)

**Date:** 12/9/2015 11:34:59 PM

**City/State/Zip:** Freeport, Illinois 61032

**Company Complaining About:** Comcast

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## **Description**

trying to hack into other players computers. he plays under the name of (b) (6), and uses very vulgar language to platers and especially women... games.com and aol seem not to care. they let this go on day after day and month after month..hope you will look into this as soon as possible and get this stopped.. thank you for your help.. any questions please email me at above email...

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[Ticket: # 700329 - Time Warner Cable](#)

**Date:** 12/9/2015 7:37:24 PM

**City/State/Zip:** Fallbrook, California 92028

**Company Complaining About:** Time Warner

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## **Description**

Has been riddled with consistent issues involving cable internet since the first day I purchased the service. The worst company I have ever experienced in my life. If I was given any other choice, even at a higher price, I would have switched ISP's a very long time ago

---

**Ticket: # 700409 - Ads believed to be indecent or in poor taste**

**Date:** 12/9/2015 8:06:28 PM

**City/State/Zip:** Elberon, New Jersey 07740

**Company Complaining About:** Amazon

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## **Description**

As a credible Amazon customer, I am writing in reference to the incessant marketing material related to the exclusive Amazon series titled "The Man In the High Castle". For several weeks now, the imagery appears in the background of Amazon owned entities such as IMDB.com and was displayed on the Amazon home landing page leading up to the Paris attacks when it was changed to the "Solidaire" flag, accordingly. I have found it questionable and unacceptable, as I find the artwork highly offensive to National patriotism. The use of this imagery can be likened to propaganda (poorly used) and circles a sensitive area. I understand the nature of the series and the story line may appeal to some, but this constant repetition is uncalled for.

Further, with the amount of distribution power that Amazon holds, this would seem to be a social violation and a form of abuse; completely irresponsible. I have heard that this has made it further as a campaign in the NYC subway system. If in any way such a fascist infiltration would come to fruition for America, it seems that Amazon is/would be the prime perpetrator and as a forerunning candidate has the power to do so. I haven't witnessed this campaign, first hand but if such is the case Amazon should definitely rethink its motives and creative direction/staff. It took me a few considerations to finally composing such a correspondence, hence my distaste. American capitalism and the Republic shouldn't be questioned and or mocked - by Amazon especially. At the current moment Amazon continues to offer discriminatory paraphernalia items for sale on it's site despite banning the sale of confederate flag which I do not condone in either case. Regardless, this campaign is an insult to all that America stands for, and to our nations' and its allies efforts in the second world war. Amazon shows ignorance, disrespect and heightens stress and confusion especially in the current state of the society. campaign could have been implemented with better outcomes. I have contacted Amazon and welcomed any comment on the matter and hope that they'd consider removing/altering the campaign at their earliest convenience; They have since responded with a 'noted', yet the ads continue to appear. Being a tolerant rational adult, I am sure others have taken this worse. Attached is a screenshot of the questionable material, Lady Liberty giving salute wearing a sash both highly suspect, especially since the German eagle is cut off in the page margin.

Regards

---

**Ticket: # 700816 - Constant Internet Issues**

**Date:** 12/10/2015 12:23:34 AM

**City/State/Zip:** Modesto, California 95355

**Company Complaining About:** AT&T

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### **Description**

I am on ATT Uverse. Even over ethernet, I am seldom able to hit my promised data rate, and the internet constantly cuts in and out, for up to five minutes every two hours. This is especially frustrating when it comes to most of the things I do for classes as well as recreation, as I will be booted off of websites and it leads to me losing paragraphs of typing and sometimes hours of work.

---

[Ticket: # 702145 - Opt-out so tiny it is illegible](#)

**Date:** 12/10/2015 5:03:54 PM

**City/State/Zip:** Brandywine, Maryland 20613

**Company Complaining About:** I Don't Know, I'm At Work

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### **Description**

Please see the very bottom of this (unsolicited) email. The word "unsubscribe" is so tiny you can't read it.

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**Ticket: # 702602 - Internet Interference****Date:** 12/10/2015 8:19:07 PM**City/State/Zip:** Taylors, South Carolina 29687**Company Complaining About:** Charter

---

**Description**

I am experiencing interference with my internet from neighbors. They are scrambling my signal for my internet, interfering with my television connection which is streamed via internet. I am experiencing popping noises with electronics in my house, whether they are connected to power or not. My electrical outlets pop. My GFCI outlets pop. There are popping noises coming from wiring in my walls, which is more prominent during certain times of day. There is at least 1 neighbor who has a large antenna for a Ham radio on the exterior of his home on (b) (6) possible another on (b) (6). My cable company repair man has been to my home to check for signals. The amperage put out by this operator is excessive and is interfering with any and everything which will accept a signal in my home. My neighbor is aware of my concern and I feel that the continued interference is with malicious intent. I have made attempts to avoid interference by replacing outlets and breakers in my home with more tamper resistant receptacles. My efforts have not corrected the issue.

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[Ticket: # 702693 - Unwanted email](#)

**Date:** 12/10/2015 9:19:39 PM

**City/State/Zip:** Aurora, Colorado 80013

**Company Complaining About:** Centurylink

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## **Description**

I am receiving unwanted email from Student Loan Forgiveness Administrator; phone number is 1.866.404.3669. Different sender each time. One received yesterday is talyahfqw657@list.ru

---

[Ticket: # 702789 - interference with open internet & devices](#)

**Date:** 12/10/2015 10:39:12 PM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** Have Tried Several, All With Poor Results

---

## **Description**

My internet devices and my home network have been persistently compromised and hacked. Use of secure internet has been blocked and computers tampered with through unauthorized remote connection. Use of my home network has been made difficult or impossible due to hacking, malware, and spoofed net connections.

---

**Ticket: # 702867 - No follow up from original complaint against Comcast FCC # 580144**

**Date:** 12/11/2015 12:30:46 AM

**City/State/Zip:** Lynchburg, Virginia 24503

**Company Complaining About:** Comcast

---

## **Description**

Back in October I filed a complaint with the FCC due to the horrific internet service I've been receiving from Comcast. After the complaint was filed, Perry Womack with Comcast's Executive Customer Care team. We exchanged messages back and forth but unfortunately spoke. He would call and leave a message with me but every time I called back he was never in or was never able to talk. Finally, they stopped trying to call but I kept trying to speak with someone in their Executive Customer Care department. At the end of October the FCC said they were closing the ticket and that I would hear from Comcast with 7-14 days. It is now December 10th and I still HAVE NOT heard from COMCAST!! And when I tried to do a follow up on this FCC site, it would not allow me to do so.

---

[Ticket: # 702872 - interference](#)

**Date:** 12/11/2015 12:49:12 AM

**City/State/Zip:** Fort Pierce, Florida 34950

**Company Complaining About:** Comcast

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## Description

FYI: There is now an interruption of cable streaming—3rd time since 4:50pm when placed an order by phone re pool parts and rumbling of machine started. Cable interruption started when person under the house turned on the generator-like contraption. This is on the corner of (b) (6)

(b) (6) Guess they are not interested in BET.

Also, earlier black vehicle traversed circle at the same time break in streaming earlier. Car went to church in rear of property. Individuals had on neon-green vests. Left church with something in trunk.

---

**Ticket: # 702997 - Internet Issues**

**Date:** 12/11/2015 9:22:32 AM

**City/State/Zip:** Sharpsburg, Maryland 21782

**Company Complaining About:** Comcast

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## **Description**

I am a disabled veteran in a federal rehabilitation program through the Veterans Administration, in the process of obtaining my bachelors degree so that I can continue on with a career in our federal government. However, because of issues with the internet service at my home through Comcast, I have been unable to complete any assignments, quizzes, or requirements. I have been in contact them and trying to get these issues resolved for over 2 years, but have not been able to get these issues resolved. I need to be able to get internet service at my home and Comcast is the only service available in this area. These issues have caused me to fail a class this semester because I was unable to keep up with the assignments after getting behind due to issues with service. Instead of working to resolve these issues, Comcast took it upon themselves to punish me for complaining to organizations such as the Better Business Bureau, by raising my bill to \$208 a month. I just want to be able to receive the internet service I have been paying for on time monthly so that I am able to earn my bachelors and masters degrees and be able to get back to work. Please do what you can to resolve these issues. I appreciate your time and understanding> I wish everyone a Merry Christmas and hppy New Year.

---

[Ticket: # 715162 - Ping is spiking up when doing literally nothing](#)

**Date:** 12/17/2015 8:59:29 PM

**City/State/Zip:** Tucson, Arizona 85730

**Company Complaining About:** Cox

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### **Description**

Shoots up from 30 up to 300-400, when I have NOTHING running. I have watched it shoot up, nothing on my end is eating it up ISP's end and they wont do anything about it.

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[Ticket: # 715336 - Internet connectivity issues](#)

**Date:** 12/18/2015 12:14:26 AM

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

**Company Complaining About:** Comcast

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## **Description**

I have comcast internet, blast, Account number (b) (6) and the internet goes from speeds of 120 Mbps to 0.14 Mbps in the course of minutes. It is unreliable. I have called comcast numerous times. I was hung up on twice and the issue is still not resolved.

---

**Ticket: # 704492 - Verizon Fios Triple Play Scam**

**Date:** 12/11/2015 7:58:07 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19141

**Company Complaining About:** Verizon

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## **Description**

Verizon has refused to send me my promised Verizon prepaid Card as a result of me entering into a 2yrs. contract for internet/tv/telephone service. I've contacted Verizon on a number of occasions but was given no definitive answer. Please help me . I feel scammed and now bullied.

I am not alone . Please read verizon forum.

<http://forums.verizon.com/t5/My-Verizon-Account-Residential/400-Visa-Gift-Card-Not-Received/td-p/778867>

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[Ticket: # 704674 - very bad player on games.com blackjack game](#)

**Date:** 12/11/2015 10:26:40 PM

**City/State/Zip:** Freeport, Illinois 61032

**Company Complaining About:** Comcast

---

## **Description**

is trying to hack into other players computers. he plays under many names..he plays under the name of (b) (6) along with others..games.com has chosen not to do anything with this person. hope the fcc can help or shut the game down all together...can the fcc help us... he has used the f word a number of times, is very abusive to women. and again games.com has done nothing to stop this...

---

**Ticket: # 704733 - Rise Broadband**

**Date:** 12/11/2015 11:41:34 PM

**City/State/Zip:** Tennyson, Texas 76953

**Company Complaining About:** Rise Broadband

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## **Description**

High prices for ridiculous service. Both in customer service & satisfaction. We loose an Internet connection maybe once every other month fairly consistently. This company bought out our old provider who was affordable and reliable here in West Texas. We are currently experiencing our second outage in the month of December aline, and it's only the 11th. The first outage lasted three days. The only consistency with this company is all around poor service.

---

**Ticket: # 704777 - Comcast/Xfinity Data Caps**

**Date:** 12/12/2015 1:05:00 AM

**City/State/Zip:** Galax, Virginia 24333

**Company Complaining About:** Comcast

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## **Description**

I received a pop up in my browser letting me know that our account has reached 90% of our data usage for december. Being the residence of 3 young adults attending college, this is alarming since it's only 11 days into the calendar month. Our city of Galax, VA is rather rural so it's expected that a company would "test" these new plans here since most people won't be affected and spend more money for the service. We however have already relied on comcast for years and felt we are being treated unfairly. It seems that the company is just trying to milk us for more money none of us really have if we go over this 300GB cap...

---

**Ticket: # 704811 - Lee County Sheriff is invading my privacy and abusive and fraudulent and wasteful**

**Date:** 12/12/2015 3:19:54 AM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Walmart Straight Talk

---

## **Description**

to me they are hoarding themselves on taps and allowing connective taps and wiretapping and eavesdropping and others to connect to our home phones and even unequally abusive in the night time and for big officers threatening even during the daytime, and following around Lee County, FL and even arts and entertainment at the doors and even in cam. hacks and security hacks because they are non education, and causing fear to themselves, then the churches I attended and here in Lee county they the indian consulate to the USA and in NY and for the right to get unconnected to anything religiously oriented that is dangerous to my safety or health and then walking connecting legs literally line Hinduism and Usha A which means goddess or is it witchcraft, and then arts and attainment and Friends cast acting as if they can sit in camera hacks connected to my own camera news feed here every day and then they afraid of losing some job they said they were security or someone put them in security and then someone using my name to do it/ fraud and believing all that is wasteful abuse, etc. thanks US Dept of Education civil rights hotlines needs more triviality and so do other Lee County Sheriff fraud abuse waste hotlines, thanks. etc even the dept of housing for anything Lee County courts and the Lee County bar assoc. thanks for domestic abuse and help license even RAINN too thanks. end.

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[Ticket: # 704854 - Comcast dropping upload service.](#)

**Date:** 12/12/2015 9:21:55 AM

**City/State/Zip:** Hamburg, Pennsylvania 19526

**Company Complaining About:** Comcast

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## **Description**

for the last 6 months, Comcast has been dropping my upload service either by overloading the line with packets or throttling it. I run a business of livestreaming, and they have stunted the growth of my stream because of the disconnections. each time i've contacted them, i've been hung up on, given to supervisors that give me the run arounds and now they are sugar coating everything to make it sound like work is being done, but again, no follow up or returned calls that were promised and my connection keeps getting worse.

---

**Ticket: # 704968 - Ongoing Intermittent Connection Issues with Comcast**

**Date:** 12/12/2015 12:17:44 PM

**City/State/Zip:** Atlanta, Georgia 30340

**Company Complaining About:** Comcast

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**Description**

For the past two weeks, I have been having ongoing connection issues with Comcast. I've checked every connection in my apartment multiple times, and the modem that I'm using is on the Comcast approved devices list. Furthermore, the set top box for the TV, the X1 system that is reliant on the Internet, also ceases to function. I've made multiple complaints and calls to Comcast, and their only resolution has been to send a refresh signal which, on average, fixes the problems for 5-8 hours. I'm at my wit's end here. My apartment doesn't support any other provider except Comcast, and as a college student, I'm very much reliant on the Internet to get my work done.

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[Ticket: # 705553 - interference](#)

**Date:** 12/12/2015 8:14:20 PM

**City/State/Zip:** Baraboo, Wisconsin 53913

**Company Complaining About:** Centurylink

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## **Description**

I am getting (have gotten) interference to anything and everything that is connected to the internet (and FM radio, static electricity, pipes, etc.) that qualifies as something other than incidental (noise pollution) in Wisconsin from the people monitoring me.

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[Ticket: # 705855 - comcast services](#)

**Date:** 12/13/2015 1:36:36 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

My services were cut off on 12/6. Since then I have made countless calls to corporate and 1866comcast. Every employee gave me a different reason for my interruption on my services. I've now paid 432\$ and spent literally a minimum of 12 hours on the phone with multiple employees. No one can get my service back on and no one is calling me back to fix this. I have 2 small children and bad cell phone reception. I have gone 7 days with no way to make emergency calls if necessary.

---

[Ticket: # 705902 - microsoft blocking xbox live access](#)

**Date:** 12/13/2015 2:15:24 PM

**City/State/Zip:** Southgate, Michigan 48195

**Company Complaining About:** Comcast

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## **Description**

microsoft enforcement team suspended my xbox live account for getting refunds and trying to get refunds after being told i couldn't get anymore. I have never tried to get refunds from them and I have their online support manager transcript saying I should not be suspended because I have zero refunds on my account. They are technically stealing money from me. I have paid subscription to their service im losing and games I bought from their online store that I can no longer access without cause.

---

**Ticket: # 705971 - cric HDV**

**Date:** 12/13/2015 3:55:20 PM

**City/State/Zip:** Coralville, Iowa 52241

**Company Complaining About:** Cricket

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## **Description**

I purchased cric HDTV for \$14.95 a month. The first couple of months there were no problems. Then when I wanted to view a football game there was a banner saying to view the program in the full screen I had to disable my popup ad blocker. I had no problem with that and I did disable the popup blocker. That allowed a vicious malware to be downloaded. It infected my entire computer. I had to buy a special malware program to get rid of it. I have a MAC and do not usually have these types of problems. I complained and the next week had no trouble with the service. I tried today and they have blocked me from using the full screen and I use apple TV to view the games and they have blocked that too.

I think the company is a fraud and I think you should investigate how they make their money. I believe they make their money from the malware.

---

[Ticket: # 706045 - Comcast complaint](#)

**Date:** 12/13/2015 5:35:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

Called Comcast numerous times regarding our service. So much so that I can list the troubleshooting steps they provide in order.

By allowing Comcast to do what they do is appalling to say the least!

Their service tech did not know what to do regarding my issue and transferred me over to a supervisor who tried resetting my modem.

That failed, each subsequent time that I asked her to reset my modem she avoided it because she wasn't able to do so.

Then instead of trying to rectify the issue she stated that since I don't rent a modem from them there is nothing they can do. We already pay for the service now we have to rent a modem from them for \$10 to even get help with problems!?!

\$10 multiplied by 12 months is \$120!

Why would anyone pay \$120 for a modem that they can't keep?!? Makes absolutely no sense. A prime example of what America has become.

---

[Ticket: # 706098 - Internet compromised](#)

**Date:** 12/13/2015 6:56:06 PM

**City/State/Zip:** Worth, Illinois 60482

**Company Complaining About:** Comcast

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## **Description**

Beginning in July 2015 I noticed that my work modem router was broadcasting my connection name however my device was unplugged from power and the other net. The same thing happened at my home which is less than a mile away. Because of this I believe that both devices were compromised. I have not been in my office in a few months and I recently had same type of activity occurred in my home I firmly believe it is due to my neighbor they're the only people who have the ability to compromise my connection. This is cause a devastating loss to me personally and my business. I sincerely hope you will investigate this terrible issue. I have the IP address is of the connections. I was connecting to a different IP address versus my own and have evidence to prove this

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**Ticket: # 706282 - Cable Service Issues****Date:** 12/13/2015 11:42:40 PM**City/State/Zip:** Spring Hill, Florida 34606**Company Complaining About:** Bright House

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**Description**

Basic lee the cable drop was hit twice with a shovel and just barried in the ground and left and I had all sorts of issues with the service and the company had recent lee sent some one out to replace the drop and cable link had cut the wire and spliced and the splice the connectors are rusting out and causing internment loss of service and interference issues, I would like them to replace the drop with no spaces in it then a credit for 2 months of service for all of the hassles and frustrations over the 2 years we have had them. Then Left the ground wire off so that the cable connection coming into the house was not proper lee grounded the issues was fixed with the grounding. But the drop still remains a issues they had installed a new one and the new one was put in proper lee then there sub contractor came out and had cut the drop spliced the wire and the splice is no good the picture below is a picture of the old drop wire that was barred in the ground from 1/20/2014 11-13-201.

---

[Ticket: # 731044 - unwanted Activision email](#)

**Date:** 12/30/2015 3:34:22 PM

**City/State/Zip:** Mill Valley, California 94941

**Company Complaining About:** AT&T

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### **Description**

I keep getting emails from Activision after months of trying to unsubscribe per the link in their email/website.

This has not been a problem with any other vendor

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[Ticket: # 706324 - internet complaint](#)

**Date:** 12/14/2015 1:07:09 AM

**City/State/Zip:** Palo Cedro, California 96073

**Company Complaining About:** Frontier Communications

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## **Description**

My internet service has never been optimal but for the last 2 months it does not work at all in the evenings from approx 5 pm or dusk until almost daylight. I have called numerous times. They talked me in to upgrading one of my programs for an extra 14.95 more stating that all things would work better with this premier service. I did and in fact things just got worse. Now when I call almost nightly to complain they walk me through the same steps of turning off then on the computer and internet modem, once that doesn't fix it then they have me go into my internet settings, they change the channel and that never helps then they tell me they are going to put a code blue onto my account and send someone out. At that point the next day I receive a recorded telephone msg stating that my internet has been fixed and there will not be a tech coming out. Of course it is not fixed and I have to call again. They always then tell me that I am in a high demand area and there is nothing they can do until something is remedied in the future. They continue to charge at the regular fee they charge for my "upgraded service" and "faster speed" along with my "premier" plan. All of which are not at all what I get. I believe I am owed a refund or credit to my account and an explanation along with other options for internet and phone usage.

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[Ticket: # 706961 - Comcast Internet Services](#)

**Date:** 12/14/2015 1:54:14 PM

**City/State/Zip:** Fruitland, Maryland 21826

**Company Complaining About:** Comcast

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### **Description**

Comcast internet service has been lacking to say the least. We are being charged exorbitant amounts of money, only to have intermittent services. My husband probably lost the opportunity for a better job, as it cut off mid application. This has been going on for nearly 2 weeks.

---

**Ticket: # 707264 - Fw: Get the Pinterest browser button to save ideas around the web**

**Date:** 12/14/2015 3:23:30 PM

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## **Description**

Reply-To: <pinbot@reply.pinterest.com>

From: "Pinterest" <pinbot@info.pinterest.com>

To: "(b) (6)"

Subject: Get the Pinterest browser button to save ideas around the web

Date: Mon, 14 Dec 2015 02:52:29 -0800

MIME-Version: 1.0

Content-Type: text/html;  
charset="UTF-8"

Content-Transfer-Encoding: base64

X-MimeOLE: Produced By Microsoft MimeOLE V16.4.3563.918

From: Pinterest

Sent: Monday, December 14, 2015 2:52 AM

To: "(b) (6)"

Subject: Get the Pinterest browser button to save ideas around the web

Pin creative ideas from around the web

Not only can you save any Pin you find on Pinterest, but you can also save things on other websites. All you need is the Pinterest browser button!

Get our browser button

Get creative on Pinterest

572 7th Street · San Francisco CA, 94103

[Help Center](#) · [Privacy Policy](#) · [Terms & Conditions](#)

[Unsubscribe from this email](#)

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**Ticket: # 708301 - Microsoft Update****Date:** 12/14/2015 11:38:11 PM**City/State/Zip:** Jacksonville, Florida 32244**Company Complaining About:** Microsoft

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**Description**

On 12/13/2015, Microsoft sent an unsolicited update to my computer. From that date forward I have to sign-in and re-input my Password to access my computer system. After about one minute of inactivity, my system shuts down and I have to sign-in again to access my system (Microsoft 10 is my operating system). On the evening of 12/14/2015, I contacted Microsoft Technical Service and they said that the update had been sent to all owners of Microsoft systems and that no one had reported a problem. The Technician said for a fee they would look into my problem. I said that because Microsoft had imposed the automatic update that had caused the problem, they should bear the responsibility of making the appropriate fixes. The Technician agreed that they would fix the problem for a substantial FEE. The resolution I want is for Microsoft to make the adjustments for NO FEE.

---

**Ticket: # 708361 - Comcast ridiculously low data caps - price gouging inside their monopoly**

**Date:** 12/15/2015 2:07:52 AM

**City/State/Zip:** Greeneville, Tennessee 37743

**Company Complaining About:** Comcast

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## **Description**

Comcast is introducing a 300GB monthly data cap in my market. This is entirely too low for modern households. It is a clear attempt to price gouge the entrapped customer base.

<http://www.theverge.com/smart-home/2015/11/7/9687976/comcast-data-caps-are-not-about-fixing-network-congestion>

I would love to switch to a competitor, but Comcast has ensured that I have no other option for broadband service by not competing with other carriers (they have no overlapping coverage in my area), and by hindering municipal broadband development in my state.

---

**Ticket: # 708380 - High Power Emitter Interfering with Dishnet**

**Date:** 12/15/2015 3:11:51 AM

**City/State/Zip:** Fredericksburg, Virginia 22405

**Company Complaining About:** Dish Network

---

## **Description**

Someone is stepping on frequency allocation with a high power emitter large enough to interfere with internet (along with speed) and other wireless devices. Please conduct a electromagnetic survey of the neighborhood. Also getting some tingling in various nerve endings which leads me to believe this a fairly large power emitter. Also noticing absorbtion in light sensitive coatings.

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

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[Ticket: # 708822 - Internet and Phone](#)

**Date:** 12/15/2015 12:34:26 PM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** Verizon

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### **Description**

I have Verizon DSL high speed internet and land line phone service. I asked if I could maintain Verizon internet but use a different land line phone carrier and was told I had to use Verizon internet and Verizon phone. I am not sure that is accurate and I thought Verizon should allow the other party to use the phone line and Verizon could still maintain my internet service.

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**Ticket: # 708842 - Intermittent Packet Loss**

**Date:** 12/15/2015 12:40:14 PM

**City/State/Zip:** Houston, Texas 77057

**Company Complaining About:** Comcast

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**Description**

20% packet loss pinging from inside modem FW on hardwired connection;

Tech came out, replaced modem and inside wiring, checked NID - advised me there is an area outage expected to last 3 weeks - an outage that no one at any call center had any information about. Issue is still unresolved.

No one upon the 3-4 times I called in or the 2-3 times I chatted had any information about this. No resolution, no information. Field tech was fine but could not accomplish anything due to larger network issues. I have tried to contact comcast cares over twitter 10+ times over 3 days with 0 responses, I am straight up being ignored. I expect contact, information, and resolution IMMEDIATELY at this point, I have put in HOURS of my time now trying to get this resolved. I work from home and I cannot live like this.

---

[Ticket: # 709268 - My internet with Charter in never stable](#)

**Date:** 12/15/2015 3:04:04 PM

**City/State/Zip:** Elkmont, Alabama 35620

**Company Complaining About:** Charter

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## **Description**

My internet is never stable. I call Charter at least once a month usually more. I am always told it is my equipment and it never is the case. They have lots of outages in my area and they keep raising my bills. When I ask for a discount because I am a consumer that pays in time and I am never late, they tell me they can't help me. Why do I have to pay over\$150 a month for a service that is not as reliable as my payment to them are.

---

**Ticket: # 709598 - Comcast Data Caps**

**Date:** 12/15/2015 4:33:43 PM

**City/State/Zip:** Lynchburg, Virginia 24502

**Company Complaining About:** Comcast

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## **Description**

Hello, as my biggest hobby, I generally stay on my computer in my free time. As you may have heard, Comcast is pushing for data caps on loyal customers for a service already over priced. I urge our gov to move forward with stricter policies to insure our rights to internet at an affordable cost since as it maybe a hobby without internet I would be lost in a world where I could not apply for jobs, take online classes or even simply watch a movie with my girlfriend. Please to not sleep on this issue as it is just not people who "sit on the computer all day" will be affect but everyone who has a netflix subscription or even a family with kids that watch YouTube videos... I trust our gov will do the right thing here.

---

[Ticket: # 709773 - WiFi](#)

**Date:** 12/15/2015 5:28:35 PM

**City/State/Zip:** Wellsville, New York 14895

**Company Complaining About:** Time Warner

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### **Description**

the WiFi network I received from TWC witch was functioning at first on my phone has ceased to function properly and I don't know why, it works on my computer.

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**Ticket: # 710371 - Comcast data caps**

**Date:** 12/15/2015 9:29:35 PM

**City/State/Zip:** Bellingham, Washington 98225

**Company Complaining About:** Comcast

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## **Description**

I am writing in regards to my internet service provider's recent decision to implement an arbitrary 300 gigabyte data cap and then charge additional fees for any data beyond this. Due to their monopoly on telecom infrastructure where I live, I have no other choices for broadband internet service besides Comcast, and since my job consists of telecommuting from home, using internet access for work related Worldwide web access, Voice over IP services to answer phones at my place of work a thousand miles away, videoconferencing to communicate with co workers and end-users across the country; I have no choice but to purchase internet service from Comcast and Comcast alone every month.

They've recently decided to implement a very restrictive made up limit for no reason at all and charge users like myself for exceeding it. I happen to live in a household with three other human beings who all stream video legally, through services such as Youtube, Netflix, Hulu, HBO Go, whose bandwidth for a single user can exceed 3GB per hour; and two of whom play video games which are downloaded over the internet (A single game can exceed 30 GB in size to download, and then requires bandwidth in order to play online). If we have 4 people each choosing to watch three 2 hour movies per week, and a conservative ten hours of television, that's that's 56 hours of video consumption and 168gb of data used in just the first week. We'd break Comcast's limits after 13 days of media consumption, and that's before I even sign in to work to answer a single support ticket or lift my phone's receiver off the hook.

Please consider Comcast's price gouging and unnecessary money grabs with the needs of citizens of this country who count on internet access as much as many people count on telephone service or cable television.

---

[Ticket: # 710418 - Uber won't unsubscribe](#)

**Date:** 12/15/2015 9:45:30 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Uber

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## **Description**

I keep unsubscribing from uber's emails and they keep sending me emails!

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**Ticket: # 710641 - Stop Funding Comcast, Stop Being Greedy! Stop Data Capping!**

**Date:** 12/15/2015 11:05:15 PM

**City/State/Zip:** Atlanta, Georgia 30306

**Company Complaining About:** Comcast

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## **Description**

Comcast is the absolute worst company it has ever been my disgust and displeasure to deal with. Looking over how illegal it is to charge an early termination fee without being discussed or mentioned by Comcast scum, so is data capping, at least give us other decent company options! I am stuck with these awful morons who change prices constantly every time you call them and price gouge (also ILLEGAL). I have also checked my internet speed regularly and it is never even close to the speed we pay for, and frankly shouldn't have to like other countries. Real capitalism lets us have other options, not a crappy, greedy, bootleg thieving monopoly kept running by the lobbyists. Stop Comcast, stop screwing us, their unfortunate consumers! This is a basic right!

---

**Ticket: # 710742 - Comcast Monopoly**

**Date:** 12/15/2015 11:57:59 PM

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

**Company Complaining About:** Comcast

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## **Description**

Every evening at 8pm our Comcast internet slows sometimes resulting in no service at all. Often this interferes with important business as I am a student and interpretive ranger at a nearby state park and my girlfriend is an adjunct professor. The interference seems related to throttling of internet speeds during peak hours. It is sad that in a day and age which internet access is a necessity that the people are subject to such injustice as has been committed by this monopoly. Please help to protect our citizens from these un-American business practices.

---

[Ticket: # 710983 - Internet Speed with time warner road runner](#)

**Date:** 12/16/2015 7:21:05 AM

**City/State/Zip:** Liberty Township, Ohio 45044

**Company Complaining About:** Time Warner

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### **Description**

I was promised my time warner a internet speed of 30 MBPS and they are not even close to what they advertisec

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**Ticket: # 711014 - SCAM**

**Date:** 12/16/2015 9:04:31 AM

**City/State/Zip:** Mitchell, South Dakota 57301

**Company Complaining About:** Mitchell Telecom

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## **Description**

don't know where put this but it needs to be addressed!

He is using some ones call sign to get your QRZ.com login infor. I however am to smart for this

S.O.B! he is using (b) (6)

as an email and is using (b) (6)

name with a call sign of (b) (6) the link (<http://forums.qrz.com/index.php?forums/ham-radio-gear-for-sale.7/>) directs to <http://login.greatphotographycourses.net/qrz/Login%20by%20QRZ.COM.html>

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**Ticket: # 711124 - Unable to unsubscribe from emails and bombarded with phone calls**

**Date:** 12/16/2015 10:35:41 AM

**City/State/Zip:** Lees Summit, Missouri 64063

**Company Complaining About:** AT&T

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## **Description**

AT&T has continued to send me promotional emails. These emails do not have the ability to unsubscribe in any way. I have responded. There is no link at the bottom or at the top or embedded in the email.

In addition since I have left DirecTV, we have been bombarded with promotional phone calls. At one point our phone was unable to use. These are up to 50 a day. We have a zero balance and all equipment was returned which they acknowledged. Still they would not stop. I had to disconnect my home phone. Now they are calling our cell phones.

---

[Ticket: # 713353 - Internet usage caps](#)

**Date:** 12/17/2015 8:52:28 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

---

## **Description**

Comcast is charging for unlimited internet usage

---

[Ticket: # 711580 - Comcast Data Cap](#)

**Date:** 12/16/2015 12:59:11 PM

**City/State/Zip:** Portland, Oregon 97225-(b) [REDACTED]

**Company Complaining About:** Comcast

---

## **Description**

I stream MLB from March to October and sometimes Comcast indicates I'm over the 300 use of data. The rest of the year I have been below the cap. Average it out for the year. That could be the workable. A retired person.

---

**Ticket: # 711925 - Censorship on Community Public Website called Nextdoor.com**

**Date:** 12/16/2015 2:29:30 PM

**City/State/Zip:** Sacramento, California 95828

**Company Complaining About:** Nextdoor.com

---

## **Description**

I am not even able to send a message (below) to community moderator.

I appreciate that I may be hard for some sensitive people to tolerate, but if you observe what I'm actually saying, then you will see people's complaints are unjustified. In this particular thread, I was standing up for the Neighborhood Watch, which never spoke up for itself, and whose performance was being disparaged.

Further, if some sensitive people dislike what I have to say, they are free to "mute" the conversation. Censoring people whose message you dislike is un-American. I for example have a strong dislike for flag-burners, but it is their right, just as it is my right to change the channel. I appreciate Nextdoor has "rules", but I don't see that rules should supersede my rights. Next they'll dictate religions, or nationalities or some other protected status, in the guise of "rules".

I'd like to know if my 1st Amendment rights are going to continue being infringed upon by someone blocking, censoring, and editing my participation in a public venue, or will I be allowed to contribute?

Thank you for your time,

(b) (6)

---

**Ticket: # 711954 - Issues using Sorenson videophone on TVS Cable**

**Date:** 12/16/2015 2:37:11 PM

**City/State/Zip:** Busy, Kentucky 41723

**Company Complaining About:** Tvs Cable

---

**Description**

(PROCESSED BY CTR 364) (b) (6), who is deaf, states that he has subscribed to TVS Cable for several years now, and previously never experienced any issues. However, (b) (6) states that he has recently begun having speed/connectivity issues when trying to use his Sorenson VRS device, which he depends on to access the telephone network and emergency services. He states that he has requested a service visit several times. During the first visit, he was informed that his neighbors' Windstream DSL service was interfering with his TVS cable service. Most recently, he requested a visit - but then waited 2 weeks with nobody showing up. He states that his videophone connection will be fine at first, but will quickly degrade to the point where it is very difficult to understand the other person.

(b) (6) is requesting that TVS Cable evaluate his situation so that he can have the level of service that he needs in order to use video relay - whether it is equipment maintenance or an no-cost upgrade to a higher-level service.

In addition, (b) (6) states that he pays \$10/month for a cable modem rental - but he sees on the TVS Cable website that it is \$5/month. He would like clarification on this matter.

---

[Ticket: # 712069 - Comcast injecting content / rerouting traffic to their servers](#)

**Date:** 12/16/2015 3:07:39 PM

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

**Company Complaining About:** Comcast

---

## **Description**

1) Today Comcast began injecting content into web sites I visit showing a pop-up that asked me to upgrade my cable modem hardware. Until I dismissed the message, the page would ping Comcast every few seconds, and this would come up on every website I visit, until I dismissed their pop-up. 2) The ping and final dismissal was in the form of an HTTP request not to a Comcast address but to a URL on the domain name of the website I was intending to visit. That is, not only was Comcast injecting content, but they were also monitoring & reading all web requests and intercepting traffic intended for other domain names in order to receive that ping and pop-up dismissal action.

---

[Ticket: # 712234 - comcast data cap](#)

**Date:** 12/16/2015 4:00:35 PM

**City/State/Zip:** Olympia, Washington 98512

**Company Complaining About:** Comcast

---

## **Description**

my router has me listed as a usage of 92 gigs of data in/out while comcast has me measured at 300 gigs. obviously they are purposefully pushing people at the cap when they arnt to extort more money

---

**Ticket: # 712333 - Unsolicited file downloading**

**Date:** 12/16/2015 4:29:15 PM

**City/State/Zip:** Silver Spring, Maryland 20904

**Company Complaining About:** X-finity

---

**Description**

I'm not certain who this complaint should be made to or if it should be made to the federal government, however at approximately 2:30 pm this afternoon (12/16/15) while browsing the Internet my browser was, without my request or prompting, redirected to:

<https://thitueasyexport.net/14502931148028/FirefoxPatch.exe> whereupon my IP address was captured along with additional pertinent information immediately followed by an attempt to download a file into my pc.

In my haste I disconnected from the Internet and did as my virus protection, McAfee suggested - to leave the page. Yet, this wasn't before a file immediately began to download without my clicking "yes" or "no". Luckily, McAfee intercepted the file and it was unable to download. I am alarmed and dismayed because while I have heard of such attacks happening I have never experienced them and felt the matter should be reported not only to McAfee, Mozilla as the browser being used was Firefox but felt that perhaps I should alert a federal authority as I my IP address was captured and flashed across my PC screen, boldly.... I only wish I had taken a screen shot and of the actual page.

---

[Ticket: # 712664 - Comcast activation page](#)

**Date:** 12/16/2015 6:23:03 PM

**City/State/Zip:** Laporte, Indiana 46350

**Company Complaining About:** Comcast

---

## **Description**

After taking our account off of "vacation" on a condo we use seasonally, the activation page with instructions on the activation process has taken over my home page on Microsoft Edge. I can't get it off and Comcast will not provide assistance.

The activation page is their way of having the customer do all the work with restarting their service. After reviewing on google search page, I have found this is a common issue. This software alters the registry somewhere to force their page at start up and home page.

---

**Ticket: # 712763 - Spam text messages**

**Date:** 12/16/2015 6:58:02 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15209

**Company Complaining About:** Verizon Wireless

---

**Description**

getting text messages from <http://job171.com/> (from numbers 202-831-3684 and 202-831-3677) for unknown reason

---

[Ticket: # 712810 - Email Hacking and someone changing my passwords](#)

**Date:** 12/16/2015 7:20:05 PM

**City/State/Zip:** Los Angeles, California 90018

**Company Complaining About:** AT&T

---

## Description

There are e-mails to the above e-mails that I opened then return to read and they were deleted from my computer. I have a lawsuit against (b) (6), emails regarding that case sent to the above e-mail and (b) (6). The emails were not in archives and all replies deleted. I reported this before and was told that it was being investigated. I also received an e-mail from LINKDINN operations stating that someone from, Fullerton, Ca. changed my password. It was not me. I JUST COPIED AND PASTED THIS; PLEASE SCROLL DOWN TO READ THIS MESSAGE IN ITS ENTIRETY. THERE'S A LOT OF SPACE

(b) (6) your password was successfully reset

Tuesday, November 24, 2015 1:06 AM

Mark as Unread

From:

"LinkedIn Security" <security-noreply@linkedin.com>

To:

(b) (6) >

[Full Headers Printable View](#)

(b) (6)

You've successfully changed your LinkedIn password.

Thanks for using LinkedIn!  
The LinkedIn Team

When and where this happened:

Date: November 24, 2015, 1:06 AM

Browser: Firefox

Operating System: Windows

Approximate Location: Fullerton, California, United States

Didn't do this? Be sure to change your password right away.

This email was intended for (b) (6) (EDUCATE THE CHILDREN AND FAMILIES DON'T EXPLOIT THEM...OUR FUTURE). Learn why we included this.

If you need assistance or have questions, please contact LinkedIn Customer Service.

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LinkedIn

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**Ticket: # 712867 - Comcast**

**Date:** 12/16/2015 7:51:48 PM

**City/State/Zip:** Chatham, Illinois 62629

**Company Complaining About:** Comcast

---

## **Description**

I recently had to call Comcast because my internet service was disconnected. Unfortunately I was a part of the Experian data breach and I had to put a security freeze on all three credit reporting agencies. This was the reason they deactivated my account, to verify my identity. That was not the issue. When I called to get my account reactivated, the customer service was horrible! The collections department does not communicate with the customer service department. I emailed them a picture of my ID and social security card and Gary in collections said he would take care of the rest. After two days of getting the runaround and talking to about every comcast employee, they finally reactivated my service. I will admit, I lost my patience with them and eventually had to have my brother talk to them. There is obviously a communication problem between the different departments of this company.

---

[Ticket: # 712924 - computer tracking](#)

**Date:** 12/16/2015 8:30:37 PM

**City/State/Zip:** Mobile, Alabama 36610

**Company Complaining About:** Comcast Cable

---

## **Description**

I believe my computer is being tracked because every time I look up something on my computer people either meet me at the places I've looked up on the computer or they will call the business for family or friends to harass me causing me some type of problems which cause's me to react to their actions. Everything I said in my home or on my cell phone is being repeated on the radio, TV and my recent job they are making reference to it and through email or vice. Please help me this is destroying my life and my health. I also suspect my job IT Department is listening in my home through the Avaya phone on and off the clock

---

[Ticket: # 713200 - very frequent dropped connection - random](#)

**Date:** 12/16/2015 11:32:58 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

---

## **Description**

My complaint is, for the last 6 years I have been suffering with random connection drops. Sometimes it comes right back, and others it can take up to 30 mins. Service techs have come out numerous times and find nothing on my end. Also this bogus 300gb limit is rigged in their favor, because we are dropped so regular we cannot possibly be over 300gb every month. No one downloads, which would be the biggest use of GBs. Please HELP!!!

---

[Ticket: # 728780 - My computer was PHISHED.](#)

**Date:** 12/29/2015 2:55:13 PM

**City/State/Zip:** Pompano Beach, Florida 33060

**Company Complaining About:** Comcast

---

## **Description**

My computer was completely taken over by SUPPORT@OS-ASSIST.COM. It was locked, I could not do anything until I called 1-866-360-1627 or 1-866-537-7060. Then I had to pay them to have access to my computer.

---

[Ticket: # 718000 - Comcast Xfinity](#)

**Date:** 12/19/2015 10:22:31 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

---

## **Description**

The usage meter that Comcast uses is absolutely flawed. It's quoting I used over a 100 gigs of data in the first week when I haven't streamed or downloaded anywhere close to that amount

---

**Ticket: # 714542 - are people's service requests being delayed five plus months there currently with sites like nyc.gov**

**Date:** 12/17/2015 4:25:46 PM

**City/State/Zip:** Howard Beach, New York 11414

**Company Complaining About:** People Who Make Nyc.gov

---

## **Description**

Looks like the NYC Department of Investigation here in NYC NY could not handle or help with this issue I shared with them where the NYC website there had my service requests delayed in the last couple of months there for up to five months. Yes, how odd, even with mail or letters too. I remember once I donated to NYC Dept of Education there and I got a reply to the donation in December there like there when I mailed the donation in May there. Are many cities complaining about their webpages like nyc.gov there where the service requests are delayed like five plus months on the page there? NYC.gov seems to have a problem like this. I guess the City of New York is loaded with mail or like e mail that it delays service requests (I have seen that) for like five months or something. I know if you mail NYC departments a donation, you will mail it in May and get a reply in December. Is NYC NY the only city which has a delay in it with the e mail system? Yes, no reply today oddly enough from NYC Department of Investigation there which handles like wrongdoing and even if like nobody listens to you or if the issue is universal in The City of New York. I wonder if other cities are complaining about their e mails and service requests being delayed as much or as long as five months as nyc.gov has been here. For more info, you can dial 212-NEW YORK there to see if they can help you get more info with NYC DOITT. You can find their DIRECT phone number on the page [www.nyc.gov/doitt](http://www.nyc.gov/doitt) who runs the entire website. LOADED with e mails or something that delays the mail up to live five months on nyc.gov. Wow, I wonder if any other cities are complaining about their webpage. I know five months to like a response to a donation. You can mail it in May or June and get a reply to it in December. 212-NEW YORK is an ok number but you should also search [www.nyc.gov/doitt](http://www.nyc.gov/doitt) to see their actual number

---

[Ticket: # 715487 - Mediacom Data Caps and Notices](#)

**Date:** 12/18/2015 10:01:51 AM

**City/State/Zip:** Iowa City, Iowa 52246

**Company Complaining About:** Mediacom

---

**Description**

I've been subscribed to Mediacom internet for the past several months. Mediacom imposes a unidirectional data cap at unreasonably low data levels. Additionally, Mediacom hijacks browsers to display an intrusive notice attempting to force users to agree to pay overage charges on the unreasonable data caps. A photo of the intrusive notice is attached.

---

[Ticket: # 715709 - internet issues involving interference](#)

**Date:** 12/18/2015 12:01:01 PM

**City/State/Zip:** Whitman, Massachusetts 02382-(b) [REDACTED]

**Company Complaining About:** MetroPCS

---

### **Description**

contacted efac twitter and google pls see documents to be forwarded with assigned number via email.

---

[Ticket: # 716173 - Internet speeds are not close to what I pay for.](#)

**Date:** 12/18/2015 2:38:36 PM

**City/State/Zip:** Pooler, Georgia 31322

**Company Complaining About:** Hargray

---

## **Description**

I currently use Hargray as my ISP for 100 MB/s down 10MB/s up. Since signing up with them, they've been out to my house numerous times to try to replace or fix equipment, but nothing helps. There is so much noise and interference on the lines, it makes simple things like streaming or playing video games impossible.

I've asked for refunds or even a lower bill for their shoddy service, but they said they don't want to deal with any of that until my service is fixed. It has been months and I still don't see the light at the end of the tunnel. I currently live in an apartment complex and this is my only option for high speed internet, so switching isn't even an option.

---

[Ticket: # 716489 - Unwanted emails](#)

**Date:** 12/18/2015 4:36:09 PM

**City/State/Zip:** Shoreview, Minnesota 55126

**Company Complaining About:** Money Map Report

---

### **Description**

Money Map Report located at 16 W. Madison Street, Baltimore, MD 21201 refuses to discontinue emails. I have "unsubscribed" multiple times. At this point it is nothing short of harassment.

Please - make them stop!

---

[Ticket: # 716812 - Time Warner Roadrunner highjacked my browser](#)

**Date:** 12/18/2015 6:51:23 PM

**City/State/Zip:** Corning, New York 14830

**Company Complaining About:** Time Warner

---

## **Description**

I had to get a new modem as my old modem was not keeping the speeds I was paying for. I had to drive to a different town to do this. When I opened my browser, it was redirected to Time Warner. All browsers were redirected. I called Time Warner and they did put a stop to it, but I don't think they should be doing it at all. Just to be on the safe side, I changed my DNS servers.

---

[Ticket: # 717183 - Angie's List](#)

**Date:** 12/19/2015 1:47:33 AM

**City/State/Zip:** Camano Island, Washington 98282

**Company Complaining About:** Wavecable.com

---

## **Description**

I have been trying for several months to stop the emails from Angie's list. My membership expired a few weeks ago. I have "unsubscribed" to all emails, did an "unsubscribe to all emails" on my account, made several phone calls (one "supervisor" -- Leslie Shiffler, ph. 317-808-7585----told me she would call tech support and order a "global" unsubscribe, and e-mailed customer support. The emails keep coming. Received one today soliciting renewal of my membership. A Google search reveals that this is an ongoing problem.

---

**Ticket: # 717451 - Internet always out between 12am and 9am**

**Date:** 12/19/2015 12:53:55 PM

**City/State/Zip:** San Leandro, California 94578

**Company Complaining About:** Comcast

---

## **Description**

For 3 years now my Internet goes out at night and only comes back in the middle of the morning. I have contacted comcast a million time but nobody ever come out at the time of the problem to Fix it. I have exchanged the modem 3 times and even bought my own and the problem still. Something is feeding back into the line at night and causing this interference, and they need to send the network department to have it checked at the time of the problem.

---

**Ticket: # 717860 - Live Writer blocked from posting to Blogger**

**Date:** 12/19/2015 6:36:26 PM

**City/State/Zip:** Chapel Hill, North Carolina 27514

**Company Complaining About:** AT&T

---

## **Description**

This is the fourth complaint I have filed with you regarding my internet service. I have been blocked again from posting to my blog on Blogger with Windows live writer. Tests have been completed and it is not my PC or software. Others are able to post to Blogger without fail with Live Writer. Last letter received from ATT offered no statements regarding the issues other than they were looked into but I was told there was an internal problem and I took that to mean personnel. AS I mentioned my blog is legal and non-violent, non-disruptive but does expose some real problems in our country. My First Amendment rights ensure my right to speak out on these issues and they are violating my rights by blocking my access to Blogger. Some changes were made to Blogger but they have not affected other Blogger patrons.

---

[Ticket: # 718064 - hacked website](#)

**Date:** 12/20/2015 12:20:50 AM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Charter

---

## **Description**

When I try and go to The Lawfare Project website I instead end up on a sexually oriented website. I find this unacceptable.

---

**Ticket: # 718075 - Data Cap**

**Date:** 12/20/2015 12:58:11 AM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Comcast

---

## **Description**

I'm a student who learns online, I have a subscription with Udacity and their whole content is uploaded to YouTube. I also have 3 other roommates that stream Netflix and do other stuff on the internet. I had no idea there was a cap until yesterday when I had a pop-up message confirming it! It is ridiculous now that I have to wait until the next month to be able to stream my educational videos again... Else I simply get charged \$10 per 50GB.

---

[Ticket: # 718310 - The Lawfare Project website has been hacked](#)

**Date:** 12/20/2015 4:05:30 PM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Charter

---

### **Description**

When I try to access "The Lawfare Project" website I instead get pornographic type websites. This is unacceptable and disturbing. Please fix this situation so that I may be able to access "The Lawfare Project" website. Thank you.

---

**Ticket: # 718356 - No "window" will open to receive emails on my computer**

**Date:** 12/20/2015 5:31:44 PM

**City/State/Zip:** Spokane, Washington 99224

**Company Complaining About:** Roundcube...i Have Dial Up With Them...(which Is The Problem!)> Hi-speed Is Thru My Husband's Connections

---

## **Description**

I have had the mother company...COLDREAMS.COM since 2001...they sold out to ENDUSERSERVICES.NET, who then were taken over by "ROUNDCUBE".

I have attempted to call this company...waited almost an hour a few weeks back...THEY NEVER ANSWERED! NOW, Since Saturday Dec 19, the window that allows me to SEE and RESPOND to any email, will NOT OPEN...

In the past, there was a small "dot" (.) at the top of the "closed window, if pulled DOWN, would display the active window area. THERE IS NO "dot"...I have spent hours and attempted EVERYTHING clickable, to get this fixed... NOTHING WORKS!

The company (ROUNDCUBE) has NEVER responded, by phone or ...well, can't do "EMAIL"...IT DOES NOT WORK!! (obviously, I can get on the internet/web sites, etc!)

In 14 years, this "window" to respond "to and receive email messages" HAS ALWAYS FUNCTIONED, been "open", until Saturday...I guess it is an Interference issue, below...nothing you listed is really the ISSUE!!!

I pay for "dial up"...but moved, and use my husbands' HIGH SPEED, wireless connection....and have for 3 years, without a problem!

---

[Ticket: # 718584 - internet accounts hacked](#)

**Date:** 12/20/2015 11:33:39 PM

**City/State/Zip:** Lakeland, Florida 33803

**Company Complaining About:** Boost Mobile

---

## **Description**

My email was hacked

---

[Ticket: # 718780 - Intentionally Blocking WIFI Signals](#)

**Date:** 12/21/2015 11:13:50 AM

**City/State/Zip:** Bowling Green, Virginia 22427

**Company Complaining About:** AT&T

---

### **Description**

AT&T is intentionally blocking WIFI signals to our UNITE-9D49 receiver and then charging us for usage. I have actually seen the words "blocked" on the receiver. AT&T has denied the charge.

---

**Ticket: # 718819 - ISP Data Throttling**

**Date:** 12/21/2015 11:33:28 AM

**City/State/Zip:** Kalamazoo, Michigan 49048

**Company Complaining About:** Bloom Broadband

---

**Description**

I live in an apartment complex operated by (b) (6). In this apartment complex there is only one service provider, Bloom Broadband. They have set data caps on their home internet, which is a cable service. I hit that data limit this month and they proceeded to throttle my internet speed down to less than 1kb/s. This has effectively made my Internet unusable. I would love to hear back from someone on this, and would be more than willing to help and support any investigation. Please help me get the service that I need.

---

[Ticket: # 720585 - Electronic harassment](#)

**Date:** 12/22/2015 10:12:18 AM

**City/State/Zip:** Norristown, Pennsylvania 19403

**Company Complaining About:** Verizon

---

## Description

My name is (b) (6) my family is being electronically harassed through the cable company"s.  
We have lost a family member and are going through a terrible divorce due to this matter.

---

[Ticket: # 727461 - Use of a signal jammer](#)

**Date:** 12/28/2015 7:19:51 PM

**City/State/Zip:** Phoenix, Arizona 85021

**Company Complaining About:** Cox

---

## **Description**

A neighbor is using several signal jammers against me in my apartment. They are interfering with my internet services that handle my computer, printer and telephone services. While trying to use these devices they interrupt my connections and I am cut off.

---

**Ticket: # 719172 - computer hacking, invasion of privacy**

**Date:** 12/21/2015 2:07:14 PM

**City/State/Zip:** Raleigh, North Carolina 27620

**Company Complaining About:** Verizon

---

## **Description**

Dear Service Rep, I have been having numerous issues over the last 7 years with someone infiltrating my internet services, as well as my phone communication, with my emails being no longer reachable or the font changing in the middle of my writing, I've had pages I've written confiscated after being sure of saving the file, as well as losing pictures, I have changed computers numerous times, sought computer techs and changed my email so much that I can barely keep up with it, it is very time consuming and costly and I need to know what I need to do to have someone monitor my accounts to find out what is going on, my most recent email that was hacked and I could not get back in was tied to me finding a job, my unemployment and a new recent software for my laptop that was less than 3 months old, which for some odd reason I was never able to get to work on my laptop, if I requested a new PW for that account the lap top would shut down before I could aquire it... I really need help with this issue, I do not know if I should go to the local troubleshooter or the police. I really would like any assistant I may obtain from your office, I have went thru at least 10 phones and like I said this is something that has gone on for way to long. I am currently using a WCPL computer in Knightdale NC, but I do have a wireless laptop.

---

**Ticket: # 720242 - Terrible Service From Comcast****Date:** 12/21/2015 10:02:31 PM**City/State/Zip:** Salt Lake City, Utah 84105**Company Complaining About:** Comcast

---

**Description**

Last week a tree fell on my powerline causing it to touch my cable/Internet line. The sheath to the cable line melted, sticking to my house in some places, and melting the connection in the cable box. My Internet has been out since then, and we had some major safety concerns about the melted cable line. The power company quickly fixed our power line, and I immediately called Comcast Xfinity last Wednesday Dec. 16th to come and fix the cable line. I asked for them to come out as soon as possible because of concerns about the safety of the line hanging down and touching our house in its melted state, and was told the soonest they could come to my house to look at it was Monday, December 21st. I called again the next day on December 17 to try and expedite the repair, but still was told the soonest they could come was Monday the 21st, but that a technician would call me soon. I never heard from a technician. Today I was supposed to have my appointment. I called this morning at 9 AM to confirm that the technician was supposed to come to my house between 4 and 6 PM. My appointment was confirmed by the representative. No technician showed up or called. I called Comcast customer service to figure out where the technician was at 6:30 PM, and was told that my appointment was rescheduled. I asked why it was rescheduled, and they said that they didn't know. My significant other and I are accruing large data charges from having to use our phone for Internet use, and are unable to do any work from home because of the loss of our Internet. In addition to that we have what appears to be an unsafe condition with a cable line that's melted touching our house. We have missed work and activities while waiting for Comcast, and will have to do so again tomorrow. We have no assurance that they will show up.

---

**Ticket: # 720243 - internet**

**Date:** 12/21/2015 10:06:43 PM

**City/State/Zip:** Pismo Beach, California 93449-(b) [REDACTED]

**Company Complaining About:** Charter

---

## **Description**

Charter is forcing sign me to sign a lengthy agreement with no explanation and locking me out of the internet until I agree to sign.

This was never a part of our original agreement.

---

**Ticket: # 720972 - Microsoft Extortion**

**Date:** 12/22/2015 1:02:15 PM

**City/State/Zip:** Garland, Texas 75042

**Company Complaining About:** Verizon

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## **Description**

On the morning of Friday, Dec. 18, 2015 at approximately 7 am, I turned on my laptop computer to find an automatic software update. Later when I tried to access documents saved to my computer, I found I was locked out, and had no access to my OWN documents saved on MY computer! I got a message stating I had to purchase or use a "30 day free trial" of Microsoft 365. I own Microsoft Office 2010 and was perfectly happy with it. All of my personal documents were locked out of my access by a company wanting to force consumers to purchase new software for a minimum of \$69.99 per year, not just a one time purchase, nor is the consumer given any choice in the matter. This is nothing short of extortion and high jacking. If I took my car to a dealer for an oil change, and they refused to return the car or keys unless I purchased a new vehicle, it would be NO different! I am beyond outraged!

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[Ticket: # 721165 - Throttling](#)

**Date:** 12/22/2015 1:54:02 PM

**City/State/Zip:** Jonesboro, Georgia 30236

**Company Complaining About:** AT&T

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## **Description**

Hi, I work for Apple at home and we use a VPN because we deal with client information. I'm being throttled by AT&T. I informed them that I felt they were throttling me and they assured me they weren't. However, Apple's tech support informed me that my ping time was going from 60-1100 on the VPN and it stays at the 1100 mark.

I depend on my job for security and having them do this to my network is causing me to miss work because my systems i use are constantly freezing. I have a heart condition and cannot return to the normal work force.

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[Ticket: # 721197 - Clear vs Sprint](#)

**Date:** 12/22/2015 2:03:10 PM

**City/State/Zip:** New York, New York 10001

**Company Complaining About:** Sprint

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## **Description**

Someone please explain to me how Clearwire was able to give great internet service for fifty dollars a month and when they get brought out by Sprint, I pay more for less internet service? How is that right? What is Sprint doing with all those cell towers that Clearwire used? I feel that Sprint is taking my money and giving me shotty service. I will be getting rid of Sprint before my 28 days are up and just use random wifi service since I can't even get affordable internet service through my desktop. What is wrong with everyone in America? Sprint can't handle a little competition? Shame on them for buying that company and not offering similar service. It's disgraceful.

---

[Ticket: # 721303 - smart phone hacked up loaded past year to the cloud](#)

**Date:** 12/22/2015 2:31:54 PM

**City/State/Zip:** San Antonio, Texas 78238

**Company Complaining About:** Cricket

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## **Description**

my mircosoft account repeatedly hacked. last night my facebook page taken over. i backed up the last years info to the cloud. there are illigale connections threw out my property {north valley mobile home comm,} police n property has done nothing!! my home has been wired up from chasy all around. i was shoot by sister 3yrs ago. this has something todo with it. i need help!! getting threats,court notices stolen from home ECT!! made police reports after report. There is illigale practices taking place here. My home is giant antenna. i remove a old analouge box buried under home, this box was live still connected underground. do not know what this does?? cannot get anyone to help myself n neighbor having problems. i am getting the worst of this, i'm the connection

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[Ticket: # 721589 - Century Link service](#)

**Date:** 12/22/2015 4:17:13 PM

**City/State/Zip:** Phoenix, Arizona 85032

**Company Complaining About:** Centurylink

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## **Description**

I initiated new service with Century Link in January of this year (2015). I called numerous times requesting for the installation to be complete and the lines to be buried but the lines never have been. They run across my yard and down an alley way. This has resulted in very unreliable service. They have refused to offer any sort of credit for this and also are requiring me to complete my contract even though they have failed to complete the initial installation. Their exposed lines also pose a safety hazard for anyone walking by them.

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**Ticket: # 721865 - (b) (6)**

**Date:** 12/22/2015 5:53:32 PM

**City/State/Zip:** Moxee, Washington 98936-(b) (6)

**Company Complaining About:** Charter

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## **Description**

I am being harassed through the internet and through the use of Kites by this individual who is residing in a makeshift garage next door in violation of state law. He is physically attacking me and causing me injury through the use of kites and it is harming me and my ability to live and pursue my happiness in violation of my rights under the constitution. He places spy ware on my computer and ad ware and he is bent on stealing informaion from my computers and from my mind. His location is (b) (6) and I believe he is also interfering with federal and state agency computers through this practice.

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**Ticket: # 722311 - ATT blocking personal emails, slowed DSL speed**

**Date:** 12/22/2015 9:52:24 PM

**City/State/Zip:** Mission Viejo, California 92691

**Company Complaining About:** AT&T

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## **Description**

After filing a complaint against ATT my internet speed has been slowed and now they are blocking me from sending personal emails. Each time I attempt to send any email I get the following: To prevent abuse, your message cannot be sent now. If the message contains only a link, please add some text to it. This helps us fight spam. If it still cannot be sent, please modify the message or try again later. Sorry for the inconvenience.

---

**Ticket: # 722360 - Terrible service with high charges for everything and little or no information**

**Date:** 12/22/2015 10:29:46 PM

**City/State/Zip:** East Boston, Massachusetts 02128

**Company Complaining About:** Comcast

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## **Description**

We have COMCAST internet and cable, with the cable we have a terrible deal because of error from agents in charge, we haven't resolve that issue. We upgrade the internet from basic to the most high speed internet. The service has been slow and we have been calling de company until they finally realize it was a problem that requires a technician, and as a surprise the person came without doing anything and we got a charge of \$40.00. We call the customer service and they can't do anything because the technician entered the house, even without doing anything. He was supposed to switch the modem for a new one and didn't do it. We have to call again for technical support and the problem continues. In summary we have to pay the bill even though the problem continues, and when speaking with the representative we have to pay because we don't have the protection which is \$5.98 monthly. So we still have to pay for a service that is not working properly. And then keep paying the bill. It is frustrating and lack of customer and quality of service. With the cable we have been calling to resolve the issue with the package they promised to give us and never happened. Because we are a working class family is difficult to call constantly and now we are almost giving up. It is unfair to have this type of disrespect and horrible service, citing for the contract to finish to be able to switch companies.

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[Ticket: # 723391 - Hi5 dating site](#)

**Date:** 12/23/2015 4:41:29 PM

**City/State/Zip:** Norwalk, Connecticut 06850

**Company Complaining About:** Fronter And Verizon

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### **Description**

cannot delete site from emailing me on my computer and cell phone.their system moves to fast to delete.Info is there but moves to fast to make ajustments.

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[Ticket: # 725639 - Is Bing.com making stuff up about who wrote the Declaration of Independence?](#)

**Date:** 12/27/2015 11:15:06 AM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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## **Description**

Who is Rodger Sherman? I may have heard of Robert R. Livingston, but was he? A search on Bing.com for "who wrote the Declaration of Independence" says they were involved along with Thomas Jefferson, Benjamin Franklin, and John Adams. Were these other guys involved?

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[Ticket: # 724587 - Illegal and Unwanted Sexual e-mails with pictures](#)

**Date:** 12/25/2015 12:58:49 AM

**City/State/Zip:** Aurora, Colorado 80018

**Company Complaining About:** Comcast

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## Description

(b) (6) sent three different e-mails to my home address. I asked her to stop, to no avail. Please take action on this CRIMINAL. The e-mails contain lewd sexual harassment, and pictures. I block them but she always changes her e-mail address.

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[Ticket: # 724664 - VPN for work](#)

**Date:** 12/25/2015 12:22:52 PM

**City/State/Zip:** Wheeling, West Virginia 26003

**Company Complaining About:** Comcast

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## **Description**

on Comcast I am unable to reliably connect to a VPN for a work from home job. Every time I call Comcast they tell me its not their problem, even tho I have contacted various different offices to resolve this issue. I have contacted the office of the VPN provider and they have said the issue is my connection getting to the server. Sometime it will connect, but most of the time it gives me a server unreachable error. The IP address of the unreachable server is (b) (6) I have given them this information like a dozen times.

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**Ticket: # 724787 - Internet, Cable TV and phone service**

**Date:** 12/25/2015 4:43:33 PM

**City/State/Zip:** Naples, Florida 34102

**Company Complaining About:** Comcast

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## **Description**

This is the third time I have tried to use this method of getting help. I have had extraordinary problems for the past 2 months with my complete service - Internet, phone and cable TV. Not a single day in the past 2 months have all of my service worked.

I have spoken to 5 different people in the phone. I received a call from a woman named Jasmine after one of my previous complaints but I have tried to reach her a dozen times since then but have only received one message from her about a credit to my account but no solution to my problems. You have made no less than 6 service calls to our home in the last 30 days with no resolution. I am desperately seeking a once-and-for-all solution no matter what it takes rather than the piece meal approach Comcast has taken. Only one tech of all your people (Collin Anderson) has shown enough interest to follow up with me but he has not been able to solve the problems.

I have incurred over \$200 in costs to AT&T to use my cellular hot spot so I could have Internet access to do my job and pay my bills to say nothing of the lack of entertainment usage that I simply don't get to use at all. I have spent \$450 with my audio visual company trying to help only to find it was a Comcast problem. I don't want anything from you for the money I've spent on this issue - I just want my system to work properly.

I use Internet streaming to watch my son play hockey in Canada and I've missed a dozen of his games because I can't get continuous Internet service for more than 30 minutes.

My problems....

My internet has been useless for over 3 months. It constantly drops out 2-10 times an hour. I can't get anything done or watch anything without having constant disconnecting & reconnecting interruptions. Recently during a service call by my audio visual company, they noticed that it seems like the modem constantly is resetting itself. When we loose service we run to the modem and see the lights out or starting to blink as it resets. This has been going on for 2 months.

My phone service regularly drops out. I haven't had the time or patience to track it closely enough or to know if it corresponds to Internet outages.

Our cable TV has had a serious problem with garbled audio and skipping & pixelating video. It happens on HD and non-HD channels. It was a bad problem two months ago. It has gotten much worse in the past 2 weeks and there are times that shows are unwatchable because of these audio & visual interruptions.

I'm not asking for any financial consideration. I am only asking for a committed effort by Comcast to do whatever it takes to get my service working or to help me find another service provider. We can't go on without reliable phone, Internet and TV and we certainly shouldn't be asked to pay over \$200 per month for services that quite simply don't work.

(b) (6)

[REDACTED]

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[Ticket: # 724848 - Comcast Data Cap](#)

**Date:** 12/25/2015 8:57:01 PM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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## **Description**

Comcast has started capping my internet to 300 gig a month. One person in my household uses 300 gig a month. This is outrageous to start a program like this out of nowhere. To pay \$100 a month for internet and I can't even play video games and watch videos online with fear of being charged for my data usage. Me using 300 gig or 1000 gig doesnt cost Comcast anything extra. It's insane that they can try to charge like that out of nowhere. It's unreal the monopoly they possess and they pay so much money in litigation I am not sure what can be done to combat this.....

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**Ticket: # 724921 - Comcast won't fix service**

**Date:** 12/26/2015 1:10:38 AM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast

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## **Description**

We have been paying for Comcast for years and for the last year our internet has been cutting out for 5 minutes every 30-60 minutes. I have been talking to supervisor, Ryan Carrigan, for 3 months and nothing has improved. I recently have attempted to escalate the issue by leaving his supervisor, Jason Hill, 4 messages without a call back. I need this problem solved.

I work from home as a Nurse Practitioner and the frequent disruption of my Comcast service has caused me to lose contact with patients on the phone and video. These are patients with serious medical problems, some suicidal. I also give presentations in meetings and I am cut off during meetings due to Comcast service.

We are spending a lot of money every month for a service that is not functional and my efforts to escalate the issue have been ignored. This is unacceptable. Comcast should take care of their customers and provide service to paying customers. Internet is a necessary service just like water and garbage. Especially for my work with sick patients. Please help!

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[Ticket: # 724978 - Time warner cable and internet](#)

**Date:** 12/26/2015 10:02:01 AM

**City/State/Zip:** Elba, New York 14058

**Company Complaining About:** Time Warner

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## **Description**

When I get a shut off notice, a day or 2 before the shut off is supposed to occur, one of my services in my home gets interrupted... Not the same one each month , but miraculously nothing shows to be wrong when I call time warner and about an hour after I pay the bill, that service that wasn't working amazingly starts to work again .

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**Ticket: # 724943 - Comcast Popups**

**Date:** 12/26/2015 3:04:10 AM

**City/State/Zip:** Nashville, Tennessee 37216

**Company Complaining About:** Comcast

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## **Description**

I cut the cord in order to save money and switched to watching shows periodically with my internet service. Slowly, Comcast has continued to increase the rates on internet service to make up for customers refusing to pay their outrageous cable fees. Comcast is now intercepting my traffic and injecting pop-ups in my browsing. This seems to be OK because they paid \$17 million or so to the politicians to keep quiet. If I was to get caught doing the same, I'd be condemned and labeled a hacker with years behind bars. Unfortunately, my options are Comcast or at&t, and both options are taking advantage of their monopoly with caps and false advertising. How about forcing them to upgrade their infrastructure before allowing them to come up with ways to charge more for service and injecting malware into our browsing. Stop the usage popups.

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[Ticket: # 725007 - DDOSing](#)

**Date:** 12/26/2015 11:21:48 AM

**City/State/Zip:** Holly Ridge, North Carolina 28443

**Company Complaining About:** Centurylink

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## **Description**

I'm not sure if I'm in the right spot to do this, but I play Xbox live on a 360 consul and their is a guy on there who plays and grabs kids IPs (including mine) and he hits them offline. Now I have his old address and he lives in Florida and I was told what he's doing is illegal and he does it everyday. I've changed my ip multiple times but it's getting old. If you could please email and tell me if there is anything I can do. Thanks.

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**Ticket: # 725345 - Internet service**

**Date:** 12/26/2015 7:36:11 PM

**City/State/Zip:** Beaverton, Oregon 97005

**Company Complaining About:** Comcast

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## **Description**

We have been dealing with bad Internet service thru comcast for over a year. Multiple people have come out to the house to try and make it better. One replaced lines outside. We have gotten 3 new boxes. Have talked to multiple managers the last one I just talked to basically just argued with me and didn't even try and help me with my problem. I told her my x box wouldn't work on line and she told me I had to hardwire that she said that a gaming system didn't work good with WiFi. So I told her my Netflix wasn't even working she wouldn't even listen this was a manager. I also tried to tell her if I tried to use WiFi for my phone it wouldn't work. I said nothing would work. I asked the employee what was supposed to work! I have complained for over a year spent 90 dollars a month over a year gave them many chances to get this corrected. All they wanted to do we blame me for why this didn't work. I don't supply the service. Why do they sell WiFi service if everything needs to be hard wired to work.

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**Ticket: # 725424 - DSL Line Failure**

**Date:** 12/26/2015 9:57:26 PM

**City/State/Zip:** Yorktown, Texas 78164

**Company Complaining About:** AT&T

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## **Description**

Over the past year there have been three instances of my DSL failing due to the line from ATT. They take between two to three days to correct this. I am self employed and lose money each time they fail to provide proper service. Their response is well you agreement says we are not responsible. The FCC has allowed ATT to reunify into a monopoly after the Supreme Court broke it up years ago. They are setting their own stipulations on customers and these are so aberrant in nature as to be unconscionable. As a representative of the people the FCC needs to conduct an investigation into the ATT practices on their internet systems. I think you will find that much as they did with their smart phone service they are doing much the same thing with their internet services.

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**Ticket: # 725888 - Data Usage****Date:** 12/27/2015 6:49:34 PM**City/State/Zip:** Cordova, Tennessee 38016**Company Complaining About:** Comcast

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**Description**

Comcast says I use 300 GB of data every month, I have complained to there investigation department that this is not possible. I've loaded data usage software to monitor my usage and I do not come close to what their usage meter says I use. I've shut down my computer, modem, and all external appliances to stop data usage and their data usage meter still says I used data, how is this possible? I am unable to use Netflix or Amazon because I would go over my allotted data. Customer service says the problem is on my side, I do not agree, I have stopped using streaming services and only use computer for paying bills or work and still use 300GB. When I complained about this over the summer, my usage went down to 174GB for 2 months, it has since gone back to 300 GB and I'm using the computer less and not streaming videos.

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[Ticket: # 725945 - Comcast problems](#)

**Date:** 12/27/2015 7:47:18 PM

**City/State/Zip:** Kennesaw, Georgia 30114

**Company Complaining About:** Comcast

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## **Description**

Comcast has caused numerous problems, from false billings, double billings to not even able to get proper internet service. Latest they show up 2 hours late and then without calling send someone to my house at almost 7 pm EST on a SUNDAY NIGHT?!?!? Internet speed is barely 2Mbps though we have been paying for 70, they don't know what the problems are. 3 months of problems and constant idiocy of Comcast personnel who do NOT care.

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[Ticket: # 725976 - Internet security](#)

**Date:** 12/27/2015 8:06:15 PM

**City/State/Zip:** Russellville, Tennessee 37860-9315

**Company Complaining About:** Unknown False Name

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## **Description**

Pop up on screen said it was Charter and I had a security issue and to call 1-855-420-6760 and press 1. I did and a person named Isaac asked a lot of questions about computer. I told him I didn't know much about it. I then called Charter on the number on my bill and they said it wasn't them. The person had a foreign accent and spelt his name phonically in an unfamiliar phonic use of letters. Charter thought it was a scam and so do I. Charter said I should notify the FCC.

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[Ticket: # 726127 - Internet trouble with AT&T](#)

**Date:** 12/27/2015 11:45:49 PM

**City/State/Zip:** Woodleaf, North Carolina 27054

**Company Complaining About:** AT&T

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## **Description**

The box containing all the wires for all phone and internet is located on Foster Road. It was hit by either the state mowers or by a snow plow. The wires have been exposed for years. Almost every time we have a heavy rain, we lose internet service. It has been reported multiple times. I have even talked with a service technician while he was working at the box. They are most definitely aware of the issue. At times, our phone service is also affected. My father-in-law depends on his life line. We currently pay for the fastest internet service in our area. It really is a joke, as is AT&T as a whole.

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**Ticket: # 726157 - Comcast 300GB Data Cap**

**Date:** 12/28/2015 12:15:51 AM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

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## **Description**

Hello,

I am sending a complaint about Comcast and their practice of putting a 300GB Data cap on their Internet consumer base. This data cap should not be put into effective because it is not fair for Internet users to have a limit on their Internet at all. The Internet has become part of our daily lives and we used it for entrainment, education, and staying in touch with other people. Also, it is not fair for the users who only have access to Comcast in their area and cannot access other Internet Service Providers. Data Caps should not be placed on Internet users and I would like the FCC to investigate Comcast about why they are doing this practice.

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**Ticket: # 726180 - No signal**

**Date:** 12/28/2015 1:02:57 AM

**City/State/Zip:** Orland, California 95963

**Company Complaining About:** Verizon

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### **Description**

I always had Internet and phone signal the last 3 months I have not a a signal I live out skirts of town my wife is disabled and we need a phone Verizon said must be a interference in the area I need help please with this matter thank you

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**Ticket: # 726438 - Intimidation from Homeadvisor.com**

**Date:** 12/28/2015 11:45:13 AM

**City/State/Zip:** Land-o-lakes, Florida 34638

**Company Complaining About:** Verizon

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## **Description**

I tried to unsubscribe from this sender and got an alert from McAfee. They say to use "subscription preferences" try it!

[https://ce.homeadvisor.com/pub/sf/FormLink?\\_ri\\_=X0Gzc2X%3DYQpglLjHJIYQGttTu9pE0YPrMJNu5pCr7oizgruECmpgAzanmzbe7dfur6s7BCzf4qGvzfmq365M4zdfVXMtX%3DYQpglLjHJIYQGzbTEzgGD7q07espShTRe4UT6za1GzcyWPgb0Fzf4willzcTzaszaHEjYYgDnS56AkChAR&\\_ei\\_=EnYjzklgfoEkW\\_FwdMkfqiZ8t3T8mpk](https://ce.homeadvisor.com/pub/sf/FormLink?_ri_=X0Gzc2X%3DYQpglLjHJIYQGttTu9pE0YPrMJNu5pCr7oizgruECmpgAzanmzbe7dfur6s7BCzf4qGvzfmq365M4zdfVXMtX%3DYQpglLjHJIYQGzbTEzgGD7q07espShTRe4UT6za1GzcyWPgb0Fzf4willzcTzaszaHEjYYgDnS56AkChAR&_ei_=EnYjzklgfoEkW_FwdMkfqiZ8t3T8mpk).

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**Ticket: # 731247 - Computer interference**

**Date:** 12/30/2015 4:44:02 PM

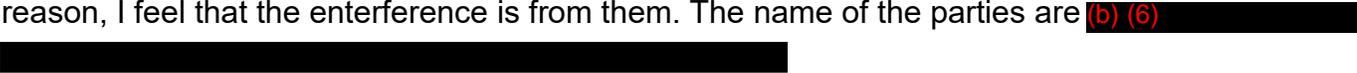
**City/State/Zip:** Waterloo, Illinois 62298

**Company Complaining About:** Harrisonville Telephone Company

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### **Description**

We have neighbors with radio and weather equipment that enter fer with our computer and "Netflex" programming. When they travel overseas every summer we do not have any problems. For that reason, I feel that the enterference is from them. The name of the parties are (b) (6)



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**Ticket: # 726792 - Issues with Centurylink Internet and Phone Services in Denver, Colorado**

**Date:** 12/28/2015 2:29:09 PM

**City/State/Zip:** Westminster, Colorado 80021

**Company Complaining About:** Centurylink

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## **Description**

On 12/21/15 I added telephone service to my existing Centurylink internet service that was supposed to be activated on 12/13/15. Not only did the phone line not work, then my internet service ceased around 10 a.m. MST on 12/24/15 and both the phone and internet lines still do not work. I have contacted Centurylink by Chat and telephone and keep being told the lines work on their end. According to my searches on the internet, phone and internet service outages from Centurylink are a nationwide issue.

Also, I do not agree with their billing practices, ie. billing one month ahead for services, and refusing to automatically credit an account when a change in service is immediately activated. I changed my internet speed 4 days into the billing cycle from 40 mps to 7 mps and was expected to pay the \$80 a month for 40 mps when I wasn't getting it. So I sent in a "guestimated" payment for the bill charging for 40 mps, and not only did Centurylink charge me (and continues to charge me) a late fee, they punished me for not paying the forecasted bill for 40 mps by deducting the credits due and owing to me for lowering my internet speed.

In addition, I attached a copy of the Centurylink Customer Service page that shows both Customer Service and Internet Chat lines are not available - must be due to high customer complaint volume.

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**Ticket: # 726857 - FaceBook**

**Date:** 12/28/2015 2:50:13 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Facebook

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## **Description**

I was not happy with Facebook about American and other Flags Profile Picture Tool that Facebook refused assisted me with Flags Profile Picture Tool, Deaf Captioned Videos through options, communicates between me and Facebook employee, so I prefer a male Facebook worker in ASL sign language for assists me with Facebook aspects. I want separated between Facebook and religious created in ReligiousBook; and separated between Facebook and Deaf/Hard of Hearing created in DeafBook. I felt Facebook does not help me with all aspects and do not allow me using captioned videos what Facebook discriminates against me as they do not allow using video communication for the deaf to me and Facebook workers.

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[Ticket: # 727072 - Electromagnetic Interference](#)

**Date:** 12/28/2015 4:13:28 PM

**City/State/Zip:** Akron, Ohio 44310

**Company Complaining About:** Verizon Wireless

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### **Description**

I am a musician and encountering electromagnet interference into my equipment hindering my ability to make music.

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**Ticket: # 727151 - Comcast Business Service****Date:** 12/28/2015 4:50:35 PM**City/State/Zip:** Jupiter, Florida 33458**Company Complaining About:** Comcast

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**Description**

I have been trying to get our services switched from one office to another. I initially started this process on December 3rd. It is now December 28th and I still have no resolve. I have been lied to, fallen through the cracks, been rude to, and have had people not return my calls, emails and other correspondence. I have incurred several unnecessary expenses due to this issue including having to pay another month on TWO office spaces because Comcast business can not get their act together. No one seems to know what is going on over there and every time you call about an issue, it's as if you have to start the process all over again. They refuse to give appointment times and will even lie to you and tell you you are the next available appointment and will tell you the same exact thing when you call back 4+ hours later.

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**Ticket: # 727388 - MOBIL GAS STATION IN BAYSIDE VILLAGE QUEENS NYC + TWIN PEAKS FEST 2015 CATHY YI'S HOUSEPESTS TRESPASSING**

**Date:** 12/28/2015 6:41:16 PM

**City/State/Zip:** North Miami Beach, Florida 33179

**Company Complaining About:** Fairpoint

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**Description**

<https://www.youtube.com/watch?v=DmehP2zmCUU>

\*\*SHOW THAT (b) (6)

(b) (6)

(b) (6)

(b) (6)

(b) (6) AND THE ENTIRE STAFF OF (b) (6)

THAT RUN TOWARDS (b) (6) THAT THROW WHITE FEMALES OFF THE BUSES AFTER THEY'VE BEEN SEVERELY ASSAULTED/MURDERED IN THAT (b) (6) BUS THAT RUNS FROM (b) (6) AND THEN THROW THEIR DECEASED BODIES ONTO THE PAVEMENT OF THE MOBIL GAS STATION LOCATED AT THE INTERSECTION OF (b) (6), WHERE I WAS ONE OF THEIR VICTIMS AND HAD MY BODY RUN OVER TWICE WITH A LUNATIC CHINESE PERSON'S VEHICLE IN ADDITION TO A MENTAL MIDGET BLOND HAIRD MALE COP ON AWOL FROM MILITARY USING A BOGUS NYPD UNIFORM AND MARKED NYPD POLICE VEHICLE HE USED TO RUN OVER MY BODY ON THE PROPERTY OF THAT (b) (6)

(b) (6) DIRECTLY ACROSS THE STREET FROM A (b) (6), NEAR A (b) (6) WHERE THE DISGUISED FILIPINOS/NEGROS/DOMINICANS/GREEKS HAVE BEEN KNOWN TO RAPE THE CUSTOMERS THAT GO THERE TO THAT BAR ON THE STAGE THAT THEY HAVE INSIDE OF THAT (b) (6) THAT OVERLOOKS THE STREET AND THE (b) (6) WHERE I MY DEAD BODY WAS THROWN ONTO AFTER I WAS VIOLENTLY ASSAULTED ON THE (b) (6) BUS A FEW YEARS AGO. MY NAME IS (b) (6). AN ILLEGAL IMMIGRANT OF THE NAME (b) (6) OF (b) (6)

(b) (6) SUPPOSEDLY HAD SOMETHING TO DO WITH IT, IN ADDITION TO (b) (6) OF (b) (6)

(b) (6). I WAS NOT INFORMED OF THAT EVEN TILL YESTERDAY, WHICH WAS DECEMBRE 27, 2015 SUNDAY. THE BLONDE HAIRD QUEER NEGRO WEARING A BLONDE HAIRD WOMAN'S HEAD IS A NIGGER AND YOU CAN ALSO SEE THAT PERSON'S BLACKBEARD THROUGH THE DISGUISED THAT THAT CRIMINAL WORE IN THAT VIDEO. THE ELDERLY WHITE FEMALE ON THE FAR LEFT WEARING THE PADDINGTON BEAR STYLE OF TAN HAT IS (b) (6) SPEAKING THROUGH THAT WOMAN'S IDENTITY IN A BOGUS PRESS CONFERENCE THAT THOSE CRIMINALS HELD INSIDE OF SOMEBODY ELSE'S HOME THAT THEY HAD TRESPASSED IN YEAR OF 2011 OR 2012. I WAS ONE OF (b) (6) 'SHORT LIVED COMEDIES (TENANTS)', OF WHICH I HAD ONLY RENTED A ROOM FROM THAT LUNATIC FOR 2 MONTHS, THEN I VACATED, LEGALLY. THEY'RE ILLEGAL IMMIGRANTS THAT ARE FAGGOTS AND USE THE BASIS OF FORCING U.S. CITIZENS INTO LIVING WITH THEM ONLY TO MURDER THEM AND TAKE ON THEIR LIFE/IDENTITY. THAT BLONDE HAIRD PIG-TAILED CHICK IN THAT VIDEO IS A NEGRO, YOU CAN SEE HIS BLACKBEARD THROUGH THE

SKIN. THEY'RE NEGROS! COMPLIMENTS OF (b) (6) AND THE ENTIRE  
(b) (6) AND (b) (6). 12.28.2015 MONDAY.

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**Ticket: # 727657 - AOL abruptly blocks my access to a longstanding account and will provide no information**

**Date:** 12/28/2015 8:36:49 PM

**City/State/Zip:** Beirut Lebanon - Not Us, Outside Of The Country, But I Am A Us Citizen, Massachusetts 01027

**Company Complaining About:** Aol

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## **Description**

I have moved to (b) (6), to work at the (b) (6) effective August 2013. Until three weeks ago I was able to access my aol account of over 10 years, and containing over 25,000 messages that I have not been able to download using AOL's previous instructions. I first called them during the week of December 19th to find out why I was getting repeated error codes, 420, when trying to access the AOL account after the information technology group here at the (b) (6) confirmed that it was a problem outside of the (b) (6) and I noted that I could reach all other websites without any problem at all. After 45 minutes on the phone with their billing group in Phillipines that tried to make me pay for service, speaking with a John and supervisor Noah, they finally transferred me last week to AOL Level 3 tech support. I spoke with Lindsay who generated a ticket number 04480203, and indicated that someone from AOL would be in touch with me at my alternative email address that I gave her within 48 hours. Not only did that not occur, but when I finally called in today I spoke with Brad, Darnell and finally Floor supervisor Vince. all refused to provide any of the documentation that is in the notes, or to tell me where the AOL desktop software team or AOL Server team were located; and Vince refused to transfer the incoming information off of the aol email site, stating that "I am trying to help you but not if you are barking at me" - rude and unprofessional. He refused to give me a contact name or section or number at the Corporate Headquarters, and having already called them I know that this information is required. He also refused to give me his supervisor's name or to escalate this further.

I have used this account for over 10 years, have over 25,000 messages in it and they are all going to start bouncing if this is not resolved. Finally I want the contents of the accounts, both sent and received, and AOL has refused to provide this access for me to download my own materials.

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**Ticket: # 727672 - DSL Internet with ATT**

**Date:** 12/28/2015 8:42:53 PM

**City/State/Zip:** Augusta, Georgia 30906

**Company Complaining About:** AT&T

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## **Description**

I had internet with AT&T for a year with a special rate of \$19.95 with no notice AT&T changed my rate to 49.95 which was a \$30 hike and slowed my internet down considerably. Yes I did know I was on a special rate for 1 yr but no reason for my speed to slow down. When I called the service center I was told that my 1 year special rate had ended so I asked to continue the special rate which they offered me a rate of \$29.95 but the speed continued to be so slow and continued to drop/disconnect the speed was slower than dialup. I called AT&T back complaining about how slow my service was and I was told that the port I had was the reason for the slowness. I told the rep that I wanted to disconnect because I was paying more for a service I had for entire year at a better speed and a better rate. So I was disconnected. During both calls while on the call the rep asked where I had my tv and phone service I explained that I had Dish Satellite for tv (under contract)and AT&T phone service. At that time I was told about their new service for Uverse which is not available in my area. I believe because I was a Dish customer and could not sign up for Direct TV (ATT owned company) changed everything for me. After speaking with several co workers I found out that the same happened to them but they were able to keep their rate and the speed never changed. So I called AT&T back to be told they could not assist me because they had limited ports for DSL and I had lost mine and it was given to another customer. So not only was I not able to have Uverse but I could not receive DSL. AT&T is attempting to force clients with Dish or other cable co customers to sign up for Direct TV. And we are treated unfairly. Not to mention that I have had their phone service for over 20 years. Is there any assistance that I can receive in this matter if not I still want to report this unfair treatment to the FCC just in case there are others facing the same dilemma

Thank you sincerely

(b) (6)

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**Ticket: # 727936 - Direct TV**

**Date:** 12/29/2015 12:50:39 AM

**City/State/Zip:** Round Lake Heights, Illinois 60073

**Company Complaining About:** Directv

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## **Description**

I have Direct TV, have repeatedly gone through service outages and tried to go through their website which is a complete circular path going nowhere. Calling their offices, speaking with different reps, EACH ONE has a different answer, all aimed at me spending money to fix their signal issues. My television screen definitely emits a error code saying DirectTV cannot locate a signal while their website says the opposite. It went out at 3 this afternoon. It's almost 11 PM. I pay my monthly service fees and if am late on ONE payment, my service is disconnected meanwhile the service is out constantly. THERE IS NO WHERE ELSE TO GO for Internet!!!! The FCC keeps allowing these mergers to Att, Dish, Directv and all it does it cost more money to consumers with NO ALTERNATIVES. Break up this mess the FCC created. I want a credit for all the down time my service has been interrupted. I am a senior citizen, on a fixed budget and every few months new charges are added or increases in rates that are NON NEGOTIABLE. This mess is the problem created by the FCC because consumers have no where to go. Their solution, wait until tomorrow for the sun! In 2015, that's all this conglomerate can offer? They will not send out a technician unless I pay \$50 or add a protective service plan for \$99 per year. Who has the money to spend \$70 per month for TV, PLUS their tech fees and service contracts, all aimed at extracting MORE MONEY from consumers. This whole mess is absurd and I want a record of this mess and notice to your agency because the conglomeration of these separate companies into one gigantic mess reeks havoc to citizens left with no alternative. Calls to reps end up in disconnected calls, automated responses that are a run around and nothing is solved.

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[Ticket: # 728469 - Internet service](#)

**Date:** 12/29/2015 1:02:10 PM

**City/State/Zip:** Denton, North Carolina 27239

**Company Complaining About:** Windstream Communications

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### **Description**

Internet very slow, has gotten worst in last few weeks, can not watch our roku with out being interrupted every 10 minutes, never had this trouble since having our roku over a year. What is going on, we pay for the highest speed. Have called and complained before . We are not satisfied with this service for the high price we pay

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**Ticket: # 728525 - unwanted website**

**Date:** 12/29/2015 1:21:52 PM

**City/State/Zip:** Atascadero, California 93422

**Company Complaining About:** Charter

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## **Description**

40 or 50 times a day I get an unwanted website from Charter cable wanting me to sign their lengthy "Terms and Conditions" which I have no intention of signing. If they wanted me to sign they should have presented it to me before I signed up for their service. This practice has made my internet service nearly unusable and is akin to unsolicited phone calls, which is illegal. When I signed up for their service I had to bundle their internet service with phone and cable TV to get the best price. In my opinion, presenting me with their "Terms and Conditions" after the fact is nothing but a bait and switch. The offending web site address follows: [http://tandc-browsermessaging.charter.net/?sub=5ZNL6cE9aHOHslz8h0nTVw|Q-eUD1vdlpMKFS9FHf4fhxO0i40kp-OjuhJhMwnHcUI2UCAS1oOgUEswFKxQyQ3YBfn\\_vJYLQSNJ2GrL1NY9me8C4vP726neTVHlvR0hmJisxlwXz\\_BYA0dutQyU8V&originalURL=http%3A//finance.yahoo.com/&ack=24.217.29.129](http://tandc-browsermessaging.charter.net/?sub=5ZNL6cE9aHOHslz8h0nTVw|Q-eUD1vdlpMKFS9FHf4fhxO0i40kp-OjuhJhMwnHcUI2UCAS1oOgUEswFKxQyQ3YBfn_vJYLQSNJ2GrL1NY9me8C4vP726neTVHlvR0hmJisxlwXz_BYA0dutQyU8V&originalURL=http%3A//finance.yahoo.com/&ack=24.217.29.129)

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**Ticket: # 728667 - Comcast cheats the customer**

**Date:** 12/29/2015 2:18:10 PM

**City/State/Zip:** Wellington, Florida 33414

**Company Complaining About:** Comcast

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### **Description**

I had just moved a new place and comcast installed the new internet line to my new home but they messed and disconnected the TV cable of direct tv and when I requested to refix it , they made me waited on phone for 2 hours and hung up. They changed 7 customer service people 3 technician , had to explain the same topic, made appointment to fix that and no body show up in final , so I called again to Comcast and they said they have to charge me extra 50 \$ to refix that technical problem. they asked me extra charge fees to reconnect again for the thing they disconnected.

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**Ticket: # 729098 - TWC Issues**

**Date:** 12/29/2015 4:53:13 PM

**City/State/Zip:** Summerville, South Carolina 29485

**Company Complaining About:** Time Warner

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## **Description**

I have previously filed a complaint (#642473) which TWC stated was resolved. This is not true. The issues persist and despite repeated calls to the maintenance supervisors (Kevin and Gary Welch) no issues have been addressed. I was told at the time of the initial complaint to contact these persons if there were repeated issues but there have been no return calls. TWC is the only internet service provider in our area so we are limited as to our options. Please assist in resolving these ongoing service issues.

---

[Ticket: # 729236 - WiFi 2.4 GHz interference...](#)

**Date:** 12/29/2015 5:47:14 PM

**City/State/Zip:** Champaign, Illinois 61822

**Company Complaining About:** Comcast

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## Description

Comcast in an effort to make millions of 'hot spots' across the country has added a secondary channel to all of the new DOCSIS 3.0 boxes provided by their company. This allows an individual to have a private WiFi connection, as well as Comcast having a hotspot located in a consumers home, with free power to Comcast, and in some ways it makes sense.

However in an area that has residences in close proximity to each other such as apartment complexes, or even suburban housing developments with small lots, it overwhelms the 2.4 GHz band.

As you may, or may not, know, the 2.4 GHz band has 11 'channels', but because of the bandwidth of WiFi, it really amounts to only 3 usable channels that do not overlap each other. Channels 1, 6, and 11 can be used without interference to or from adjacent channels. If a router is set on say Channel 3, then it will receive interference from both those transmitting on channel 1 as well as those transmitting on channel 6.

Being that WiFi in the 2.4 GHz band is overcrowded even without businesses hijacking a band, it is even worse when they do. Ever since Comcast required, and heavily marketed these new DOCSIS 3 routers to their customers, I have had issues with my WiFi signals slowing to a crawl, or just plain dropping entirely.

Recently I looked at the spectrum of the 2.4 GHz band, and found 8 different 'XFINITY' nodes on all the real channels 1, 6, and 11, and some even scattered in the overlapping channels as well.

Now if they allowed anyone to connect to these hot spots, then I suppose that some of that could be overlooked, but unless you are a customer of Comcast, and subscribe to a certain level of service, you are not allowed through a Username and Password to connect to these routers.

I myself am a Comcast Customer, and pay them \$50 a month for ONLY internet service, and I do not have permission to use these 'hotspots'. If I had gotten a router box from them, and paid the monthly fee, I could be forced to house and power a Comcast wireless 'hotspot' that I would not even be allowed to connect to. I personally though, do not want to pay for a monthly service for a box, so I purchase my own wireless router to comply with their new DOCSIS 3 standards.

A company should not be allowed to hijack the entire spectrum of the 2.4 GHz Wifi like they do.

Now if they only transmitted on say Channel 1 across the country, that might be alright. Or were only allowed to have one 'hotspot' every 1/4 mile perhaps, or were forced to use lower power, or allowed free access to all for WiFi uses, then it would be better. Right now I really have no choice but to go out and buy a 5GHz router, and hope that they are not hijacking that band as well.

---

[Ticket: # 729426 - Internet getting interfered with](#)

**Date:** 12/29/2015 7:07:40 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** AT&T

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### **Description**

A group of hackers on Xbox live traces The IP addresses of mainly female gamers and "hits them offline" or cuts off their services until they comply with what they want such as money

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[Ticket: # 729438 - Data caps on home internet](#)

**Date:** 12/29/2015 7:13:21 PM

**City/State/Zip:** Tucson, Arizona 85704

**Company Complaining About:** Comcast

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## **Description**

This is the second time I've filed a complaint about comcast data capping!! This isn't a wireless plan this is home internet, do we the people have any say so on a company putting limits on what we can view online inside our own homes!! While I get charged for going over, I cant keep my data if I go under, I can't bill comcast to refund me for data not used the consumer is being taken advantage of please do something!!

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**Ticket: # 729503 - AAA auto insurance**

**Date:** 12/29/2015 7:45:15 PM

**City/State/Zip:** Downey, California 90241

**Company Complaining About:** Aaa

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### **Description**

On Oct.3,2015 I walked into the Downey AAA of Southern California to get an insurance quote , I decided to purchase insurance and I brought in a card from the AAA magazine to receive a free gift card of 10.00 for in and out burger. Since I did not receive it I filed a complaint that my mail was missing, then called AAA 3 more times in December.2015. I was told to go back in the office and speak to the rep. Who signed me up for insurance and she said that someone has stopped the Internet. She submitted again on December. 24,2015 and cannot explain who is blocking the Internet from distributing the card to me so she submitted a target 10.00 card from the dec.2015 magazine I brought her, and still the Internet is being blocked.

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**Ticket: # 729711 - electromagnetic feild**

**Date:** 12/29/2015 9:16:46 PM

**City/State/Zip:** Tomahwk, Wisconsin 54487

**Company Complaining About:** Frontier Communications

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## **Description**

electromagnetic field read about it. live in tomahawk wisconsin and its been like torture feel like skins burning tried to kill myself known of others that have been through simolar unfortunetly we have lindgrens rf enclosures not far away and ex used to do rf enclosures been battling this for many years thought my kids would find me dead its unexsplainable but ive read on it it needs to be investigated i fear for me and my children

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**Ticket: # 729758 - feels like murder**

**Date:** 12/29/2015 9:40:47 PM

**City/State/Zip:** Tomahawk, Wisconsin 54487

**Company Complaining About:** Frontier Communications

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## **Description**

i am continuing my complaint i read about laser beam murder its undetectable and he was trying to deam me crazy my girlfriend at 31 years of age killed herself tried four times fear same thing happened to her she just didnt know it we both are and was victims and still am i just know if i went and hit the breaker box it seem to go away happened to my 13 year old son to up at a apartment in tomahawk wisconsin had to take him to emergency room cause he felt weird and couldnt breath till i hit the power box and then he started to feel better pls help....this is serious matter have found my other girlfriend on the floor i have blacked out and fallen and dont know why feels like a laser beam down on you i tread only the military should have access to it but someone must my ex sister worked for military or some program my name is (b) (6) from tomahawk wisconsin pls contact me at (b) (6) everyone keep saying its ur phone its ur phone i cut the network interface cable and that helped we have a serious issue thats not being addressed up in northern wisconsin im affraid to see anymore murders over this its murder

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[Ticket: # 729768 - Internet freezes](#)

**Date:** 12/29/2015 9:45:50 PM

**City/State/Zip:** Huntersville, North Carolina 28078-(b) [REDACTED]

**Company Complaining About:** Time Warner

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### **Description**

My Internet freezes 3-4x daily - TWC swears there is no problem. The online light on my router/modem is flashing which indicates signal interruption. I call TWC and they tell me to switch from 2.4 to 5G. Neither works if there is no online signal.

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**Ticket: # 729821 - Comcast Data cap and slow speeds**

**Date:** 12/29/2015 10:24:20 PM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

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## **Description**

Comcast was telling it's customers that they should not give our company that come to parties our password to our WiFi. They told us to let them use Xfinity WiFi hotspot, they said that it would be FREE. Now they say it counts against our data cap. Now when I have a party going over the cap is a worry. I have to tell everyone at home to please be careful about data usage. Comcast even used the fact that you can turn off data from your cell phone. So many worries from a company that claims that they care about their customers. Also they claimed if you upgrade to X1 you would get 50 gigabytes of data speed and they claimed that they doubled the speed now the speed slower.

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**Ticket: # 730106 - Unable to Unsubscribe**

**Date:** 12/30/2015 9:18:51 AM

**City/State/Zip:** The Villages, Florida 32162

**Company Complaining About:** Morningstar

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**Description**

I clicked on the link below which came in an email from Morningstar (see attached file) It simply brings up the Morningstar website with no apparent way to unsubscribe.

"Morningstar.com" <mailing1@mail.morningstar.net>, (b) (6) >

ABOUT OUR E-MAIL POLICY

If you would like to unsubscribe to this email or subscribe to others like

it, go to <http://portfolio.morningstar.com/RtPort/reg/EditUpdates.aspx#PortEmailUpdate>

All subscription changes will take effect within one business day.

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[Ticket: # 730126 - unwanted email](#)

**Date:** 12/30/2015 9:50:16 AM

**City/State/Zip:** Washington, District Of Columbia 20012

**Company Complaining About:** Comcast

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## **Description**

I have been sent several unwanted emails from Comcast recruiting. There is no opt out on the email messages and so I sent them a request to unsubscribe. Now, after sending that request, it appears that I am on there list twice and now get two emails from them for their recruiting.

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**Ticket: # 730235 - Internet**

**Date:** 12/30/2015 11:07:46 AM

**City/State/Zip:** Taunton, Massachusetts 02780

**Company Complaining About:** Comcast

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## **Description**

Blockage of access to MSN; required to call 855-472-9850; obviously an Indian connection. How is it they can interject their information both on the screen and orally; then require you to pay to eliminate their "virus"? What good is Norton or Comcast if they can't see or eliminate or block these hoods from scamming the public? The site (855...) should be blocked or fined; turn the tables on them!

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**Ticket: # 730315 - CNN Breaking News**

**Date:** 12/30/2015 11:40:39 AM

**City/State/Zip:** El Paso, Texas 79902

**Company Complaining About:** AT&T

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## **Description**

I have made numerous requests at [//cnn.com/EMAIL/breakingnews/unsubscribe.html?](http://cnn.com/EMAIL/breakingnews/unsubscribe.html?) requesting CNN to cease and desist sending e-mails to my e-mail address. I have also filed complaints with the FCC which apparently have been ignored. I want CNN to stop sending e-mails to my e-mail address.

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[Ticket: # 730647 - Conde Nast emails](#)

**Date:** 12/30/2015 1:07:03 PM

**City/State/Zip:** Avon Lake, Ohio 44012

**Company Complaining About:** Time Warner

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## **Description**

Hi - I have repeatedly requested to be removed from Conde Nast, but I continue to receive daily emails.

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[Ticket: # 730603 - Interference and wi-fi speeds](#)

**Date:** 12/30/2015 12:51:04 PM

**City/State/Zip:** Sterling, Illinois 61081

**Company Complaining About:** Comcast

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## **Description**

Comcast does not use dual band routers, so it gets interrupted quite often or loses connection several times. Connection speeds are suppose to be 75Mbps, well what they don't tell a customer is the only way to get those speeds is if the computer is directly connected to the router. Wi-fi speeds are around 25Mbps. In this day hardly anyone sits at a desktop computer with the world of technology that we live in. They are not being honest with customers, until a customer calls in and the tech tells them you will not get those speeds over Wi-fi. So I am paying for 75Mbps and getting 25! \$67+tax for internet that doesn't work that great and not getting the speeds they charge for!

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**Ticket: # 730622 - Email scam message received.**

**Date:** 12/30/2015 12:55:47 PM

**City/State/Zip:** Naples, Florida 34114

**Company Complaining About:** Scam Message Re: Bank Of America

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## Description

I received the following scam message and do not have an account with Bank of America:

To ensure delivery, add [onlinebanking@ealerts.bankofamerica.com](mailto:onlinebanking@ealerts.bankofamerica.com) to your address book.

Exclusively for: | (b) (6)

Online Banking Alert

Action required

Due to a recent security update to our Internet Banking server, We require you to confirm your profile information..

- To get started, please click this link [Update Your Contact Information](#)

Please don't reply directly to this automatically generated email message

Your last sign-in was 12/05/2015

To verify that this email is from Bank of America, confirm your last sign-in date is correct. To access Online or Mobile Banking, go directly to [bankofamerica.com](http://bankofamerica.com) or use our Mobile Banking App.

Remember: We never ask for private information such as an account number, card PIN, or Social Security or Tax ID number in email messages. If you think an email is suspicious, don't click on any links. Instead, forward it to [abuse@bankofamerica.com](mailto:abuse@bankofamerica.com) and delete it.

Email preferences

This is a service email from Bank of America. Please note that you may receive service email in accordance with your Bank of America service agreements, whether or not you elect to receive promotional email.

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**Ticket: # 731062 - Facebook**

**Date:** 12/30/2015 3:41:31 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Facebook

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## **Description**

Please take enclosed this ticket #726857 must forward to U.S. Capitol Building delivers message to Speaker Paul Ryan that I was not happy with The United States of America along with unfit Oregon and Washington residents note in serious matters addresses to White male Attorney in East Coasts in more charging serious addresses that requirement Male White Attorney must confronts with me in the Hilton Hotel in more serious matters in high unpleasant with The United States of America address causes of Most of all Oregon & Washington citizens used crude language to mock against

**(b) (6)** ! REPORT TO U.S. Senator Pat Toomey Requests:

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**Ticket: # 731362 - Internet problems****Date:** 12/30/2015 5:23:05 PM**City/State/Zip:** Plymouth Meeting, Pennsylvania 19462**Company Complaining About:** Comcast

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**Description**

Comcast had a gentleman that had come by that said he was doing line testing and found and that we had a leak in the line. We have had Internet issues for 10 years that we have lived here and have had multiple complaints to them that we've had problems. They've come out several times over the past 10 years and never had an absolute resolution. So when this guy came around and said that there were issues with the outside line., which we had suggested multiple times before, it was no surprise there was an issue there.

The cable guy put in a work order and this was in the beginning of September. We had the electric company, water water company and gas line company come out and mark the pavement and our property and the street. The work was supposed to be completed within two weeks and never was. We called them to find out what was going on they said they would look into it get back to us and never did. We had a friend of ours that worked in the IT department that had somebody get in touch with us to see what was going on and that was in October. And they were supposed to come out and work on it and never did.

I called the cable company again several times to no avail. I finally called and refused to talk to any regular person and insisted on a supervisor.. His name was Weldon and he is from Ohio and the best he could do was put out another work order for somebody to come out and evaluate our cable yet again.

So this gentleman came out, I took another day off of work for this, and he wrote an entire plan to have the work done, meeting a new cable line put in from the cable box out on the other side of the street across the pavement across the street and up to the house approximately 190 feet of cable that was supposed to be put in.

We've continued to pay our bill consistently yet have had consistent issues with the Internet cable and phone .. Basically this is been going on from the last week of August through now and still no work done as of The last day of December.

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[Ticket: # 731636 - Some one has taken over my internet listing and rerouted it to their business and no oncan contact me](#)

**Date:** 12/30/2015 7:17:51 PM

**City/State/Zip:** New Orleans, Louisiana 70122

**Company Complaining About:** Face Book

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## **Description**

Some one has taken over my internet listing and rerouted it to their business which means lost business for my business. I have tried to contact google and face book to no avail they list my phone number as a 266 exchange which is not mine. I have had no success in getting them to change this number. Please help!

---

**Ticket: # 732105 - Comcast Business**

**Date:** 12/31/2015 3:16:46 AM

**City/State/Zip:** Castle Rock, Colorado 80109-(b) (6)

**Company Complaining About:** Comcast

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## **Description**

Internet service was installed, A couple of weeks later the internet was turned off without my authorization. I called and was bounced from department to department only to be told that the department that could help me was closed for the weekend. I had to wait 3 days without internet . My business lost thousands of dollars in sales. I called on Monday and was bounced around many more times having to explain my scenario to each and every new agent that answered. My phone calls to Comcast Business add up to hours on the phone trying to fix this. After hours on the phone, just by chance, an agent realized that earlier he helped me modify my service and accidentally sent out a disconnect request. In the several times I was on the phone with the "Sales Team", they were not interested in finding out what was going on with my account and were only focused on signing me up for new products telling me there was no way to reconnect and that I just had to start over. This proved to be a lie since someone was able to reconnect my account in a matter of seconds.

Also during this ordeal I contacted the original salesperson that helped me schedule my install. He (Shane Ceriale) simply transferred me to another department, even after I mentioned that I was being bounced to departments and nothing was being done.

I'm including a screenshot of my original salesperson sending me an E-mail on 12-29(after everything was finally going smoothly) asking me to sign more documents and telling me that he's receiving a request to cancel my order due to aging in the system?? I did not request this and I'm afraid my service might be disconnected again and I'll have to call again.

I also want to point out that the automated phone system is of the poorest quality. It starts in with arbitrary questions, is unable to recognize voices, and is unable to pull up accounts even if the information provided is correct. Every phone call to Comcast Business is very irritating.

One more thing. I was billed \$485 less than 30 days into my contract.

I agreed to a \$100 installation and \$150/Month 2 year contract.

Lastly I'm including a screenshot of a speed test showing that my download speed is falling well short of the speed I'm paying for.

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**Ticket: # 732319 - Internet Speed/Advertising Pop-Ups**

**Date:** 12/31/2015 12:08:38 PM

**City/State/Zip:** Mount Vernon, Washington 98274

**Company Complaining About:** Comcast

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### **Description**

I have cable bundle service, supposedly with high-speed internet, but lately my internet response time is horrible. Plus, audio commercials blast out at 2am if the computer is not shut down, downloading/uploading anything takes forever, and advertising pop-ups are rampant too. I just paid for a diagnostic on my computer....it isn't my system. In addition, now Comcast is telling me I have to pay extra to speed up my response time? Others in my area are having the same issues with them too. This is poor customer service. I'm on disability retirement and cannot afford to pay more. Please help.

---

**Ticket: # 732334 - CENTURYLINK/QWEST HAVE HACKED MY COMPUTERS**

**Date:** 12/31/2015 12:12:29 PM

**City/State/Zip:** Apache Junction, Arizona 85119

**Company Complaining About:** Centurylink

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## **Description**

The consumer states that CenturyLink/ US West (Qwest) have been hacking into her computer and changing password since May /2015, she has called FTC, BBB and FBI to report this situation. Consumer states that she has the IP location of the people doing this and she believes that US West employees are hacking into her system. The consumer has spoken about 100 employees and she also states that Norton 360 product providing to consumers is corrupted. The company is refusing to do anything to help her or investigate this situation. Consumer is sick and tired of excuses and not taking responsibility for what is going on in their own organization and she believes that CL has an inside fraudulent situation and this is affecting millions of consumers. The consumer has two computers and both computer have been affected. CTR-11

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**Ticket: # 732573 - Comcast utilizing Man in the Middle Attack Proxy**

**Date:** 12/31/2015 2:31:14 PM

**City/State/Zip:** Meridianville, Alabama 35759

**Company Complaining About:** Comcast

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## **Description**

Comcast utilizing Man in the Middle(MITM) attack proxy to modify the content of web sites when browsing non-secure http:// web addresses. The attached example is showing it is currently not possible to browse web sites in the Alabama/southern regions due to their server having issues and ultimately blocking the request. The web site attempting to be accessed is the Alabama Housing Finance Authority's portal to be able to pay my monthly mortgage. Modifying the content of people's service while in transit should be illegal. I would love to see internet service providers(ISPs) be classified as common carriers with strict regulations.

---

[Ticket: # 732608 - Issues with Comcast](#)

**Date:** 12/31/2015 2:58:37 PM

**City/State/Zip:** Punta Gorda, Florida 33955

**Company Complaining About:** Comcast

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## **Description**

Continued issues with wireless signal strength to home

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[Ticket: # 732915 - Harassment and soliciting of personal information](#)

**Date:** 12/31/2015 6:36:19 PM

**City/State/Zip:** Endicott, New York 13760

**Company Complaining About:** Time Warner

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## **Description**

I use my e-mail for business related communication. I recently received a flood of e-mails from Powerful Marketplace 616 Corporate Way, Suite 2-4953 Valley Cottage Ny 10989. It's all spam that is trying to solicit my personal information. I requested for this company to take me off their contact list multiple times and continue to receive e-mails from their company. I have attached a picture of the bottom of what all the spam e-mails look like and a picture of one heading. All the headings and addresses are different. Thank you. If you can contact them to stop them from harassing me that would be great. Thanks happy new year.

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**Ticket: # 335915 - internet scam**

**Date:** 6/11/2015 8:13:39 PM

**City/State/Zip:** North Bend, Oregon 97459

**Company Complaining About:** Something America Or America Tech - Not Sure

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## **Description**

Just 15 minutes ago I hung up on a company that I thought was my internet contractor through Dell. I was a bogus company that I allowed to show me what was wrong with my computer. This outfit call me to inform me that I had serious computer problems and they could help me fix the computer. This was an unsolicited call. This is...I was having problems with the computer and was going to contact Dell Tech Concierge tomorrow! I finally realized that they were not my contractor and asked them to get off my computer. They refused. I asked them for their company name and they refused to provide that information. I then told them I would contact you folks and they replied go ahead, call who you want. I repeatedly told them to get off my computer and they refused. I had to unplug my computer to get them off from it. Their phone numbers were 388-468-3925 and 287-367-2835. These guys are nasty and I fear they may fiddle with my computer later on.

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**Ticket: # 336521 - unsolicited texts - all day and night for more than one week**

**Date:** 6/12/2015 11:12:20 AM

**City/State/Zip:** Fort Lauderdale, Florida 33316

**Company Complaining About:** Sprint

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## **Description**

For more than one week, approximately beginning June 4th or 5th, I've been receiving unsolicited texts from number 917-751-2903, which began at 4 AM EDT in the morning, and haven't stopped, only to increase each day with more and more texts, which are always a download, which fortunately, my phone cannot download, as I am presently in Canada, and my plan charges for text downloads. On June 6th, I received a written text, stating "Fruit". I sent a simple return text stating "You have the wrong number. Please stop texting. Thank you". I received an immediate written text response stating "Know I don't (b) ", obviously misspelt and using my first name. With another text immediately following stating "But I will stop....bye". I have not texted back at all. And the text downloads are just incessantly increasing. Please let me know how to block this number, and/or block this number as well as find a solution to this problem. I have never had this problem before. Please advise. Thanking you kindly in advance.

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[Ticket: # 336767 - Cricket Wireless Interferes With Hotspot Operation](#)

**Date:** 6/12/2015 12:19:35 PM

**City/State/Zip:** Milwaukee, Wisconsin 53202

**Company Complaining About:** Cricket

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## **Description**

Cricket Wireless blocks the use of hotspot apps that would allow a user to turn their mobile phone into a wireless access point using their mobile data in a manner that they want, such as to support a laptop or other wireless device.

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**Ticket: # 336847 - COMCAST'S EXTREMELY POOR "Customer Service"**

**Date:** 6/12/2015 12:40:54 PM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

Since this has all started over the past 4 days I must have spoken to roughly a dozen Comcast "customer service" employees (a mix of "supervisors" "technicians" and front line grunts). So although I can't remember every interaction, know that they were all very similar to the ones that I will detail. The times are approximate.

Monday June 8, 2015

Placed an order online through Comcast for Blast Plus TV & Internet Package \$59.99 per month.

Tuesday June 9, 2015

10:00am

Technician arrives. Says job will take between 45-60 min. I notice cable box has scratches on them. Informed that there are no new boxes; all refurbished. But not to worry because rare is the bad one. Anyway, after having to make a trip back to warehouse they manage to have the 3rd box working. Well, not really because not only did they set me up with the Basic Channel Lineup instead of the Digital Economy Lineup offered with the package, I was only get a scratchy crackling noise from I'd say 80% of the channels. I didn't go through them all, but it was ridiculous. One of the techs, who by now there are 3 of, tells me that the crackly sound is a "worldwide" problem that Comcast is working on fixing. He wouldn't give me an approximate date of when it'd be fixed but assured me it would. All 3 were in agreement that there was nothing left for them to do. I was to take it up with Comcast.

1:30pm

The technicians leave. Unsatisfied, I immediately called Comcast and spoke to a man by the name of Ivory Harris (1 of the only 2 names I was able to save from my dozen interactions). I voiced my displeasure and my thinking of canceling the service. He stated that the problem may be my work order not having been closed, sounding like it should have been, said that he was sorry I was going through this and for my troubles he'd upgrade my DVR box to the newer X1 and give me free HBO for 6 months. I told him that I appreciated the offer and great customer service. Bu first we had to get the problem with the box squared away so he'd be transferring me to the Technical department and would follow up with me at 10:00am the next day. No one in Tech Dept answered call.

3:30pm

Service still not working I call back to find out if work order has been closed. I spoke to a lady who seemed very sorry about my issues and would note to have my work order closing expedited.

5:00pm

Still no proper cable service. I call back and get through to a Tech. When he's done doing whatever he did I now have absolutely no cable signal and an internet that's going in and out. He would then claim to put me on "Priority Status" and have a Technician at my house before 7pm that evening and would call me shortly after they left.

10:00pm

No technician ever showed up. No phone call. Service worse than it was prior my calling.

Wednesday June 10, 2015

1:00 pm

After waiting all day to see if Mr.Harris (who said he'd call at 10:00am) or any of the other handful of people I've spoken to would get back to me about my service problem, I call Comcast again. Again I explain the situation to someone new and tell them about me not getting the Technician to my house the previous evening as promised. That's when she tells me that Mr. Priority scheduled me to have a Tech visit on Saturday June 13! This is obviously unacceptable so I ask to speak to a Supervisor. I'm eventually put in touch with a woman I believe named Carolyn Nelson. Her phone # is 800 288 2020 x1381085. She identified herself as a Supervisor. I again explain my situation and frustration in the fact that after having spoken to close to half a dozen people there the previous day, here it is 1pm and not one person has called me to check if my issues have been resolved. Not even Mr. Ivory Harris who made me what I thought was a fair offer to keep me as a satisfied customer and said he'd call me at 10:00am. I tell her what was offered me: the X1, Free HBO 6 months, priority work order status . . . I am more than dismayed to find out that as the supervisor the best she can offer me is to NOT charge me for the days of unacceptable non existent service, only 3 months of free HBO and to have a Tech at my house between 3 & 5 the NEXT DAY and sorry but no X1. I could hardly believe it. When I explained to her that the initial 3 Techs who installed "service" said there was nothing else to do from their standpoint and I was concerned that this new Tech would not be able to fix problem either, keeping me without service for multiple days, she brushed that off.

Thursday June 11, 2015

4:30pm

Technician arrives.

5:00pm Technician leaves. Unable to fix my service he tells me that he'll be back the next morning at about 8:00am with a new box.

Friday June 12, 2015

7:45am

I'm thinking I've too much going on right now to be exerting all this time and energy battling Comcast. My 90 yr old Mother-In-Law was discharged 2 days ago after suffering a stroke and had to be readmitted by ambulance just hours later with pneunonia (all of which I've explained since Day 1but more than likely not in notes). The TV service doesn't seem to want to work so I'm just going to cancel it and keep the Internet Blast which is offered for \$39.99 online.

8:00am

I call Comcast and once again explain my situation to their representative. I explain that I cannot keep going like this with them so would she please have my TV service cancelled and to set me up with the Internet Blast offered online for \$39.99. She tells me that she's unable to do that but can offer it to me for \$49.99 instead. After all that I've already gone through this is what I get. I have to cancel my order with her and then place another order online. However, I may have to wait 24 hours for everything to process before I can do that. I told her that I was extremely dissatisfied with my treatment over the past 4 days and that I wanted her to get me in touch with her supervisor immediately. This has been a nightmare, it's bullshit and I was not going to lift a finger as far as shipping their equipment back to them. They would have to come by here and pick it up themselves. Her supervisor was on another call but would get back to me.

8:44am

I call Carolyn Nelson on the direct line she gave me and left her a message saying that I'm all worn out. I give up. Please help me resolve this issue quick and painlessly without having me have to jump through hoops.

12:40pm

Still no call from either supervisor.

Submitting FCC Complaint.

Oh, and on my account page the shameless audacity of a balance due of \$155.67 for my services, due on July 1, 2015.

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**Ticket: # 336892 - Unfair/unreasonable Data Caps regardless of bandwidth tier**

**Date:** 6/12/2015 12:49:30 PM

**City/State/Zip:** Ladson, South Carolina 29456

**Company Complaining About:** Comcast

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## **Description**

I pay for the 105/20 Mbps tier with comcast. I believe it is completely unjust and unfair to have the same 300 gb data cap as someone who pays for 25 Mbps. Also, I have hit this Data Cap even faster over the past several months because my area has had issues with the node causing frequent timeouts during uploads causing me to have to re-upload files therefore using even more data, yet i am still charged regardless. In other areas comcast has a different data cap for people who pay for higher bandwidth. If I am paying because I need 105 Mbps I am obviously going to use more than the person who pays for 25 or 50 Mbps. Also, when I signed up for Comcast there was no data cap, it was added without notification and I along with several others hit this cap every month. This is complained about on various forums on a daily basis across the internet by thousands of people. The explanation I got from comcast is I pay for "higher speed" not more bandwidth. Obviously that person has no idea what these terms actually mean.

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[Ticket: # 337094 - Javascript injections from Mediacom into all websites](#)

**Date:** 6/12/2015 1:47:44 PM

**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 authorize. Some might call that hacking. 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.

Thanks

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[Ticket: # 337301 - Wireless Tethering](#)

**Date:** 6/12/2015 2:58:00 PM

**City/State/Zip:** Sterling, Illinois 61081

**Company Complaining About:** Us Cellular

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### **Description**

US Cellular charges extra for tethering on my plan, even though I am already paying them for 2 GB of data a month. I should be allowed to use this 2 GB of data however I see fit.

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[Ticket: # 337399 - Cyber, hack, fraud, cyberstalking.](#)

**Date:** 6/12/2015 3:28:23 PM

**City/State/Zip:** New York, New York 10001

**Company Complaining About:** Verizon

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## **Description**

hacking into my email accounts, gmail, yahoo, and outlook. logs me out and changes my passwords, impersonates me on line, deletes my messaging, syncs, and rewrites. Stalks my internet use, and follows me, example I make doctors apt. and he then stalks.

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**Ticket: # 337451 - Spam from Jeffrey Shackelford <jshackelford@usahud.com>**

**Date:** 6/12/2015 3:48:14 PM

**City/State/Zip:** Boulder, Colorado 80302

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### **Description**

I have been telling USAHud.com to take me off of their mailing list once a month for the entire four years and three year I have been with my current employer. They think it is a joke. They write back antagonistic emails instead of removing me. Their mass mailers have no opt out choice. They seem to be able to route themselves around me putting them on my own spam list. Can you help?

---

**Ticket: # 337679 - US Celluar/Quest/Directv**

**Date:** 6/12/2015 4:26:21 PM

**City/State/Zip:** Muscatine, Iowa 52761

**Company Complaining About:** Centurylink

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## **Description**

I just reported US Celluar and was informed to do a seperate for Quest Internet and Directv since I use these services at my mothers and my personal information and accounts are being hacked. Everytime I get a email, it is hacked, someone else takes over my accounts and I do not receive the information I am suppose to receive. I have tried reporting this issues to the Police and other Agencies with no help. I am now reporting this to you with regards of stopping whoever which I believe is my mother (b) (6)

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**Ticket: # 337705 - ransomware terrorist**

**Date:** 6/12/2015 4:31:50 PM

**City/State/Zip:** Venice, Florida 34292

**Company Complaining About:** Comcast

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## **Description**

(b) (6) has interrupting popups that demands a phone call for security software. Called and gave access to computer and they said \$299 or they would make my computer useless and all files and pics disappear. I refused and they have destroyed my computer and pics and files. All encrypted. Used the name (b) (6) and used phone numbers . CA 315-642-8094 and person who called for late payment used (b) 555554 calling from 281-573-0549 phone in PA

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**Ticket: # 338245 - Comcast Disabled my internet with a physical filter and charged me for service not provided**

**Date:** 6/12/2015 7:07:23 PM

**City/State/Zip:** San Francisco, California 94134

**Company Complaining About:** Comcast

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## **Description**

On or about May 30th, 2015 our Comcast Internet failed completely. Our Modem was disabled and no signal was found to reach our home. After spending over 12 hours, during a 10 day period troubleshooting, complaining and speaking with 10-13 different Comcast customer support persons (and being hung up on and disconnected a total of 6 times) we had a technician attend a call while I was present. During the 3 hours he was at our home, he confirmed we had no service and that there was no signal going to our home. Upon investigating the issue further, he found a physical device (a filter) that was marked as Comcast equipment, that was responsible for disabling our service. The technician removed the filter, and after 30 mins of additional troubleshooting, was able to reinstate service. Comcast NEVER advised our service was interrupted, and is in violation of City, State and Federal law. As well as demanding FULL payment for services never supplied, and disruption of 911 services, Internet and Television. I have been waiting 5 working days for a supervisor to call and attend the billing and service discrepancy, and have yet to be responded to, even though I have made 3 calls to get my bill adjusted and find why service was disconnected when there was no outstanding or overdue payment. \* Photo of "filter" is attached

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**Ticket: # 338365 - Illegal "pop up" on iPad**

**Date:** 6/12/2015 8:16:56 PM

**City/State/Zip:** Ft. Worth, Texas 76112

**Company Complaining About:** AT&T

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## **Description**

Went to watch "Orange is the new black" on my iPad!! Got a pop up that says I have spyware downloaded. Called the number at the bottom 855-825--7233. They say its \$49.00 to remove it. All foreign people. I was called a Bitch and to F- Off over and over!! I am pretty sure this is an illegal way to get your info. PLEASE CHECK THIS OUT!! I am not and did not pay the \$49.00. I can not use my Safari on my iPad at this time. Pretty sure I can get it removed at AT&T or Apple!! I snap shotted a photo if you would like it.

Thank you (b) (6)

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[Ticket: # 338475 - AT&T bad service](#)

**Date:** 6/12/2015 9:23:17 PM

**City/State/Zip:** San Pedro, California 90733

**Company Complaining About:** AT&T

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## **Description**

Neighbor steals other condo residents internet & cable service, thief plsys with wires in AT&T main wiring room. AT&T does nothing. I've lost 14 wokk dsys so far this year because of AT&T's malfeasance. This is unacceptable.

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**Ticket: # 338602 - Blocking, Monitoring, and invasion of privacy**

**Date:** 6/12/2015 11:46:56 PM

**City/State/Zip:** Newport News, Virginia 23606

**Company Complaining About:** Verizon

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## **Description**

I communicate with a friend on skype almost everyday, I use FIOS at home and a mobile wifi when I'm away from home, but someone is continually monitoring and forcing drop calls on both services. They most likely have placed a virus on my computer and my friends. We both use virus protection but they never show any threat. It doesn't even show that any cookies are tagging. Your help with solving this problem greatly needed I 'm paying for a service that I can only use half of the time. Tonight the dropped calls only stopped after my friend changed to her old tablet that has no virus protection. Please respond back within the next ten business days, and thank you in advance for your help.

(b) (6)

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[Ticket: # 339484 - Dsl stops when rain is near](#)

**Date:** 6/13/2015 7:19:51 PM

**City/State/Zip:** Lakeland, Florida 33809

**Company Complaining About:** Verizon

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### **Description**

Cloudy weather dsl becomes slow,rain nearby,as well as at my address dsl non existent phone service stays available

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**Ticket: # 338711 - AT&T U-verse may be degrading Google traffic in 29414**

**Date:** 6/13/2015 6:11:26 AM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** AT&T

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## **Description**

Many times when I go to a Google service (specifically Maps, Gmail, Search, YouTube), it will take forever to load. Google Maps, in particular, has become almost entirely unusable.

Of interest, using Google Chrome, when I say "Ok Google" to search for something by voice, Google has no problem receiving my voice data and sending back what it thought I said, but takes at least 30 seconds to show me the search results. (Bing returns quickly, like Google used to.)

If you would like me to record screencasts of the delays, I would be more than happy to do so.

---

[Ticket: # 338726 - connection](#)

**Date:** 6/13/2015 8:12:10 AM

**City/State/Zip:** Wichita, Kansas 67226

**Company Complaining About:** AT&T

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## **Description**

ATT services . Starring in June's our signal is not a constant more surguring. There are times there is not even a signal and NO Equipment issues.

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**Ticket: # 338797 - Internet scam**

**Date:** 6/13/2015 10:06:47 AM

**City/State/Zip:** Chesapeake, Virginia 23325

**Company Complaining About:** Abc Rescue

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### **Description**

I have a pop-up on my computer saying I have 3 viruses and to call "tech support" immediately at 855-473-8571 to rectify the problem. I called and spoke to a woman who identified herself as "Mary" although it was obvious she was Indian. She said they (ABC Rescue) could fix my problem remotely at the cost of \$250. I strongly suspect this is an outright scam and they planted any viruses in my computer. Can you please investigate this matter and see if my suspicions are correct? Thanks.

---

[Ticket: # 338806 - Wifi interference](#)

**Date:** 6/13/2015 10:23:47 AM

**City/State/Zip:** Richardson, Texas 75081

**Company Complaining About:** Time Warner

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## **Description**

My cable provider, Time Warner Cable has stated that someone in my neighbor hood must be producing interference on all wifi channels as they have tried several routers and cannot get a signal even right next to any of the routers or anywhere in the house. We have tested and a wired internet connection works fine as well as a number of different routers and computers connecting to said router. This is on a 300Mbps connection (tested via wired connection). The 5Ghz channel on routers helps a small bit but we can only get about 30-35Mbps on a 2.4Ghz and 75-80 on a 5Ghz router at best. It is usually much worse than this. Changing broadcast channel on the routers is making little difference so it seem something is producing considerable interference on all wifi bands and channels

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[Ticket: # 338867 - complaint](#)

**Date:** 6/13/2015 11:13:10 AM

**City/State/Zip:** Taylor, Michigan 48180

**Company Complaining About:** AT&T

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## **Description**

I don't know if you remember or not I e-mailed to you saying someone is hacking in and tapping on my phone. I never thought these things would happen to me, but I was wrong. I called my subscriber and told them about it the only thing they did was rebooted it only. Today when I was getting ready to shut down it said, do not shut down and it upgrading then when I tried to get on it said please wait it is upgrading. Something is going on.

---

**Ticket: # 339129 - Pirate Radio Station 90.1 fm / Boston MA**

**Date:** 6/13/2015 2:23:06 PM

**City/State/Zip:** Jamaica Plain, Massachusetts 02130

**Company Complaining About:** Comcast

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### **Description**

Radio Station 90.1 fm bleeds over and onto 90.3. Please stop the broadcast 90.1 from interfering with 90.3 fm

This is the third time I've filed a complaint over the past two years. Please resolve this issue

Thank you,

(b) (6)

[Redacted]

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[Ticket: # 339132 - Spam emails](#)

**Date:** 6/13/2015 2:23:22 PM

**City/State/Zip:** Renton, Washington 98057

**Company Complaining About:** Centurylink

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### **Description**

I receive hundreds of emails from that address. Please, stop them. I clicked on the link provided in the emails to stop them but the result was more spam!

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**Ticket: # 339179 - Comcast strong-arming our connections**

**Date:** 6/13/2015 2:51:26 PM

**City/State/Zip:** Pittsburgh, Pennsylvania 15237

**Company Complaining About:** Comcast

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## **Description**

We currently have Comcast Xfinity and Internet. The problem is that both go down regularly, especially the internet. It is not a problem on our end, it is being disabled by Comcast. Also, Comcast is still throttling Netflix. At least for us. Choppy, pixelated quality along with just not working sometimes.

Trying to call and resolve this problem is purposeful teeth pulling. I imagine that our thoughts are not heard because we are not rich. I am Marine transitioning back into the civilian world and my family doesnt have much. We manage to pay for internet and cable because it brings us great joy. Comcast is total trash and should be considered criminal. Willingly ineffective. Close to a monopoly. Is there any possible solution? Other than be bullied into switching to the other evil, FiOS. This is why people torrent. Are we to just accept lesser product because we cant shovel money into their mouths? This may seem silly overall but every little injustice matters.

---

**Ticket: # 339323 - Unable to use internet**

**Date:** 6/13/2015 4:34:57 PM

**City/State/Zip:** Mount Airy, Maryland 21771

**Company Complaining About:** Comcast

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## **Description**

I have been calling comcast for the past 2 weeks because we keep losing our Internet connection and my wife works from home and has had to use over 40 hours of leave because of this I have also used 40 hours of leave. They keep telling me a technician is coming out to fix the problem and no one comes I have been waiting today for 8 hours and I missed overtime at work for this and still I call and they Stat someone will be giving you a call shortly cofiming the time they will show up. My cable and phone also do not work. This has been going on for 2 weeks alot of leave and alot of headaches. I don't know what else to do. I have told them I want an appointment everyday for the next year so I know they will have to fix the issue.

---

**Ticket: # 339473 - Internet WiFi access.**

**Date:** 6/13/2015 7:03:02 PM

**City/State/Zip:** Sparks, Nevada 89434

**Company Complaining About:** Verizon Wireless

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## **Description**

Until about three months ago my access to the internet over my Verizon MiFi was fine, then suddenly I started having extreme problems. I complained to Verizon about the problem and they told me there were "terrain features" interfering with my signal. However, I have near line of site to the nearest cell tower, so I told them to stop lying to me. I have since realize something of which I was not aware. That is that it is possible to purchase cell phone signal boosters! I believe that is my problem. I live in an apartment complex and realize now that my problems began at almost exactly the same time as three apartments immediately surrounding me were rented out. I also realized that there are really three time periods each week when I have problems. Those are; after about 4:00 pm every weekday afternoon; most of the day on Saturdays and Sundays; and immediately after midnight every weeknight. I can fairly easily explain away the first two as peak volume times during the week, however, that should not apply to the third one. I believe that someone living nearby has a cell phone signal booster and is overpowering my efforts to access the internet. I am wondering why these devices are even permitted? I do not see why I should have to purchase something other than my cell phone in order to access the internet? Obviously the FCC has authorized these devices, however I believe that is a serious mistake. I cannot easily afford a device that will cost a couple of hundred dollars merely to allow me access to what I believed I already had! Please explain this situation.

---

**Ticket: # 339515 - synacor ads= spam**

**Date:** 6/13/2015 8:23:56 PM

**City/State/Zip:** Karns City, Pennsylvania 16041

**Company Complaining About:** Armstrong My Wire

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## **Description**

I have an Armstrong homepage and synacor ads have been spamming me with loud audio randomly coming from their advertising videos. I have reported it to NAI National Advertising Initiative many times. It will be good for several days to a week, then synacor starts spamming me with the loud random audio again. Please help me!  
Thank You!

---

**Ticket: # 339681 - Comcast failure to provide consumer internet connection**

**Date:** 6/14/2015 12:35:35 AM

**City/State/Zip:** Silver Spring, Maryland 20903

**Company Complaining About:** Comcast

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## **Description**

Comcast line burial for my connection with its company is underneath the sidewalk, and because of sidewalk reconstruction my connection has been interrupted. My connection have been out for 2weeks since May 28, and I called Comcast constantly to schedule and reschedule for a new line (speaking to 6 agents plus 4 supervisor); however, when the tech team was finally able to get a temporary line buried, the connection only lasted 2 days and the connection was once again an issue that they cannot absolve until later. I was inform that the temporary line will last a few weeks before a team come again and bury a permanent line, but this was not the case. Comcast is not taking my request seriously, so I am complaining about their lack of competence to provide Internet service to a paying consumer.

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**Ticket: # 339923 - (b) (6)**

**Date:** 6/14/2015 1:26:24 PM

**City/State/Zip:** Winsted, Connecticut 06098

**Company Complaining About:** Charter

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## **Description**

email address is (b) (6)

his name is (b) (6). dob (b) (6). this jerk off has threatened me via email at (b) (6) and has made several attempts to access (b) (6) and delete emails, change passwords. harass my friends & family unsolicited like since last February(23rd of 2014) marks one of my former mailing lists as spam deliberately & based on his ex wife's love for me. we can send you attachments later. we need to compile it all into one document. please advise and assist? thank you.

---

**Ticket: # 340049 - Continued Complaint of Comcast Internet****Date:** 6/14/2015 4:44:01 PM**City/State/Zip:** Schaumburg, Illinois 60193**Company Complaining About:** Comcast

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**Description**

This is the second complaint which I'm filing against Comcast Internet. The original complaint has not been resolved. The incoming signal of my internet is fine, however the out going signal to the box which executes commands is horrible. The channel has as many as 40 individuals on it at a time (think party line phone line) we are all competing for signal. My signal drops down as low as 6 which I'm promised a signal much greater. During my first complaint Comcast came out to my home, and found exactly what I just explained above by series of test which included removing my second floor window screen and running a wire from my unit directly to the box, which they found a huge amount of problems and brought in a Supervisor to verify and escalate. Then Comcast use a signal booster to amplify the signal to my home and everyone else. In short the signal going from my home to the box takes 45s-105 seconds to respond, if it doesn't fail.

This has been going on since FEB 16, 2015, Comcast has been billing me since. To resolve the first complaint they gave me a series of credits and free Showtime, and waived my DVR for a year, without asking me.... I am still having the same issues and demand that they make this issue right, reimburse me fully back to Feb 2015 to when the problem began.

In addition, I have missed 3 days of work in order to resolve this issue, that's 3 days of work so that they can correct their problem, at \$1,218 per day. I have been patient with Comcast but fail to see them advance on the original problem.

---

[Ticket: # 340201 - Hacked by PCFIXING.INFO and ClickForSale](#)

**Date:** 6/14/2015 8:25:26 PM

**City/State/Zip:** Merced, California 95340

**Company Complaining About:** Comcast

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## **Description**

These companies are saturating my computer screen with various warnings and unsolicited advertising which freeze the computer fro all operations other than responding to the popups.

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**Ticket: # 340223 - Massive SPAM attacks emanating from the US.**

**Date:** 6/14/2015 8:58:18 PM

**City/State/Zip:** Quakertown, Pennsylvania 18951

**Company Complaining About:** Verizon

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## **Description**

I am an IT Consultant. A number of my clients have received insane 500+ spam messages emanating from networks directly owned by Beyond the Network America which is an alias for PCCW Global (PCCWGlobal.com). I have made numerous complaints to their abuse departments and they have gone unanswered. Attached is a subset of one client, taken within the span of a couple hours. I have firewall and server logs that this goes on, day in and out for the past month at least. I have another 30 or so clients who are facing the same issue from networks owned by PCCW Global. Please shut them down for good!

---

[Ticket: # 340269 - internet access blocking](#)

**Date:** 6/14/2015 9:58:30 PM

**City/State/Zip:** Mount Holly, North Carolina 28120

**Company Complaining About:** It Is The Internet Service That Harrahs Cherokee Uses And I Do Not Know The Name.

---

### **Description**

Every time that i go to the Cherokee casino and stay at the casino i cannot access my wi fi to get on the internet, they block my internet signal and make my buy their internet service for each device that i want to use.

---

**Ticket: # 340363 - unwanted and unsolicited advertisement from Facebook.**

**Date:** 6/15/2015 3:29:43 AM

**City/State/Zip:** Stp, Minnesota 55101

**Company Complaining About:** MetroPCS

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### **Description**

Twice, Facebook has been told to STOP HARASSING ME w unwanted advertising.

---

[Ticket: # 340422 - Many hacking issues](#)

**Date:** 6/15/2015 8:20:11 AM

**City/State/Zip:** Spokane Valley, Pennsylvania 99206

**Company Complaining About:** AT&T

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## **Description**

See attached complaint.

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**Ticket: # 341170 - "scareware" fraud**

**Date:** 6/15/2015 1:55:19 PM

**City/State/Zip:** Oakland, California 94605

**Company Complaining About:** AT&T

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## **Description**

I am complaining about Webtask LLC. Phone: 844-202-5575; url: [www.webtask.us](http://www.webtask.us).

While searching the net , the computer (Apple), I was using froze and an emergency number came up telling me the computer was in trouble and to call that number for apple support. The person I spoke to indicated they were Apple support and I was told there that it would cost \$500 to fix it. They said that they were authorized by Apple. Later my wife came home and told me that the number they gave me was a phony. She called the real Apple Support and they confirmed that this was a scam and advised us to dispute the charge and contact the FCC. I saw an article in the business section of the paper today and they described another just like it only with a different name. I have initiated the dispute with my credit card.

---

[Ticket: # 341668 - phone call claiming to represent microsoft](#)

**Date:** 6/15/2015 4:17:48 PM

**City/State/Zip:** Waco, Texas 76711

**Company Complaining About:** Grande

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## **Description**

calling claiming my computer is causing problems and wants me to get off the computer or redirect me to another website. phone number came up Skype caller 661 748 0240 today, other numbers at other times. have had problems with computer after receiving these calls even though I did not go to their website. receive these calls frequently.

---

**Ticket: # 341786 - Re: FCC Complaint Against AT&T Uverse/DSL**

**Date:** 6/15/2015 4:48:21 PM

**City/State/Zip:** Olathe, Kansas 66061

**Company Complaining About:** AT&T

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## **Description**

Consumer stated that he contacted the FCC's Consumer Center when the response was first processed. He does not agree with the response in Ticket # 157257. He stated that he is a Network Engineer for Kansas City Power and Light. He stated that AT&T is selling a DSL modem and misrepresenting the fact that it can receive 3 - 12 MB download speed . Consumer stated that this is false advertising because they are plugging into 56K interface. (i.e. He stated that the advertised speed is fraudulent because the interface does not have the ability to ever reach the advertised speed). He stated that he spoke with several neighbors that had received the same information. The neighbors assumed that they had fiber connections also. (b) (6) has actual product test results proving that this is false. AT&T is a copper wire, twisted pair - two active wires, two dead wires. He stated that they are using this to deliver the DSL to his neighborhood and remaining very quiet about this fact because they are defrauding people by stating that their equipment information is proprietary and they do not release this type of information. They are leading people to believe that this is a fiber optic line and working diligently to try to build out the system and get ahead of the curve before people discover that they will never be able to provide the speed on the present system.

(b) (6) stated that he transitioned to Comcast as did his neighbors after he spoke to them and they are receiving the speed for which they pay..through the cable company.

(b) (6) wanted to bring this fraud to the attention of the FCC. Especially given the behavior of AT&T. He stated that the response is wrong and the whole manner in which they behaved is wrong and deceptive.

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[Ticket: # 342042 - Comcast Is At It Again](#)

**Date:** 6/15/2015 6:11:40 PM

**City/State/Zip:** Atlanta, Florida 30316

**Company Complaining About:** Comcast

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## **Description**

Intermittent service outages for phone, internet and TV for the past four days, two missed appointments today and nothing but lies and run-around from Comcast representatives. This is an ongoing pattern of behavior.

---

**Ticket: # 342531 - OTARD Violation**

**Date:** 6/16/2015 1:26:22 AM

**City/State/Zip:** Salem, Oregon 97308

**Company Complaining About:** Adaptive Broadband

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**Description**

I work for a (b) (6) in Salem, Oregon. We are attempting to deploy (b) (6) radio equipment on a privately owned water tower that sits on privately owned land. In response to our request for a development permit the city cited these two sections of code, which I believe are in violation of OTARD and possibly other FCC laws, in denying our request.

According to Silverton, Oregon city code, Title 18 Section 1.6.620

1.6.620 Radio frequency transmission facilities.

A. Characteristics. Radio frequency transmission facilities include all devices, equipment, machinery, structures or supporting elements necessary to produce nonionizing electromagnetic radiation within the range of frequencies from 100 KHz to 300 GHz and operating as a discrete unit to produce a signal or message. Towers may be self-supporting, guyed, or mounted on poles or buildings.

B. Accessory Uses. Accessory use may include transmitter facility buildings.

C. Examples. Examples include broadcast towers, communication/cell towers, and point-to-point microwave towers.

D. Exceptions.

1. Receive-only antennas are not included in this category.

2. Radio and television studios are classified in the office category.

3. Radio frequency transmission facilities that are public safety facilities are classified as basic utilities. (Ord. 10-02 Exh. A § B, 2010; Ord. 08-06 § 3, 2008. Formerly 1.6.520)

Title 18 Section 2.2.110 - This section of code contains a chart showing that anything classified by the former code is not permitted in zoned residential areas.

It is also my understanding, from the language in Section 1.6.620 that even consumer equipment such as routers, cell phones, and other end user equipment meets the criteria listed above. In that it contains devices, equipment, machinery, structures or supporting elements necessary to produce nonionizing electromagnetic radiation within the range of frequencies from 100 KHz to 300 GHz and operating as a discrete unit to produce a signal or message.

If that is the case then, under this code, would cell phones and routers then be considered "operating illegally".

I would like to get someone opinion on this matter as soon as possible.

Thank you

(b) (6)

[Redacted]

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[Ticket: # 342543 - ISP redirecting to Budget Suites](#)

**Date:** 6/16/2015 2:09:09 AM

**City/State/Zip:** Las Vegas, Nevada 89130

**Company Complaining About:** Budget Suites

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## **Description**

Everytime that I try to go to a website I am redirected to the Budget Suites website. I have tried to contact their tech support but they are not responding to my complaints.

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[Ticket: # 342544 - exede internet not living up to contract](#)

**Date:** 6/16/2015 2:11:58 AM

**City/State/Zip:** Clinton, Mississippi 39056

**Company Complaining About:** Exede/wild Blue

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## **Description**

i have a contract with exede/wild blue for their internet service and all time after midnight all internet is free time, they shut me off all the time because I have used up my regular data time. This has nothing to do with the free time after mid-night, im living up to my contract and I think they should also.

---

**Ticket: # 342575 - Frontier Communications**

**Date:** 6/16/2015 7:29:20 AM

**City/State/Zip:** Hedgesville, West Virginia 25427

**Company Complaining About:** Frontier Communications

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### **Description**

This "Company" is a travesty. I live in a particular area that cannot get any other service, I have NO choice but use them. My service is constantly in and out. I will be surprised if I can finish this complaint. I pay \$39.99 mo. for what amounts to dial-up speed and service. It seems this issue is area wide for homes like mine where other services are not offered. We are TRAPPED with Frontier or nothing. Sounds like a monopoly to me. These people need to get their act together. I am even thinking about MOVING, selling my home and moving to get rid of Frontier's "Take it or leave it" attitude.

---

**Ticket: # 342680 - Harrassment calls.. Increasing charges, not honoring deal**

**Date:** 6/16/2015 9:56:50 AM

**City/State/Zip:** East Orange, New Jersey 07017

**Company Complaining About:** Comcast

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## **Description**

I spoke to representative Dreena Smith months ago, who advised my new plan would be \$139.00 which included everything. Comcast has repeated increased my monthly charges. Once again, I'm complaining about this.

My monthly bill is \$170.00, that's what I'm being charged. And it is not correct. I complained about this and nothing is being done about it!!

Comcast is unethical they harass me and do not keep their promises.

The reps do not honor the communicated deals made by the complaint dept, they decide when they want to, to increase my monthly bill???

That's very disturbing and should be illegal!!!

I have triple play, internet, phone and cable.

I am extremely dissatisfied with Comcast.

I'm wondering why my bill is so high.

they disconnected my service last night, and this morning, on their website, it advised, I had to pay in full \$256.82 to restore my service, \$170 of which, was new charges!!!!

I work from home everyday and I need internet access in order to sign into work, Also, My son is a college student, we need the internet so he can complete his Online assignments.

Please reach out to them!

---

[Ticket: # 342953 - Multiple unwanted calls and solicitation texts.](#)

**Date:** 6/16/2015 11:30:17 AM

**City/State/Zip:** Oswego, Illinois 60543

**Company Complaining About:** Verizon Wireless

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## **Description**

I've been receiving solicitation calls and texts to my phone. The calls and texts are always addressed to (b) (6), and have been for various things; winning of a trip, Auto Loan Application Approved, etc. I've asked that they don't call, and have blocked the texts, but the source number changes and they're still getting through.

---

**Ticket: # 343472 - Irsome Internet Audio Avvertisements****Date:** 6/16/2015 2:24:21 PM**City/State/Zip:** North Reading, Massachusetts 01864**Company Complaining About:** Verizon

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**Description**

While on the internet, either reading my email or reading webpage articles or listening to web content, I experience irritating audio ads that intrude on what I would describe as, my personal space. At any time an unexpected ad will blare over the content I happen to be reading or listening to.

I have brought this to the attention of Verizon Tech Support who sympathized with me, but offered that its tantamount to spam, which is extremely difficult to control, they said. However, over time I have come to believe these unwelcome audio ads originate from among the many advertisements that clog the Verizon home page. I have had to stop my web page reading/listening and have had to switch windows to see the ad playing on the home page. I then had to "X" the ad out in order to stop the noise. Unfortunately, this will happen several times during my online sessions and happens at least daily in every session. And because Verizon receives revenue from these advertisers they have little motivation to STOP these audio intrusions. While single frame photo ads are a part of life and can be easily ignored, these audio intrusions are irritating and unwelcome. I should not have to stop what I am doing to silence something that I never asked to be subjected to in the first place.

Please, is there something that the FCC can do to motivate Verizon to stop all of this unwelcome noise?

---

[Ticket: # 343546 - malware/virus](#)

**Date:** 6/16/2015 2:43:00 PM

**City/State/Zip:** New Orleans, Louisiana 70117

**Company Complaining About:** AT&T

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## **Description**

there is an addon in my mozilla called consumerinput. it has loaded at least 4 programs and at least a few services on to my system which i am unable to make changes to. some of those are coupon, infonaut, smartweb, search protect, and games desktop. also my entire browsing capability is almost gone as all pages are infected with popups and popup windows.

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**Ticket: # 343665 - Unlimited Data interrupted**

**Date:** 6/16/2015 3:19:18 PM

**City/State/Zip:** Sacramento, California 95860

**Company Complaining About:** Verizon Wireless

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## **Description**

To whom it may concern:

Please know that I pay for a Verizon wireless Unlimited data plan and my data connection is throttled and I feel that that is an unfair business practice. I know because a very nice technician told me so. Friday February 13 at 3pm I called for help because I had not had access to my email all day 6am until 3pm. They "reset" my phone but said it was being throttled. My refresh/reset data date is the 19th of the month and I have had to call every month on about the 13-14th of the month to ask for my phone to be "reset" because I loose connection to my emails, text messages and internet access to email and other accounts. I am concerned because my phone is my only access to my email, internet and my text messages which is my communication tool.

History of my data usage.

The week of April 13, 2012 I was off work with a contagious illness and I used my data connection from home every day that week and my data usage was 10+gbs for that month up to that point my monthly data usage was 4-6gbs. May 17, 2012 Verizon announces that it will stop offering unlimited data plans. I was so worried I would loose my unlimited access and knew I could only afford the 2 gbs a month plan that I started to put my phone on Airplane mode at night to keep from using data. I still used between 4-6gbs a month.

In October 2012, VZW stops unlimited data offer and since that time I have not been able to use more than 2gbs. Since calling in Feb 2015 and each month since, I am now able to get 3gbs+ of data. I am not able to open web pages on my internet, as soon as I click on them they shut immediately. For hours at a time my email does not come through, I have tested it and I see on my desktop there is email but it does not show up on my phone internet email.

I realize that wireless companies might be able to do what they want with the airwaves and data connections but I am paying a lot each month for service and access to unlimited data and I am not being allowed to use it. Each time I call the IT help; I am told it was an "email reset" or I needed to delete my browser history, or some story about something that I need to do because my phone is not working properly.

What can I do to get unthrottled usage of my unlimited data?

Thank you very much for your time and attention to this matter.

---

**Ticket: # 344685 - Inappropriate take over of a web browser by Xfiniti-WiFi**

**Date:** 6/16/2015 10:52:51 PM

**City/State/Zip:** Fresno, California 93720

**Company Complaining About:** Comcast

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## **Description**

I opened my Firefox web browser, instead of my opening page, there was an ad for Xfiniti. This was not a drop down box, but the entire screen. No close button. Any bookmark that I clicked on went back to the Xfiniti page. I called Xfiniti, 18 minutes later I was able to talk to a supervisor named Robin. He told me it was my fault for not blocking Xfiniti. I explained it was not a pop window but the whole screen. He asked me if they had taken any of my information from me. How am I to know. He had a hostile attitude from the start of our conversation. This is the third time this has happened. I told them after the second that if it happened again, I would file a complaint. I tried my Safari browser and the same situation.

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**Ticket: # 345107 - AOL Blocking Electronic Water Bills**

**Date:** 6/17/2015 10:50:25 AM

**City/State/Zip:** Pueblo, Colorado 81002

**Company Complaining About:** Aol

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**Description**

We offer a service to our customers that allow them to sign up to receiving their water bills electronically. Last week AOL started blocking our emails. We tried to contact them but we were sent to <http://postmaster.aol.com/> for information and resolution. The web site says that domain sending emails to AOL must have DKIM and DMARC configured. We made that change and are now receiving DMARC reports from Yahoo, Google, Hotmail, LinkedIn and CenturyLink. AOL has not acknowledged any of our requests and is not using the tools they require for allowing email. They are blocking legitimate emails that they end users have requested.

We created a paid account on AOL and attempted to send a water bill to it. The bill was blocked. We called the paid support number and were referred to the same website we used as a non-customer.

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[Ticket: # 345448 - No unsubscribe link](#)

**Date:** 6/17/2015 12:30:06 PM

**City/State/Zip:** Fort Thomas, Kentucky 41075

**Company Complaining About:** Cincinnati Bell

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## **Description**

This email requires a lot of steps to request an unsubscribe. There is no unsubscribe in the email.

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**Ticket: # 345342 - Multi emails spam daily from one company**

**Date:** 6/17/2015 11:58:27 AM

**City/State/Zip:** Vista, California 92081

**Company Complaining About:** Cox

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## **Description**

I have sent stop sending notice for months 20 times at least to this email

<http://www.pahamulus.net/a43n89IEccWeVjhFVWmLjwKX0Mjh167/good>

You may contact us to opt out at: Phone Halo, Inc - 19 W. Carrillo St Santa Barbara, CA 93101

email TrackR <trackr@wizpetz.com>

I am getting these 2-3 times a day and tired of it...PLEASE HELP

(b) (6)

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**Ticket: # 345805 - Comcast altering Web content on Xfinity Internet home customers**

**Date:** 6/17/2015 1:58:17 PM

**City/State/Zip:** Redmond, Washington 98053

**Company Complaining About:** Comcast

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## **Description**

Comcast have been deliberately intercepting and altering non-owned web content for their own private gains.

When visiting sites that are not affiliated with Comcast, the ISP intercepts the pages sent by the site and tampering its HTML to inject advertising, promotions, surveys, etc.

An ISP should *\*not\** tamper with content generated and transmitted by a third-party. They need to cease this practice immediately.

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[Ticket: # 346055 - Someone has hacked my web domain registry file...](#)

**Date:** 6/17/2015 2:59:15 PM

**City/State/Zip:** Highland Lake, Alabama 35121-(b) [REDACTED]

**Company Complaining About:** I Do Not Know Who Has Hacke This Account.

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## **Description**

In 2011 I reserved OneCloudyDayAL.COM for my domain name on the internet, using GoDaddy.com . Last weekend I was attempting to show my site to my little boy when I discovered that some prankster has redirected my domain to point to a gag web site. There are also sub sites associated with the gag website. I no longer have my account information, as the computer where I stored it crashed two years ago, and I no longer have access to the email used to recover my access, because I no longer use the ISP that I used when I created the account. I have gone thru the steps with GoDaddy to recover access to my site, but they are dragging around. In the meantime, I was hoping that you could trace where the hacked domain points and maybe catch the creeps that have hacked my account.

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**Ticket: # 346062 - AT&T Bait and Switch on Unlimited Data Plan****Date:** 6/17/2015 2:59:58 PM**City/State/Zip:** Santa Barbara, California 93140**Company Complaining About:** AT&T

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**Description**

We have had an unlimited international data plan with AT&T for many years (probably more than 8 years and I have statements going back for every month of those years). My husband, who is also my business partner, had his plan removed against his choice as well. Initially, they promised that we could turn the (\$65/month) service on when we were travelling and off when we were in country and didn't need it. A few times they refused to turn it back on and I had to escalate the issue and raise my voice until they turned it back on. My husband got tired of the fight and just stopped insisting that they turn his phone on. Eventually, they told me that I had an old plan that was no longer available. They said they would make an exception for me and grandfather me in. To keep it on I had to agree to leave the \$65/mo plan "turned on" which I have done for many years. In December 2014 I changed my BlackBerry Pearl for the newer BlackBerry Q10 which I purchased directly from AT&T. Before I did that, I confirmed with the customer service rep that nothing with my plan would change and that they would maintain my unlimited international data plan. Otherwise I would have kept the old phone. She said there was no problem and that nothing would be changed. While traveling to Australia in February I received a warning about overages and roaming on my BlackBerry. When I contacted AT&T they said that I needed a temporary plan while they reinstated my old plan. That was when I discovered that the plan had been mysteriously removed. After a lengthy conversation the rep agreed they would escalate the issue, ensure that their technical department reinstated my plan, and while I was in Australia they would charge me 30\$ for a different plan while they fixed it. He assured me that my old plan would go back on after about a week. That plan was insufficient for the entire 2 week trip but they promised they would waive any overages. Assuming it was restored as they promised I didn't check before we left for Italy this month. Again, while in Italy, I received a warning about overages and roaming. I called AT&T and the rep refused to turn on the plan, said they never had an unlimited international data plan and she would give me a \$30 plan to tide me over. That plan was insufficient. Given the wait time was over 45 minutes to contact a customer service rep, wifi was extremely unreliable in the hotel, and we were there on business, it was very difficult to get back on and find a better informed customer service rep. I'm extremely frustrated with the obstacle course that AT&T has been putting in my way, their capricious service withdrawal, their enormous fees just to keep my original data plan, and the fights just to keep the plan.

This is a transcript of the 2/19 chat I had with the reps at AT&T while in Australia:

Thank you for your patience! Your AT&T Representative will be with you shortly.

Welcome! You are now chatting with 'Edelson Berry'

(b) (6) Hello

Edelson Berry: Hi (b) (6)! How can I help you on your online account? :) (b) (6): We got a note about excessive usage on our (b) (6) account which is a grandfathered unlimited Blackberry account. What gives?

(b) (6) It's actually about the Blackberry phone. There wasn't an option for that on the menu.

Edelson Berry: Let me check if I can get that account (b) (6).

Edelson Berry: I got the account but we need to validate it first before I can access it (b) (6).

Edelson Berry: Our system will send out a Validation PIN on your Email address associated to your wireless account. Once you have it please provide me the 6 digit PIN, for me to access your wireless account.

Edelson Berry: Please check the Email. The PIN should be there.

(b) (6) Is it going to (b) (6) or (b) (6)? Both lines are on the same account. We're both in Australia so checking email takes a while.

Edelson Berry: I cannot see anything yet on the wireless account unless it is verified (b) (6).

(b) (6) We need to know which email to check.

Edelson Berry: Please check both if you have access to them. On my end it only shows that your account needs to be validated and required to enter the 6 digit PIN.

(b) (6) OK. Give us a minute to pull up both email accounts.

If we lose you when swapping the browser is there any way to resume?

Edelson Berry: Can you give me a call back number where we can reach you at?

(b) (6) You can use (b) (6) once she gets her phone turned on - a minute or two. Meanwhile, we'll try for email.

Edelson Berry: Thank you.

(b) (6) OK, (b) (6)

Edelson Berry: Thank you.

Edelson Berry: I have now access to your account and currently checking your (b) (6) line.

Edelson Berry: Basing on the notification our system detect that the

(b) (6) line used 14.24 MB or 14581.76KB.

Edelson Berry: Roaming usage will be billed \$0.0195/KB (b) (6): OK. But it's supposed to be unlimited international.

There shouldn't be charges.

Edelson Berry: Or \$284.35 in the next bill.

Edelson Berry: I am currently checking out the reason (b) (6) Please bear with me.

(b) (6) We have a BlackBerry, International, UNLIMITED plan.

This is WRONG. Fix it.

Edelson Berry: Currently this line have the Data feature called Blackberry Personal for LTE for \$30 per month.

Edelson Berry: This data feature includes unlimited domestic data usage, unlimited domestic data usage on the AT&T Wi-Fi Basic Network for 4G devices.

Edelson Berry: I am taking a deep dive on your plan history.

(b) (6) Your records are incorrect. I've been on the International UNLIMITED data plan for years. I was grandfathered in when the plans changed. This has been in existence on our account for at least 6 years and we've been paying \$65/month for it.

Edelson Berry: There might be another plan on your account that was remove that is why you are now getting these type of notifications.

(b) (6) Yes, there is domestic unlimited as well but there shouldn't be any charges for international use. The last international use was in Oct/Nov while we were in the UK and there were no charges for that. Please fix it.

(b) (6) The plan should not have been removed I was grandfathered into that old plan and the condition was to just keep it going month after month, which i have done for YEARS. Please fix it.

Edelson Berry: May I know if you have recently change your device in November?

(b) (6) Yes, I swapped my old Pearl for a Q10.

Edelson Berry: Thank you for the additional information (b) (6)

(b) (6) They assured me that the plan would not change and we were very clear that the old plan was to continue. She assured me there would be no problem.

Edelson Berry: I understand (b) (6). I can clearly see that this is a mistake on my end.

Edelson Berry: our\*

Edelson Berry: He's what I can do.

Edelson Berry: I will file a case to resolve your concern.

(b) (6) Data Services While Roaming is the message I am getting with this and a prompt "Do you wish to continue Data Services while roaming". I've seen this before and have always clicked yes with no additional charges.

Edelson Berry: On my end we cannot add grandfathered plan but our experts can.

Edelson Berry: I understand (b) (6) because you are confident that you are on the unlimited International data plan.

(b) (6) Edelson, there should be no addition of a plan, it is simply status quo and I need this to work while we are here.

Edelson Berry: Please do not worry (b) (6). Once the case is submitted you can use the data normally.

Edelson Berry: Once the case is resolved the International unlimited data will be back on your account.

(b) (6) Yes, my phone has been on this UNLIMITED BlackBerry data plan for MANY, MANY years. At least six years and this would be the 4th Blackberry phone with this plan.

Edelson Berry: All of the charg

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**Ticket: # 346288 - YAHOO taking over searches**

**Date:** 6/17/2015 3:47:28 PM

**City/State/Zip:** Gobles, Michigan 49055

**Company Complaining About:** Yahoo

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### **Description**

Although I keep removing Yahoo as a search engine from Foxfire preferences . it keeps coming back . It then takes over website pages that I'm trying to visit. Complaints do no good and there is really no way to get in touch with Yahoo. I want them out f my life!

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**Ticket: # 346650 - internet**

**Date:** 6/17/2015 5:12:43 PM

**City/State/Zip:** Columbia, South Carolina 29204

**Company Complaining About:** Time Warner

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## **Description**

I have had to call Time Warner repeatedly about my internet service. I work from home. I have had my internet drop several times over the past couple months. Someone keeps breaking into the Network Interface Device and splitting my internet line which has to be run straight from the tap. My neighbors are stealing cable. I have reported this to every single technician that has come to my house and not once has it ever been noted on my trouble ticket. The tech always puts no trouble found. I know this because I went to the local office to complain. Time Warner is not doing anything about the theft in my area and it is costing me time and money from missing work. Time Warner will not move the box up as suggested by one of the techs, but never noted or was an order put in to do so as I was told a couple of times.

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[Ticket: # 346729 - Re: Blocked Internet Access at Hilton Hotel](#)

**Date:** 6/17/2015 5:37:30 PM

**City/State/Zip:** St. Louis, Missouri 63128

**Company Complaining About:** Hilton Indian River Resort

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## **Description**

Ticket 65162 was inadvertently closed.

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**Ticket: # 347329 - ATT Wireless Notified me of intent to throttle**

**Date:** 6/17/2015 8:24:11 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** AT&T

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## **Description**

I received a text message from my wireless phone carrier (I have an unlimited data plan) that read "ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)"

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**Ticket: # 347539 - Verizon interferes with email service to force purchase of "premium tech support"**

**Date:** 6/17/2015 9:53:51 PM

**City/State/Zip:** Washington, District Of Columbia 20015

**Company Complaining About:** Verizon

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### **Description**

When my \$15/month payment for "premium technical support" expired, my email service on verizon was blocked. When I attempted the standard technical support, I was put on hold for 1 hour15 minutes with a recording repeating:"You are next in line. Your wait will be approximately one minute." with music playing between announcements .

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[Ticket: # 348139 - Frontier Internet Interruption](#)

**Date:** 6/18/2015 10:18:01 AM

**City/State/Zip:** Liberty, Pennsylvania 16930

**Company Complaining About:** Frontier Communications

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## **Description**

Caller is a church secretary. The church has Frontier for their internet services. The services were interrupted four days ago and she has called every day requesting that the services be reinstated. She is constantly told that someone would show up but nobody from the company has come out to remedy the problem. She is getting the run around and is requesting that someone provide an explanation and resolve the service issues immediately.

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[Ticket: # 348508 - the revoking the licences of Fox news](#)

**Date:** 6/18/2015 12:00:26 PM

**City/State/Zip:** Dresher, Pennsylvania 19025

**Company Complaining About:** Verizon Wireless

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### **Description**

This network has done more to harm the citizens of the USA, as any other groups ,such as the NRA. They are a hate group.

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**Ticket: # 348562 - Google, Verizon, Comcast, Vonage. Level three communication**

**Date:** 6/18/2015 12:17:42 PM

**City/State/Zip:** Baltimore, Maryland 21220

**Company Complaining About:** Comcast

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## **Description**

Google and Bing have Aline themselves with communication companies to eliminate small companies and takeover trademarked names. With every move (b) (6) (b) (6) makes Google adjust. Take (b) (6) Google put eight ads above us and removes us from view. Our trademark lawyer (b) (6) told (b) (6) to give it up and move on. (b) (6) has many different names all over the country, and i suspect that the communication companies own (b) (6) and are destroying (b) (6) our income has went from around 132,00 dollars to 89,000 thousand to around thirty thousand dollars blocking our calls and income. It has been eight years and everyone has turned their heads. I called the FBI and they don't even delve into the situation or ask for paper work for details.

---

**Ticket: # 348785 - 911 Call Service through SIGMAVOIP**

**Date:** 6/18/2015 1:14:32 PM

**City/State/Zip:** Bethesda, Maryland 20817

**Company Complaining About:** Sigmavoip

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## **Description**

We have voice over internet through a company Sigmavoip, 908 Post Road, Westport, CT, 203-541-5400. We are a (b) (6) and recently had an incident with an (b) (6) and when calling 911 found that it was not our local 911 service. It was a company who could not understand where we are located and caused issues and time trying to transport a (b) (6) to a (b) (6). This was a serious emergency. We were not aware that when calling 911 it was not going directly to the local EMS. When checking your site, I understand that they are required to notify us of this and provide information. This never happened.

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**Ticket: # 348911 - Comcast Disconnecting Cable without Notice**

**Date:** 6/18/2015 1:45:28 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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**Description**

Our cable was disconnect without warning by Comcast when they sensed some sort of "leakage" coming from our line. They disconnect it so that the leakage doesn't effect other consumers in the area. Instead of warning my household of the issue, I had to call and state that our cable wasn't working all of a sudden. That was Tuesday. I am STILL without cable of any sort and they are in no rush to fix it. Sent out an ill-prepared tech today who was not able to climb the pole to check leakage/connection there. Still awaiting resolution. Offered no solutions or alternatives. I work from home so I've had to travel to cafes with free internet to host my meetings, etc. Comcast could care less about this incident.

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**Ticket: # 349026 - Advertising Ploy with LIVE Cam****Date:** 6/18/2015 2:18:43 PM**City/State/Zip:** Edmonton, Kentucky 42129**Company Complaining About:** South Central Rural Telephone Co.

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**Description**

I was watching the LIVE stream on galveston.com at the Pleasure Pier and Surf Cams 6/16/15 approx. 4:00 to 6:00 pm Central Time during Tropical Storm Bill ( watching it from Ky. ). As I was watching LIVE you can plainly see a UFO on the screen playing out a fantastic show that was really elaborate and lasted for about 2 hours. ( I have over 30 time stamped screen shots ). I thought I was seeing a real UFO on LIVE streaming cams. The next morning at this same web site, I checked the cams again. The UFO was still there on the Surf Cam and not moving when all of a sudden the UFO pic was panning with the camera back and forth. So now I can see this is fake. I think this was done by the advertisers at this web site to attract business for Galveston Tx. It was pretty shocking to see this play out on their LIVE stream. Can they get away with this fake video inserted into LIVE stream? That was wrong to do. Had others been watching, it would incite panic. Can you please let me know about this. It was so wrong. Thank you, (b) (6)

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[Ticket: # 349550 - The fine of 100 million dollars against ATT](#)

**Date:** 6/18/2015 3:35:04 PM

**City/State/Zip:** Point, Texas 75472

**Company Complaining About:** AT&T

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## **Description**

Thanks so much for fining ATT \$100,000,000. (sarcasm) This administration has done everything they can do to destroy the middle class, and this action is simply one more shining example of it. If you think 100 million will hurt anyone in the upper levels of ATT or their Board of Directors, then you are far more misinformed than I ever imagined. No sirs, it is us low level management employees who will pay for this fine.

---

**Ticket: # 349556 - notice of aparent liability forfeiture and order 2.4 ghz interference with AT&T uverse neighbors.**

**Date:** 6/18/2015 3:35:43 PM

**City/State/Zip:** Alexander, Arkansas 72002

**Company Complaining About:** AT&T

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## **Description**

I live in a subdivision that is serviced solely by AT&T Uverse services. I can see no less than 8 to 20 wireless access points during a standard ssid scan. Every day i have to wifi anaylize and find the cleanest channel and change to it because of the 15 or so access points fighting for the 11 channels available in the 2.4 ghz spectrum. I can see 3 to 4 access points brocadcasting across 3 channels at a time. I can watch four ssid's per 3 channel band dropping on and off competing with my wireless signal. When directly plugged in to the AT&T router I get the speed I purchased and subscribe to. When I use WIFI i normally get less than 10% or sometimes less than 1mb during peak hours weekends and evenings. I have contacted at&t several times and contacted may neighbors with the troubles seemed to be consistent for all my neighbors. When technicians come out they say the neighborhood just needs a simple upgrade. I can not get anyone from AT&T that has authority or knowledge to start this process. I have had this issue for over 3 years with this service. I have no other options besides AT&T and feel some of this issue is lack of competition or I would call a another service company or cancel my service. I have also noticed these pace 2wire Gateways operate at 400 ma with I was understanding that the fcc limit was 200ma. Even if I was not a customer of AT&T i could not use wifi in my home because of the other uverse customers.

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[Ticket: # 349947 - i want CIPA off my phone](#)

**Date:** 6/18/2015 4:28:07 PM

**City/State/Zip:** Omaha, Nebraska 68142

**Company Complaining About:** Boost Mobile

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### **Description**

I want cipa off my phone now! I'm 31 years old and i have a boost mobile phone.. i dont know how this got on here but its messing up my phone! Its slowing down my internet connection and I'm extremely pissed off!

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[Ticket: # 355049 - Dregol.com deceptively put their redirect on my computer.](#)

**Date:** 6/22/2015 7:11:08 AM

**City/State/Zip:** Pickerington, Ohio 43147

**Company Complaining About:** Dregol.com

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## **Description**

Dregol.com deceptively installed their redirect on my computer. They should be audited and fined!

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**Ticket: # 350678 - disruption of service**

**Date:** 6/18/2015 9:04:59 PM

**City/State/Zip:** Fresno, California 93703

**Company Complaining About:** Comcast

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## Description

(b) (6)

June 17, 2015

Comcast

Account Number (b) (6)

Dear Customer Service Manager,

I am writing to make a complaint about the reliability of your service supplied to my place of business. As a business that solely relies on the internet to check credit of our customers that in turn makes us able to sell vehicles, this made it impossible to sell vehicles. On June 16, 2015 our service stopped from 4:40 p. m. until closing time which is 9:30 p. m. This is our heaviest time of sales. We were without service. Due to this interruption we could not sell cars and it was very frustrating to let our customers walk out the door.

I believe this has caused loss of sales for (b) (6) and the loss of commission of our sales reps. I do not understand why we did not receive a notice that the service would not be available on that date.

I believe this has cause damage to our sales reputation and the loss of business, which I believe makes your company responsible. I also want to be compensated for this failure that you have caused.

Any disruption in the future I ask that you send a 24 hour notice.

Please contact me about this matter by phone during business hours at (b) (6)

(b) (6)

Owner/President

(b) (6)



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[Ticket: # 350869 - complaint](#)

**Date:** 6/19/2015 12:00:06 AM

**City/State/Zip:** Taylor, Michigan 48180

**Company Complaining About:** AT&T

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### **Description**

Someone keeps hacking into my e-mail, phone, and television. I can't get no channels on my television. I called AT&T and told them the problem, but they did not solved it. I told them it looks like I have to contact FCC. Do have to call to cancel my phone because I think it is a shame.

---

**Ticket: # 351003 - Comcast Xfinity service Issues**

**Date:** 6/19/2015 6:31:21 AM

**City/State/Zip:** Canton, Georgia 30114

**Company Complaining About:** Comcast

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**Description**

MY Comcast Internet service is off and on constantly with weak signal coming into our home. I have asked to have repair service, they came out did not fix the problem. I have asked to have service turned off - customer service will not help me get it repaired or discontinue the service but the monthly bills continue to come in.

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[Ticket: # 354837 - Offensive pop up ads](#)

**Date:** 6/21/2015 7:49:07 PM

**City/State/Zip:** Arlington, Virginia 22206

**Company Complaining About:** Verizon

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## **Description**

I have been trying unsuccessfully to remove ads by saleoffer from my browser, but today the ads became sexual in nature and deeply offensive. Since a teenage boy lives here and uses this laptop, I want to be free of this.

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**Ticket: # 351202 - phone scam, fraud**

**Date:** 6/19/2015 10:24:11 AM

**City/State/Zip:** Berwyn, Illinois 60402

**Company Complaining About:** AT&T

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## **Description**

On June 18, 2015 at 8:26am central standard time I received a phone call to (b) (6) by a Indian accented man claiming to be a Microsoft Windows engineer from the technical department having found a problem with my internet connected computer. I requested a phone number to call him back, but he refused. Demanding his number he hung up. The number on my caller ID 510 245 6798 did not work. I have had this scam before and when I opened my computer up to them they took me down, blue screen of death and complete system freeze. They wanted 200 dollars to keep my system protected, I refused realizing I was being shaken down for protection money. I will assist you, FCC, any way you want to bring these criminals to justice.

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[Ticket: # 351506 - Phone data](#)

**Date:** 6/19/2015 11:45:35 AM

**City/State/Zip:** Brandon, Mississippi 39042

**Company Complaining About:** Family Mobile Wal Mart

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## **Description**

I pay for unlimited but they slow it down when they say I reached my limit.

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[Ticket: # 351605 - Frontier communications internet](#)

**Date:** 6/19/2015 12:14:05 PM

**City/State/Zip:** Kelleys Island, Ohio 43438

**Company Complaining About:** Frontier Communications

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## **Description**

I live on Kelleys Island, in Ohio. Frontier is the only communication company here. the Internet is subpar. It really only works around 3-4 am. Many residents have complained to the company but all they say is it will be fixed in 6-8 weeks. They have been telling me this for over two years. I have had three appointments scheduled. No one ever called or showed up. We would like the company to be forced to provide better service or allow another Internet company to come over.

---

[Ticket: # 352041 - AT&T blocking internet port 25](#)

**Date:** 6/19/2015 2:16:03 PM

**City/State/Zip:** Norcross, Georgia 30093-(b) [REDACTED]

**Company Complaining About:** AT&T

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## **Description**

AT&T has blocked SMTP port 25 for as long as I have had DSL. I have tried talking with them today 06/19/2015 and they have refused to unblock port. I mentioned the new net neutrality rules about not being able to block any port and manager after manager after supervisor refused to unblock port 25.

When I said that I was going to start recording the phone conversation, they hung the phone up on me.

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**Ticket: # 352148 - ONGOING PROBLEMS****Date:** 6/19/2015 2:48:00 PM**City/State/Zip:** Pompano Beach, Florida 33060**Company Complaining About:** Comcast

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**Description**

This will be my THIRD complaint about my services with Comcast/Xfinity. The previous two complaints included CABLE, INTERNET & PHONE issues. All were working intermittently. Absolutely NOTHING was resolved after the initial complaint. Comcast just kept telling me they were working on the issues and without warning (and after they wasted time asking me to "be patient") I received the email from the FCC saying my case had been closed. To my utter disappointment, I started the entire process of calling customer service, scheduling appointments for technicians to come to my home (none of which resolved any of my issues, by the way) then ultimately...reaching out to FCC again to file a second complaint. Just like the first time, someone from Comcast Corporate/Executive department called me within days of filing my report. I explained that my issues, which commenced back in October of 2014 were still ongoing. I mentioned the first report to the FCC and asked how much time does FCC allot a company to reply/ respond when a customer complains? I wanted to be more prepared and NOT allow said time to expire without making contact with FCC. I was told that they (Comcast) were not obligated to give that information, but she would definitely give my case her full attention. The SHE is (((Eve MYERS))). Immediately after I spoke with her, a technician by the name of Kenneth McIntosh phoned me to schedule a time to come out to my home. Prior to him, no less than 12 technicians have been to my home between Oct. 2014- PRESENT. ALL had different reasons, but no viable solutions for my issues. Subsequently, my case keeps going with no end in sight. However, Mr. McIntosh was as diligent as any of the other techs and encouraged me to text him whenever I noticed the problems occurring. I did just that whenever I was at home to OBSERVE problems. Ultimately, Mr. McIntosh was able to resolve the CABLE issue. He changed the box to a different model (?) and for more than 3 weeks now, I can't say I've had any of the previously reported problems. There was a problem for more than an hour 6/16/15, but when I phoned Comcast, I found out there was a massive outage in my area.

Which brings me to TODAY'S complaint. Yes...the CABLE issues seem to be fixed. Nothing, however, has been done about the other two elements of the "bundle service" offered to me. Every month since October, 2014...I have to CALL billing for them to adjust my bill due to "intermittent service". I do NOT want intermittent service and my bill is so confusing after all the credits & adjustments that at this point I have NO IDEA what I'm being "charged" on a monthly basis. (((If))) my services were working properly, my bill should be around \$192 for the bundle. This month, my bill is \$470., which I was told by 'billing' that I'm being charged for late fees and onDemand purchases that were I disputed in the past.

I NEED THE FCC's help!

Comcast is 'running a muck' and using what I believe to be creative (and unscrupulous) billing practices.

Having said all that...my number one complaint has been the same from the BEGINNING; the services I receive from Comcast have been sub-par at best. I keep hearing that I am receiving "intermittent" service and being told that credits and adjustments have been made to my account. I'm sorry....but that's just NOT acceptable to me as a consumer. I WANT THE SERVICE they offered to me!

The service they advertise on television...that's the service I WANT!

At the very least, I certainly hope you (the FCC) can hold them to the claims they BOAST about providing on TV. Please STOP Comcast from getting away with what (in my opinion) amounts to FRAUD and its just so unfair & quite frankly...un-American for any company (Comcast, in this matter) to not have consequences to their anti-trust actions.

I apologize for getting emotional in my complaint, but I hope you can understand my frustration after ((7)) months of Comcast continuing to do nothing to fix my problems, but they continue to BILL ME without delay.

By helping ONE customer like me, perhaps Comcast will put real effort into changing their company goal( from top to bottom) to giving the consumer what they promised!

...no more, NO LESS...

I thank you in advance and I appreciate you taking the time to follow up on this case.

Respectfully,

(b) (6)

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[Ticket: # 354581 - still under attack by directed beam weapons](#)

**Date:** 6/21/2015 12:04:16 PM

**City/State/Zip:** Vershire, Vermont 05079

**Company Complaining About:** Fairpoint

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### **Description**

my home is STILL being bombarded by RF directed energy beam weapon ..may be wifi hacking .  
micro wave and sonic devices as well as hacked broad band over power line .WHICH IS NOT  
AVAILABLE IN VERMONT. YES ..THEY HACKED THE POWER LINES !

---

**Ticket: # 352514 - Internet turned off**

**Date:** 6/19/2015 4:24:09 PM

**City/State/Zip:** Indianapolis, Indiana 46205

**Company Complaining About:** AT&T

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## **Description**

AT&T cut our internet connection on May 25, 2015 because we had not responded to their mail-based "offer" to upgrade to U-verse. We had paid our bill, and they had no reason to disconnect us. When we called on May 25th, they were closed for the Memorial Day holiday. It took many phone calls and a lot of our time to have them get us back online.

On another note, their billing cycle is inconsistent with other bills. As soon as I've paid all other bills, the AT&T bill arrives in the mailbox. We have to be sure to always address it promptly, as they late fee is more than \$8. It seems that they have scheduled their billing cycle to be inconsistent with other utilities so that they can catch people off-guard and collect more late fees.

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[Ticket: # 352561 - "Adware blocked"](#)

**Date:** 6/19/2015 4:38:48 PM

**City/State/Zip:** Redmond, Washington 98053

**Company Complaining About:** Adware

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## **Description**

"Adware blocked" tells me I need their help restoring my computer when there's nothing wrong. This happens on a daily basis, sometimes 2-3 times each day. I have to Restart the computer as they block me from exiting their drop-down block.

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**Ticket: # 352574 - internet line attached to my line**

**Date:** 6/19/2015 4:44:27 PM

**City/State/Zip:** Shawnee, Kansas 66203

**Company Complaining About:** AT&T

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## **Description**

I currently receive internet from at&t. My son and I play on line games, we had been having trouble getting kicked off of our service. Upon inspecting our line into our house there was another line attached to ours draped down the pole, across a fence line and onto the ground into someone else's yard. When we called at&t to come and look at this line we never had a servicemen show up. We placed 2 service calls and were completely ignored. I can not find a email address, phone number or regular address to complain. I accidently cut the line while cutting vines this spring. Since that event, we have had no more negative issues with our service. I sent a photo of line to a friend in Tennessee who works for at&t as a lineman and they concurred that the line was tapped into mine. No one has been out to service that line. I have contacted my local law enforcement about harassment we have been receiving in our neighborhood but I have not received any satisfaction. I also have issues with interference with my mobile phone. I will be changing phone and internet provider soon, however I would be grateful if someone could look into this negative experience I have received. On 2 occasions my son and I have experienced an explosion in neighborhood that stopped our computers for 2 to 3 seconds, it would shut off most of our power in our house and affect our communication devices. I am at the library filling out this complaint as my computer is infected with malware and 3 of my internet email address have been hacked as well. I also have indications of my phone being listened to, clicks and static on calls, phone getting hot whilst using and battery running down rapidly. The account name is under (b) (6) he is my husband and resides at same address. my phone number is listed under my own name. Thanks in advance for looking into this.

(b) (6)

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[Ticket: # 352897 - interference](#)

**Date:** 6/19/2015 6:15:14 PM

**City/State/Zip:** Berkeley, California 94703

**Company Complaining About:** Comcast

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## **Description**

Whenever I use the SUBMIT or SEND button there are problems, for example after sending email COMPLAINTS to: FCC , My Attorneys, CA Attorney Gen public Inquiry Unit they are denied or the SEND button will not send to the ca insurance commission will not send, also many personal emails will not submit properly or send properly . Its like the computer is preventing me from complaining to certain people or organizations.

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[Ticket: # 353079 - AT&T problems and failure to respond](#)

**Date:** 6/19/2015 7:46:05 PM

**City/State/Zip:** San Diego, California 92116-(b) [REDACTED]

**Company Complaining About:** AT&T

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## **Description**

Ever since AT&T sent me a notice that they upgraded my neighborhood for faster service at a higher price, I can NOT turn on my air conditioner without losing my internet connection. AT&T will not respond to my complaints.

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## Ticket: # 353228 - Americable Internet Fair Usage Policy

Date: 6/19/2015 9:53:54 PM

City/State/Zip: Fpo, California 96310-(b) [REDACTED]

Company Complaining About: Americable

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### Description

Americable in Japan, will now start enforcing their Fair Use Policy. We as service members are being taken advantage of since they are the only internet provider for military bases in Japan. They have never enforced this policy as one of their customers since 2010. The internet is always dropping out and they are over charging us big time compare to internet providers in the us. We pay 87.05 dollars for gold package with boost. They're screwing us because a lot of us do not use their cable services because they charge 60 dollars for 40 channel. Americable needs to be stopped and have an investigation done on them. See below message from them:

June 17, 2015

Americable "Fair Use" Policy Revision Notice

When a subscriber signs up for Internet service with Americable, they sign an acknowledgement of our Usage (a.k.a. Fair Usage) Policy which contains the following monthly data limits and penalties for exceeding those limits:

#### Bandwidth, Data Storage and Other Limitations of Service

7. Subscriber acknowledges and agrees that Americable shall have the right to monitor subscriber's bandwidth consumption (i.e. aggregate volume of data that may be sent or received) at any time and on an on-going basis, and to limit excessive bandwidth consumption by subscriber (as determined by Americable) by any means available to Americable, including suspension or termination of internet service. Americable has determined that excessive bandwidth consumption is considered to be anything exceeding 200 Gigabytes per month of aggregate volume of data that has been sent or received by the customer.

8. Americable reserves the right to implement specific limits on the maximum amount of bandwidth consumption available to subscriber per month for the level of service subscribed to by the subscriber. Once such limits are implemented, if subscriber exceeds the bandwidth consumption limits assigned to the level of service for which subscriber has subscribed in any month, Americable has the right to limit bandwidth consumption by subscriber in excess of such level by any means available to Americable, including suspension of service, and/or to impose additional fees and charges on subscriber. The rate for excess consumption of bandwidth will be charged at the rate of @\$10.00 per Gigabyte above the allowable 200 Gigabyte per month service offering.

To synopsise the above, regardless of which internet package you subscribe to, the maximum allowable data (Upload & Download combined) is 200 Gigabytes (GB). The penalty for exceeding the 200 GB per month limit is \$10 per Gigabyte for the overage amount of data.

Americable has never enforced this policy nor charged anyone for exceeding their monthly allowable data limit. Unfortunately, with the increased number of subscribers who are using the internet to stream video like Netflix & Hulu during the peak times, we must revise our policy moving forward so

as not to hinder the majority of subscribers as a means of controlling the 8% of subscribers who are abusing the monthly data limits.

So effective August 1, 2015, Americable will implement the following tiered data limits as part of our revised "Fair Use" Policy:

Internet Package	Speed (B.E.)*	Old Monthly Data Limit	New Monthly Data Limit
Silver	Up to 3 Mbps	200 GB / Month	200 GB / Month
Gold	Up to 10 Mbps	200 GB / Month	300 GB / Month
Gold PowerBoost	Up to 20 Mbps	200 GB / Month	350 GB / Month
Platinum	Up to 15 Mbps	200 GB / Month	400 GB / Month
Platinum PowerBoost	Up to 30 Mbps	200 GB / Month	450 GB / Month

Also effective August 1, 2015, Americable will change the penalty for exceeding the above limits from the current \$10 per Gigabyte to \$10 for an increase of 50 Gigabytes to your respective subscribed package plan.

As part of Americable's plan to begin enforcing our "Fair Usage" policy, we will be emailing subscribers a courtesy notice when they reach 50% of their monthly data limit and again when they reach 75% of their monthly data limit based on their package plan. This email will contain a link so that the customer can monitor their own usage. That link will be active for as long as the subscriber has that specific cable modem so that they have the ability to monitor their own usage. Finally, after a subscriber has exceeded their monthly data limit by 1 GB, we will send a third email stating that as a courtesy, we have extended their monthly data limit by 50 GB and a \$10 charge has been added to their account.

Finally, below are some links that further explain "Fair Usage" policies and some examples from other ISPs in the United States:

<http://hometheater.about.com/od/internethometheater2/a/Fair-Use-and-internet-streaming-limitations.htm>

<http://isp1.us/blog/current-data-caps-for-us-isp-providers/>

<http://www.cox.com/aboutus/policies/speedsdataplans.cox>

This policy revision and notification of our intention to begin enforcing these limits may come as a surprise to some of you. However, after analyzing the data over the past 3 months, it is clear that the only 8% of our subscribers will need to either change their usage habits or receive additional charges. Furthermore, we are no longer managing traffic during peak times and will rely solely on the limits and charges as amended in our "Fair Usage" policy. We fully expect this change to greatly enhance the user experience for all subscribers.

Very Respectfully,  
James A. Smith, II  
Regional Manager  
Americable Intl Japan, Inc.

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**Ticket: # 353278 - Cable jacking with old cable modem to destroy my computer or interrupt Internet use**

**Date:** 6/19/2015 10:42:02 PM

**City/State/Zip:** Coon Rapids, Minnesota 55433-(b) (6)

**Company Complaining About:** T Mobile

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## **Description**

Making disc drive go faster than should stopping disc burning , changing files the titles, adding files with parts of other files so nothing works next door , residence of (b) (6) owner or renter, (b) (6) , destroyed previous hp pavilion dv 1000 while using I tunes now I use media player to avoid internet so the point it and reverse the polarity to view and somehow attempt functions that do nothing for them but damages my computers. Also does it to TV DVDreciever to reverse polarity to view like USA did to nazis to win war as learned in engineering level physics from max malmquist at anoka Ramsey college , deceased father of (b) (6) was prosecuted severely for this activity not Internet but cable TV jacking prior to our purchase of this home which we were unaware. (b) (6) spelling unsure but in property records moved to elk river an sold home due to the abuse of their phone

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**Ticket: # 354268 - Xfinity and Comcast Internet**

**Date:** 6/20/2015 7:36:18 PM

**City/State/Zip:** Stone Mountain, Georgia 30087

**Company Complaining About:** Comcast

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## **Description**

Xfinity employees have consistently broken their word by failing to call us back. A supervisor was the most recent person to not call back. Our internet is not working and none of the technicians will contact us. My phone number is (b) (6) and my name is (b) (6)

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**Ticket: # 353600 - Unlimited data plan with AT&T tampered with**

**Date:** 6/20/2015 10:42:36 AM

**City/State/Zip:** Birmingham, Alabama 35235-(b) (6)

**Company Complaining About:** AT&T

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## **Description**

To Whom it May Concern:

I have been a customer of AT & T since they were Cingular. I have been noticing problems when looking at videos for my 3 yr. old about construction equipment so I called to check it out. When I spoke with the representative she relayed to me that they (AT & T) will slow down my internet when I start getting close to a certain amount of usage. I explained to her that I have the unlimited data plan, she responded with "we slow it down at a certain point!" I said I don't believe that is legal and it is totally unfair to me the consumer who is paying for unlimited data. She didn't have much to say at that point, I then said "I know you are just doing your job, thanks and good bye."

I am not one to use a lot of data as my son just turned 3 in April and has just gotten into watching construction equipment videos, it isn't an every day thing and it is usually just one before he goes to bed. It really is very sad that there is no telling what else I've been paying for that has been limited by AT &T. Please let me know what action I can take.

Kindly,

(b) (6)  
[Redacted]  
[Redacted]

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**Ticket: # 353699 - Cellular Reception****Date:** 6/20/2015 11:57:15 AM**City/State/Zip:** Columbus, Ohio 43216**Company Complaining About:** Sprint Microsoft

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**Description**

After I attempted to acquire a settlement from an Entrepreneur in reference to a concept of which I did submit in the 1970's and has proven lucrative; I have begun to experience tampering . Such tampering involves the identification of an Individual's Neurological Frequency Conduit through Cellular Frequency Antennas, then the integration of computer technology software designed to monitor human senses, whereby the operator may spy, if not affect the Individual's memory or attempt to corrupt the Individual's Brain Waves. The problem is an Internet issue, because the operator does utilize a Computer, Wireless Modem, and Communications Provider to conduct described activity; although the Operator's Provider remains unknown, the Provider does possess a license to operate Cellular Activity through designated antennas distributed throughout the United States, and hereby I have determined that a clandestine legal proceeding which involves Sprint apparently built their Frequencies of which affect my Neurology specifically. A relevant factor that was devoid of my knowledge, fore which I would suspect as the Provider's asylum during the Proceedings, whereby the Provider of whom harbored the proceedings; a Strategy, and solicited me to Indemnify them to a General provision as a Customer in 2004. Otherwise the offender would be Micosoft whom I believe did market my concept known as the "Wheel/Ball-Correctable Ribbon Type Writer" design.

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**Ticket: # 353760 - possible wrongful access into my email/computer network to find Identity theft also as a former flight attendant**

**Date:** 6/20/2015 12:49:43 PM

**City/State/Zip:** Warren, Michigan 48091

**Company Complaining About:** Wow, Comcast, Metro Pc Direct Tv Att

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## **Description**

possible wrongful access into my email/internet /computer network, also included my cell phone service thru metropc and tv service... my computer service was through Comcast service at my (b) (6) previously where I was having some issues concerning possible access into my email and people saying I sent messages that I never sent, or receiving replies back via internet that I never sent....??? to then my cell phone at (b) (6) I called the Clinton township police to report hearing someone on my deck in middle night, my cell phone call was intercepted and someone said..."DONT COME ITS A SET UP" and the police never came and I was drugged at my condo shortly after that to have my drug screen missing required ud to reflect what I was drugged with to find wrong medical imaging, wrong information everywhere, identity theft for a former flight attendant is a possible security issue as when I moved then to my mothers home in (b) (6) at (b) (6) after I was drugged at my condo in May 2012, I received threatening messages on phone land line at (b) (6) with messages reported and recorded and reported to warren police messages stating.... you can purchase this paralyzer that shoots a dye at victims to identify them if you are ever attacked by man or beast" and gave this tape recorded messages to warren police detective yonkin assigned to investigate and never asked me a question and said case closed.... to then be told by mr Johnson of warren police he would arrest me if I did not leave when trying to make apt with secretary to meet with chief police/captain about wrong information which is a violation of my rights, and I also called AT&T who traced the calls, to then seem to have them stop, but have a log of several calls we were getting from every state everyday also that was not the normal, some with blocked names and off numbers such as 000..??? all reported to police and private investigator I hired. I previously had Comcast computer service at my condo to then change to wow service at my mothers home at (b) (6) (b) (6) to receive messages that would appear/possible computer access saying on my computer screen..."hes dead jim", and would shut down my computer system then..???? a lot of interference in tv also which my mother had direct tv service bvt never received a bill and said her son (b) (6) took care of that, who I know (b) (6) had a friend that worked at Direct TV service previously and wonder about this TV service also at my mothers home ..... I did shut off my computer internet with WOW also after I kept receivbng these messages on my computer and have not used my email address since approx. that was in 2014..???? who has possible access/interfering to my computer service/internet/cell phone wrongfully..???? need to check Comcast internet service I had previously, then wow internet service I changed to on Logue street in warren, and also the DirectTV, AT&T, at my mothers tv service and land line phone, and then my metro pc cell phone service with previous cell number 5(b) (6) where the call was intercepted at my Clinton township condo and then then (b) (6) with new phone and new phone number from metropc after I was drugged at my condo in may 2012 to then find this sem blocking on my account with metro pc when I was there yesterday..??? what is this sem blocking..????? and who can access and shut down my computer while I was in middle of typing letter ..????? thank you for investigation as this could possibly be related to identity theft and wrong information everywhere also if possible wrong access and usage as receiving messages and replies of things people said they never sent me either..... but I received a

nasty text from them..... who is able to send wrongful text back to me also via cell phone..??? and then who possibly sending information text messaging that not really from me via cell or computer internet..???? my internet service has been shut off over year now and I have not used my email address at all since I shut down my computer service with wow.... AS A FORMER FLIGHT ATTENDANT AND JUST GRADUATED A FLIGHT CLASS IN 2008 WITH THIS IDENTITY THEFT/WRONG INFORMATION EVERYWHERE, I WAS REFERRED TO THIS FCC TO FILE A COMPLAINT BY THE CONGRESS LEVINS OFFICE, AND ALSO AS A RECIPIENT OF A DOLL FROM VIETNAM WITH BOO MBS IN LOATE 1960'S THAT WAS PICKED UP BY OUR HOUSE IN DETROIT IN LATE 60'S BY POLICE/GOVT THAT YOU NEVER KNOW IS CONNECTED OR RELATED TO ANY ISSUES OCCURRING POSSIBLY..... THANK YOU FOR INVESTIGATING THIS MATTER, PLEASE REFER TO COMPLAINT I LAOS FILED FOR THE PHONE WITH FCC

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[Ticket: # 353809 - Marriott blocking personal WiFi hotspot](#)

**Date:** 6/20/2015 1:27:59 PM

**City/State/Zip:** New York, New York 10007

**Company Complaining About:** Sprint

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## **Description**

The Louisville Marriott downtown is actively searching for a disrupting my personal WiFi hotspot connection. When I first checked in, my hotspot connected to a strong cell tower signal. However, once I turned the hotspot off and tried to reconnect, the hotspot repeatedly finds and tries to connect to the tower, but is unable to. Marriott has been fined for this before. Instead of blocking WiFi spectrum, they seem to have changed tactics to blocking nearby data only connections to cell towers.

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**Ticket: # 353817 - Extortion**

**Date:** 6/20/2015 1:33:48 PM

**City/State/Zip:** Winter Park, Florida 32792

**Company Complaining About:** Bright House

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### **Description**

A virus locked up my iPad os operating system and I got a message to call 8447672726 in order to pay to get my iPad working again. blogs say they charge \$80.00. I had to rest my iPad to factory settings I order to correct the problem in turn loosing all my data and for pay apps. please arrest these people.

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**Ticket: # 353870 - Internet searches**

**Date:** 6/20/2015 2:16:59 PM

**City/State/Zip:** Kissimmee, Florida 34741

**Company Complaining About:** Time Warner

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### **Description**

I type in my whole name of my sight It goes to a way different company i.e..HGTservices.com goes to HTP some other sites

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**Ticket: # 353955 - Comcast not responding to valid customer service requests****Date:** 6/20/2015 3:07:43 PM**City/State/Zip:** Pendleton, Indiana 46064**Company Complaining About:** Comcast

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**Description**

I have had unreliable service from Comcast internet for several years. When each localized outage occurs, it takes 1-2 weeks to resolve. The latest issue began 6/10 (10 days from this complaint filing). Comcast's customer service policies and procedures make it impossible to contact the right people FIRST. Despite dozens of phone calls and promises that a local representative will call me to speak, no one has taken responsibility to investigate the ongoing issues and discuss potential resolutions. Several techs dispatched by their offshore customer service teams have been to my location, and have given very differing and contradicting excuses. The last tech said that if I wanted adequate signal at my location, I (as a customer) would have to pay to upgrade Comcast's local infrastructure. He claims my location is 'grandfathered in' to receiving service and that I am more than 250 FEET away from a junction box which results in spotty service. Even visiting the local Comcast office was a dead end, as it was not staffed with a manager or supervisor who had any access to the notes on my account. When the 'on-call' manager from another location did not respond to emails generated by the in-person customer service person (I was not allowed to see the e-mail, e-mail address, but was told they should respond immediately to her), I said I would wait in line for a response. Instead, she called the local police on me for trespassing. As of 3:00pm Saturday 6/20, I have received no phone calls nor explanations about this lack of service (Internet connectivity or customer service). I am looking for assistance to make Comcast acknowledge the ongoing problem, pressure on them to improve customer service procedures, and to keep their service in operational condition.

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[Ticket: # 354409 - Cellular jamming at Pheasant Run](#)

**Date:** 6/20/2015 11:33:30 PM

**City/State/Zip:** Grandville, Michigan 49418

**Company Complaining About:** Verizon Wireless

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### **Description**

I highly suspect the use of cellular jamming devices at Pheasant Run hotel and conference center in St. Charles, Illinois. Cell seems to be blocked in both the hotel and convention hall.

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[Ticket: # 354784 - dishonest advertising practice](#)

**Date:** 6/21/2015 5:37:07 PM

**City/State/Zip:** Oak Grove, Oregon 97267

**Company Complaining About:** [Www.pcremotefix.com](http://www.pcremotefix.com)

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## **Description**

Following an internet search a link brought me to [www.pcremotefix.com](http://www.pcremotefix.com) which locked up my browser and gave auditable warnings of a fake program that had infected my computer.

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[Ticket: # 354825 - spam](#)

**Date:** 6/21/2015 7:15:23 PM

**City/State/Zip:** Van Nuys, California 91406-(b) [REDACTED]

**Company Complaining About:** Time Warner

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## **Description**

Comcast sent me 624 emails today. They call said: This is a testdfjdfjMsyyxe

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[Ticket: # 355233 - Comcast's throttling internet speed](#)

**Date:** 6/22/2015 10:21:17 AM

**City/State/Zip:** Knoxville, Tennessee 37909

**Company Complaining About:** Comcast

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## **Description**

Every couple of months our internet slows down dramatically for a couple of days and we faithfully receive a call from Comcast asking if we would like to raise our internet speed for \$10 more a month. This has happened on a consistent basis. We would joke about it as a family. But now they are slowing our service down every month and telling us that we have a data limit. Nowhere in this world would I sign with a home internet that has a data limit. There was no mention of this when we signed with them ,I know this because I would've went somewhere else.. These should be prosecutable offenses. They have locked us into an unlawful contract that we have never seen. I hope that these shady tactics can be brought to light. Thank you and God bless.

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[Ticket: # 355250 - internet connectivity problems](#)

**Date:** 6/22/2015 10:28:48 AM

**City/State/Zip:** Cambridge, Vermont 05444

**Company Complaining About:** Fairpoint

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## **Description**

I experience regular service interruptions in my DSL service, and this is very inconvenient... Especially considering the cost of service (~ \$45/month). Interruptions are multiple times per week, although varying in frequency. Sometimes there are multiple in one day, sometimes less. I have contacted Fairpoint about this, with no improvement in service. Thank you.

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**Ticket: # 355361 - AT&T DSL Service**

**Date:** 6/22/2015 11:17:30 AM

**City/State/Zip:** Scottdale, Georgia 30079

**Company Complaining About:** AT&T

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## **Description**

My home wireless DSL service, for which I pay approximately \$59 per month, offers sporadic access and frequently goes out. We have complained to AT&T on numerous occasions, have followed their troubleshooting recommendations, and still do not have consistent working coverage. In fact, the DSL service goes out so frequently that we do not actually have adequate wifi availability, despite our monthly payments. My spouse's AT&T wireless cell phone reverts to her wireless data connection due to the wifi failure, and we have incurred more than \$20 of additional charges this month alone because of our DSL failure. In past six months, we have paid in excess of \$60 in additional wireless data charges to AT&T wireless because of the DSL failure. We are requesting that AT&T remedy our DSL connectivity problems and offer us a service credit in the amount of \$80 to compensate us for additional data payments made to AT&T Wireless because of the DSL failure.

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[Ticket: # 355457 - Cable, internet, telephone](#)

**Date:** 6/22/2015 11:45:38 AM

**City/State/Zip:** Falls Church, Virginia 22046

**Company Complaining About:** Verizon

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## **Description**

I have Verizon for all cable, internet, and phone service. I have been out of all three services since Thursday, June 18, 2015. I have told that a repair person would be out on Sunday, June 21, 2015; however, now I been bumped to June 23, 2015. I have 5 year and elderly person that live in my house, which makes the telephone service crucial for emergencies. We live 7 miles outside of Washington, DC and we cannot get internet/cable/ phone service for 5 days? These is unacceptable.

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[Ticket: # 355484 - Comcast Throttling my internet](#)

**Date:** 6/22/2015 11:52:59 AM

**City/State/Zip:** Montgomery, Illinois 60538

**Company Complaining About:** Comcast

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## **Description**

For 2 months now (March-now June 22) I've been having sporadic internet issues, loss of connection, and lag from video games. They came to my apartment sever times and the latest technician told me that we are most likely getting throttled. That was his words "we are getting throttled and there is nothing we can do". I am paying for 50mbps and I am not getting any where near that.

---

[Ticket: # 355552 - Redircted to site in error](#)

**Date:** 6/22/2015 12:19:37 PM

**City/State/Zip:** Las Vegas, Nevada 89101-(b) [REDACTED]

**Company Complaining About:** Forex

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## **Description**

Forex.com refuses to remove me from there server, tell me I have to wait 60 days

I need to download MetaTrader4, but download goes to there site, any help frpm FCC, I spent 15 plus days trying to get MT4.Forex.com offers no help

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[Ticket: # 355605 - Taboola invasion of email page](#)

**Date:** 6/22/2015 12:30:00 PM

**City/State/Zip:** Erie, Pennsylvania 16505

**Company Complaining About:** Taboola

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## Description

I have asked Taboola three times to stop sending me email advertisements as I neither advertise or buy on the internet. I am not a commercial entity. I am 83 and only use my email for reading the Wall Street Journal and correspondence.

Thank you,

(b) (6)

[REDACTED]

[REDACTED]

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**Ticket: # 356242 - Comcast limiting internet usage**

**Date:** 6/22/2015 3:17:08 PM

**City/State/Zip:** Richmond Hill, Georgia 31324

**Company Complaining About:** Comcast

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**Description**

In May 2013, I moved into a neighborhood that only has the option of Comcast Internet. After speaking with a Comcast customer service representative today, I learned that in December 2013, Comcast started limiting data usage to 300 gb. I was not aware of this limit until May of 2015, when I received an automated phone call from Comcast that I had reached 90% of my data usage for the month. I had never heard of this up until that phone call. I did not receive a letter for a change in terms of service. I also was not told about this limit when my internet speed was increased after receiving a call from customer service before my introductory rate increased.

June 21, 2015, while surfing the Internet on my iPad, I received a pop up message that stated I had reached 90% of data for the month. Immediately after receiving that message, my internet, I believe, was throttled. Websites that were easily loading, all of a sudden would not load or take longer than usual. Once a page would not load, I would see a message from Comcast that they were having technical difficulties, but nothing was out on my modem and the page would usually load (slowly) on my next several tries.

After receiving the same web page with technical difficulties from Comcast this morning (June 22, 2015), I spoke with a Comcast customer service rep. The rep informed me that I could not purchase more data each month in advance so I would not go over, and after three months of going over the 300 gb, I would then be charged \$10 for each 50gb.

Comcast has been secretive about their data limitation and does not even offer high volume users the opportunity to pay ahead of time to purchase more Internet. Comcast has very limited competition in the Savannah, Georgia, area, which I believe allows them to conduct their business however they choose with no repercussions.

Sincerely,

(b) (6)

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**Ticket: # 362027 - COMCAST billing / technical issues / unresolved complaints**

**Date:** 6/24/2015 1:54:29 PM

**City/State/Zip:** Muncie, Indiana 47304

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast internet service for about a year now. The service has been HORRIBLE. The signal coming into the box goes out daily, numerous times daily regardless of how few devices I have connected at a given time, and is a huge waste of money. I have called and complained numerous times and they have come out and replaced the modem/router, wiring, etc. and still no resolve. I have asked for price adjustments and they refuse. Their resolution now is to try and sell me a higher priced package to get even MORE money out of me. I told them there is NO incentive for me to give them more of my money, when I don't even get a 50% ROI on what I'm giving them now. I asked them to give me a "free trial" on one of their higher priced packages for a few weeks to a month to try it out and see if I had any fewer issues than before. Again, no deal. So I went online and logged into my account on their website and saw that the next package above mine (25mbps) was advertised at \$24.99 (zip 47304) and decided I would try this for a little while, since it was a special for only \$5 more. So I changed my package online. An hour later I received a call that pkg price was NOT available to us in this area, and instead was \$34.99 (\$29.99 if I chose eco-billing, which I already had in place anyway). So the price they lured me in with was only \$5 more but I end up paying \$10 more instead. CROOKS!!!!!!!!!!!!

---

[Ticket: # 357031 - Unwanted e-mail](#)

**Date:** 6/22/2015 7:51:12 PM

**City/State/Zip:** Mcrae, Arkansas 72102

**Company Complaining About:** Centurylink

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### **Description**

Am trying to opt out of these e-mails; but unsuccessful. Still have 93 companies contacting me.

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**Ticket: # 357072 - Unrightfully terminated services**

**Date:** 6/22/2015 8:09:56 PM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** Centurylink

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## **Description**

I made a series of 3 -4 calls to CenturyLink to discuss payment extension. Each time I was told that the date I requested an extension for was fine. Afterwards I continued to receive notices about a disconnect. I called 3 more times to confirm and each time was told there was not an issue. Today the service was suspended 5 days before my prearrangement date. After calling and trying to troubleshoot issues through 2 separate calls I was finally told that service was interrupted for payment reasons. Only 1 of the 4 calls I made to make payment arrangement was noted on the account and it was only noted as balance inquiry. No service rep id information was tagged to the inquiry so I was told that and investigation or pulling the recorded call could not be done. Century Link finally agreed to restore service with a post dated payment which I was happy to do. I would have been happy to do so before but was told it wasn't necessary. Why can a company continually provide erroneous information to customers to only stop service and hold a customer hostage for a payment pre negotiated?

---

[Ticket: # 357288 - Complaint](#)

**Date:** 6/22/2015 10:09:01 PM

**City/State/Zip:** Taylor, Michigan 48180

**Company Complaining About:** AT&T

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## **Description**

Someone hacked in my computer. It's a shame I can't send or e-mail anything without someone hacking in my computer. It even interfere my television too.

He thinks once you get tired you will not help me no more. Plus, someone that haves apart in it worked for AT&T and Michigan Bell. The other lives in the same building I live in and haves a attenda on the roof,

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[Ticket: # 357308 - Poor Internet connectivity](#)

**Date:** 6/22/2015 10:27:27 PM

**City/State/Zip:** Rock Hill, South Carolina 29732

**Company Complaining About:** Comporium Communications

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## **Description**

Since 2007 consistently experience poor connectivity. Suspect that local provider is "throttling" bandwidth especially during peak usage times. Have complained numerous times, only to have my cable modem replaced and told there is no signal issue.

---

**Ticket: # 365692 - Jamming of Internet Signal**

**Date:** 6/25/2015 2:55:27 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clear.com-- The Problem Is Not With Clear But Intentional Outside Interference

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## **Description**

I AM RE-SUBMITTING THIS COMPLAINT FOR I DID NOT RECEIVE A RESPONSE FROM YOU

Submitted To FCC on June 23, 2015 @10.16am

[https://consumercomplaints.fcc.gov/hc/en-us?return\\_to=%2Fhc%2Fen-us%2Frequests](https://consumercomplaints.fcc.gov/hc/en-us?return_to=%2Fhc%2Fen-us%2Frequests)

Spoke with Clear

Phone 888-888-3113

Time 9.12 am – 18 Minutes

I am a customer who receives internet service from Clear.COM. Last year almost every Saturday my internet service would go down. One of those Saturdays I called Clear support and the IT person worked with me for over 3 hours to no avail. He stated nothing is working with your system or you signal it should be working well. I told him I suspect that someone in my neighbor hood is jamming my signal. He did not agree but after having tried everything he to became upset and said it is illegal. Someone is jamming your signal.

Yesterday June 22 around 11.15 am the same happened again. I did rest the modem, unplugged everything for 15 minutes then re-started it the system remained down. Fortunately I have a clear Hot spot in addition to a Clear Modem. I brought the Hot Spot into my office and that worked perfectly. It worked off of the same tower and wifi service. The modem remained down all through the rest of the day and through the night. I unplugged everything through the night in hopes it would reset itself or the person jamming the signal would stop.

Today June 23 at 5.30 i rebooted the modem the wifi was down. I again brought the HotSpot into the office and it worked perfectly. I was able to get on to the internet using the hot spot. When I logged into my Clear Account and checked signal strength it tested very low and suggested I should call support. I again tried about 30 minutes before I called clear because I wanted to make sure that the modem signal was being jammed while the Hot Spot worked effortlessly. I called Clear Support and began to complain. As the person worked with me without any help from her suddenly within in 5 minutes of our conversation the Modem began to work perfectly. She tried to convince me that my signal was not being jammed. When I explained to her that the Hot Spot worked in the very same room off of the very same tower and wifi signal. She had to agree that the signal was being jammed.

It was then and there that I decided to contact you to lodge this complaint. I do not know who is doing this but there are many ex-military, military and law-enforcement persons who live in my neighborhood and I am sure they are privy to knowledge and equipment to do this stuff. Why this would be done to me, you might ask? I have been the subject of harassment by Law Enforcement of different agencies mostly Police Officers of the 70th and 67th Precinct and FDNY in

this area called Ditmas Park ,Brooklyn 11230 for the past 5 years. They would follow my car where ever I travel and more. I have complained to the precinct, CCRB, IAB wrote Commissioner Bratton, Bill DeBalsio and even President Obama. My phone conversations are listened to, and they would repeat my conversations almost word for word to me on the street. All of it is to intimidate. But it does not work. I have not complained to you about because I don't have hard proof to substantiate my claims. But this jamming of my internet signal I can at least give some proof to that.

To frank about this, this all began when the Super of My building (b) (6) was arrested for running drugs out of the building. I firmly believe there is a drug pipeline which still continues through this neighborhood and it involves people in high places and it is deeply hidden. I pray daily over this neighborhood that one day this filth will be exposed. They could harass me all they want I will not stop praying and speaking to the law about what I see.

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**Ticket: # 357401 - Comcast**

**Date:** 6/23/2015 12:42:17 AM

**City/State/Zip:** Detroit, Michigan 48227

**Company Complaining About:** Comcast

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### **Description**

I filed a prevdious complaint and it has not been addressed or taken serioulsy. instead I continue to have unstable service and rude remarks from comcast employees when trying to address issues. they are playing games and sending a security service banned by the court by the security service request from contacting me. service not consistent, they changed my equipment settings now I have to purchase more. they are telling me I need a tech to come out to my home...again and want to charge me for internet and the harassment from Eric jones has not been addressed. comcast is treating me as if they CAN get away with this!

---

**Ticket: # 357656 - Jamming of My Internet Signal**

**Date:** 6/23/2015 10:14:48 AM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clear -(the Problem Was Not With Clear It Was Outside Interference)

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## Description

I am a customer who receives internet service from Clear.COM. Last year almost every Saturday my internet service would go down. One of those Saturdays I called Clear support and the IT person worked with me for over 3 hours to no avail. He stated nothing is working with your system or you signal it should be working well. I told him I suspect that someone in my neighborhood is jamming my signal. He did not agree but after having tried everything he became upset and said it is illegal. Someone is jamming your signal.

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It was then and there that I decided to contact you to lodge this complaint. I do not know who is doing this but there are many ex-military, military and law-enforcement persons who live in my neighborhood and I am sure they are privy to knowledge and equipment to do this stuff.

Why this would be done to me, you might ask? I have been the subject of harassment by Law Enforcement of different agencies mostly Police Officers of the 70th and 67th Precinct and FDNY in this area called Ditmas Park ,Brooklyn 11230 for the past 5 years. They would follow my car where ever I travel and more. I have complained to the precinct, CCRB, IAB wrote Commissioner Bratton, Bill DeBalsio and even President Obama. My phone conversations are listened to, and they would repeat my conversations almost word for word to me on the street. All of it is to intimidate. But it does not work. I have not complained to you about because I don't have hard proof to substantiate my claims. But this jamming of my internet signal I can at least give some proof to that.

To frank about this, this all began when the Super of My building (b) (6) was arrested for running drugs out of the building. I firmly believe there is a drug pipeline which still continues through this neighborhood and it involves people in high places and it is deeply hidden. I pray daily over this neighborhood that one day this filth will be exposed. They could harass me all

they want I will not stop praying and speaking to the law about what I see. I am praying for the day the FBI would be able to expose this.

In His Service

(b) (6) [REDACTED]

[REDACTED]

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**Ticket: # 357697 - SPAM**

**Date:** 6/23/2015 10:31:42 AM

**City/State/Zip:** Van Nuys, California 91406-(b) [REDACTED]

**Company Complaining About:** Time Warner

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## **Description**

This is the second time that I am filing a complaint against comcast. This morning, I received 543 emails that looked like this: lewla@comcast.net This is a testdddTz0AHFF. I a not even a comcast customer! They tie up my incoming mail and then I have to go through and delete all their junk. I'm furious!

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**Ticket: # 357701 - unwanted third party survey OR Virus.**

**Date:** 6/23/2015 10:35:26 AM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast

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## **Description**

This keeps invading my pc, over and over, several times a day, have to keep closing window.

<http://www.2015ispsurvey.com/>

(this IS NOT COMCAST, and they are PUSHY, with no apearant way to stop the intrusion)

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[Ticket: # 357849 - AT&T Slwoing my Unlimited Plan](#)

**Date:** 6/23/2015 11:33:36 AM

**City/State/Zip:** Warriormine, West Virginia 24894

**Company Complaining About:** AT&T

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## **Description**

I have unlimited Data plan with AT&T and I never knew why my speed was slow until you all posted about it and going after AT&T. What can I do to make AT&T not slow my speed? Also as a customer and I know I'm not the only one, how can they make us pay full price for something we are not getting full service for?

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[Ticket: # 357912 - Time warner cable](#)

**Date:** 6/23/2015 11:51:03 AM

**City/State/Zip:** Willow Spring, North Carolina 27592

**Company Complaining About:** Time Warner

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### **Description**

Phone and Internet going out 5-10 times per day for over a week. 3 calls made. They're saying I just need to reboot each time and then asked me to buy faster services

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[Ticket: # 358122 - hacking I can prove it !!!! HAVE IP & other info](#)

**Date:** 6/23/2015 12:35:47 PM

**City/State/Zip:** Peoria, Illinois 61614-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

They took over Lap top FBI did nothing ,I ha 've picture's @ etc & a \$4000 . Toshiba lap !!! that

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**Ticket: # 358196 - pricing and limits**

**Date:** 6/23/2015 12:53:54 PM

**City/State/Zip:** Dickson, Tennessee 37055

**Company Complaining About:** Comcast

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## **Description**

When I signed up for Comcast I had to add TV services. I have since tried twice to remove them, and for some reason they keep coming back. Also, I was enticed by adds of "unlimited internet", when I signed up. I have NEVER agreed to the new 300GB limit, and I have had no recourse for getting this artificial limit removed. Comcast states that "it's so high most people would never reach it". So why the limit? Also, I have talked to several who are in the same situation I am in. They advertised "Working from home, watching movies, and listening to music" at the time, but if you do those things your internet could go down. I was told by one customer service rep, "you shouldn't be using vpn from home." Virtual Private networks (VPN is the ONLY way to work from home in my job. They have continually raised their rates, and yet their service (being all I could get) was getting restricted. The limit is arbitrary, and in violation of my original service agreement, and since I have never agreed to having a limit, and my complaints to comcast have fallen on deaf ears, I appeal here. Since my cost has gone up, I request that my limit be removed, or at a minimum doubled.

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**Ticket: # 358586 - Web Page Interference via HTML/Javascript Injection****Date:** 6/23/2015 2:19:48 PM**City/State/Zip:** Avondale Estates, Georgia 30002**Company Complaining About:** Comcast

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**Description**

For almost a week now, our Comcast account has been suffering from Javascript injection into our webpages that we've not agreed upon with Comcast. This is a security risk as well breaking webpages. We keep having webpages come up with a Comcast AUPM service notice and popups telling us about our internet usage. This seems like it should be illegal for a middle party to be changing the data I've requested from a website without my authorization. As well, it shouldn't keep resulting in webpages that don't load and instead go to a Comcast webpage. I've filed a complaint with them but still haven't had a response back since my complaint on Thursday. I'm unsure why they feel compelled to inject into webpages when they already phone me about hitting their extremely low internet usage limits.

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**Ticket: # 371686 - Comcast Internet Chronically Unreliable****Date:** 6/29/2015 10:31:52 AM**City/State/Zip:** Washington, District Of Columbia 20009**Company Complaining About:** Comcast

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**Description**

I've had service issues throughout my time living at this address (9 months) and my old address (6 months of issues). Comcast has proven unable to help me with my issue at either address for anything more than a short period of time (usually between 2 weeks and 2 months). Then, I'm forced to call in again and go through the slough that is Comcast Customer Service. I talk to between 3-5 people, often within the same department as they always refuse to escalate my issue, despite this being an ongoing problem. I usually resign to allowing them to schedule a technician to come check out the problem, which requires me to take a half day of work, due to Comcast's 4 hour windows that they need to ensure a tech shows up. None of these technicians (nor the "senior" technicians) that have been to the place are able to fix my issues in a meaningful way. Since I live in an apartment building, Comcast policy says they won't charge me for these technician visits. However, without fail, every time a tech visits, I'm charged \$40 for the service call regardless of whether they fixed the issue. I then have to call Comcast and get them to remove the charge. Even then, sometimes the charge shows up on my next month's bill and I'm forced to call a second time to get a false charge removed.

So, I'm stuck calling back every month or so (spending hours on the phone, waiting for technicians, and spending hours trying to remove false charges). I've had multiple technicians fail to show up for their appointments, and when I call back in and give Comcast the ticket number of the appointment, it's failed to show up in their system. Yes, that's correct. Comcast consistently fails to record their cases properly, and oftentimes they "mysteriously" disappear from their system.

I wouldn't be writing in if I didn't feel hopeless about the situation. The customer support for Comcast isn't equipped to do anything above basic troubleshooting. There is no way to escalate issues, even for customer that consistently have issues with their connection. Comcast also often denies that there is an area outage, and always blames the connection within the customer's dwelling, even though oftentimes it is just a Comcast issue external to the customer's setup. Everything is geared to blame the customer, and there is not even a method to complain directly to Comcast regarding rude customer service representatives or a failure to appear for appointments.

I would not recommend Comcast to anyone I know, and it's a travesty that there are no real competitors to them regionally. My apartment (and most dwellings in Washington, DC) are limited to Comcast. This is a problem through the Mid-Atlantic. You cannot allow them to exist as the virtual monopoly that they are. It's really disappointing that Comcast is allowed to exist without competition.

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[Ticket: # 358685 - DNS hijacking](#)

**Date:** 6/23/2015 2:33:31 PM

**City/State/Zip:** New York, New York 10029

**Company Complaining About:** Time Warner

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## **Description**

Periodically, Time Warner Cable redirects my URL requests to their own DNS and from their to their own search engine, even though I've explicitly set my router to use the standard google DNS and even though I'm not submitting a search, I'm typing in a specific URL.

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**Ticket: # 359275 - Exploiting my child using her as bait****Date:** 6/23/2015 4:34:59 PM**City/State/Zip:** Las Vegas, Nevada 89130**Company Complaining About:** Directv

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**Description**

The fbi/ dhs feds/ lvmpd / all have been involved in baiting my child out, using my computer network to setup (b) (6) / CIA/ (b) (6) and have been communicating with my daughter using text messages/ twitter/ snapchat/ facebook/ and these kids (b) (6) all befriended my daughter and some have put my daughter against me, causing arguments between me and my daughter, (b) (6) taking things out of my home, spying on me for the cops n her dad having contact with (b) (6) . (b) (6) have all been using these kids to befriend my daughter to get media coverage n sell stories to the media . They all knew my husband was going to be murdered and participate in tracking my daughter on her twitter acct. Dhs and federal agents have been in contact with my kid n using her as bait. They have plans to kidnap my kid. Nsa uses what is called INTEL meaning they can surveillance ur home take video of all transaction any sexual contact and (b) (6) has been involved n contacting my child n lvmpd has never returned any calls about me n my daughter being stalked i have advised pres obama in a letter today that my daughter is not safe n that these five people need to have no communication using third parties no communication with any child in vegas. They r predators n these kids dont realize that my daughter is actually in danger and (b) (6) are communicating with my kid and feds have ignored my asking for help but they allowed these five to call cps on me for no reason false allegations. Everyone in las vegas knew my husband was in danger n none have told him and they have made me out to look like i am the one that is crazy . Because the govt has allowed these five to ruin my reputation when i am a federal witness against what they have been doing n that is tracking people by their birthdate n killing people and my exs . They have been caught and now vegas n these five n federal agents are now under investigation . Not one cop has contacted me two years now when i asked for help to shut me up they falsely arrested me . I dont play this game funding will be cut from peoples organizations who cont to play the code of silence n not speak up and speak out against govt employees who are using the internet for criminal activity n tracking our kids online, these agents are using nsa surveillance to look into our homes and then post comments online about what i eat where my kid is , what im doing in my home (b) (6) account, (b) (6) account, tmz, (b) (6) , they are warching them and president obama n (b) (6) and posting comments online dead serious this is no joke i have submitted this problem in 2014 n u turned me down it wouldnt be a goid idea if u did it again unless u want to lose ur jobs

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[Ticket: # 370278 - Complaint](#)

**Date:** 6/27/2015 5:00:15 PM

**City/State/Zip:** Lexington, Kentucky 40504

**Company Complaining About:** Time Warner

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### **Description**

Can't use tablet or cell phone 10 to 15 feet from router. Always going out.

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**Ticket: # 359735 - Verizon Throttling Internet**

**Date:** 6/23/2015 6:35:42 PM

**City/State/Zip:** Washington, District Of Columbia 20011

**Company Complaining About:** Verizon

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## **Description**

I play video games a lot on my computer and download them through Steam. Every time I download a game or a large file, my internet speed would reach a peak and then turns off for about 30 seconds or longer and then it will start downloading again. I called them about it and they said they fixed the issue but it is still happening. Please help me with this issue with Verizon.

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**Ticket: # 360040 - Internet Security**

**Date:** 6/23/2015 8:14:14 PM

**City/State/Zip:** Lancaster, California 93534

**Company Complaining About:** Social Road Runner

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**Description**

In April of 2014 I purchased a laptop from Dell. After my desktop was destroyed by a hack. I also had changed my ISP from Verizon to TWC(it is roadrunner not TW). I noticed some of the files in my new computer came from the infected desktop. The old is wind7 to new wind8, but shows 8,1. There are files that have been hidden. There is a Homegroup I have NO access to that TWC claim does not exist. I have no control of the security on my computer between TWC(or socialroadrunner), and Microsoft. A phonenumber without my knowledge was connected to it. Now the ISP has be labeled as unknown. Microsoft send an email see attached. TWC tech(or RR0 claimed they did not provide security so I bought my own McAfee in the beginning. Then they offered McAfee. Now I can't get McAfee off my computer and use something else. I do not feel my computer or personal data is safe. Choice of IPs are very limited in this area.

\*\*\*\*Microsoft account unusual sign-in activity

Microsoft account unusual sign-in activity

Microsoft account team 6/11/15 Unflag this message Newsletters

To: (b) (6)

account-security-noreply@account.microsoft.com

Microsoft account

Unusual sign-in activity

We detected something unusual about a recent sign-in to the Microsoft account (b) (6)

To help keep you safe, we required an extra security challenge.

Sign-in details:

Country/region: United States

IP address: (b) (6)

Date: 6/11/2015 2:24 PM (PST)

If this was you, then you can safely ignore this email.

If you're not sure this was you, a malicious user might have your password. Please review your recent activity and we'll help you take corrective action.

Review recent activity

To opt out or change where you receive security notifications, click here.

Thanks,

The Microsoft account team

Too many newsletters? You can unsubscribe.

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**Ticket: # 360161 - Barnes & Noble Internet Chat and Email function**

**Date:** 6/23/2015 9:05:33 PM

**City/State/Zip:** San Antonio, Texas 78250

**Company Complaining About:** AT&T

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## **Description**

I am a deaf disabled veteran and cannot talk on the phone. I rely heavily on email and live chat options to deal with commercial retail purchases. The chat feature for B&N will just end right in the middle of a conversation with a representative. I have had this happen 5 times in the dew days. I have also emailed this company with a complaint about this and also trying to get help with original problem. Neither of them have been returned. I feel as though the company could at least make an effort to reply back to me instead no contact.

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**Ticket: # 360386 - Comcast**

**Date:** 6/23/2015 10:39:41 PM

**City/State/Zip:** Salem, Oregon 97301

**Company Complaining About:** Comcast

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**Description**

charging too much for less channels, and I cannot go to another cable company because I can only get comcast, and to me this is unfair!

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[Ticket: # 360415 - ATT Uverse](#)

**Date:** 6/23/2015 10:57:05 PM

**City/State/Zip:** Sapulpa, Oklahoma 74066

**Company Complaining About:** AT&T

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## **Description**

I think they are throttling my internet. Anytime my games needs to update my internet becomes extremely slow or even fails in most cases. Sometimes I cant even patch because i lose data when it moves through their centers. Its very frustrating. They are doing something to my internet.

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**Ticket: # 360624 - Comcast Internet Connectivity Issues**

**Date:** 6/24/2015 12:24:26 AM

**City/State/Zip:** Mount Vernon, Washington 98273

**Company Complaining About:** Comcast

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**Description**

I have been a Comcast customer in Mount Vernon, Washington for less than a year. My connection speeds for the entire year have been nothing short of horrendous. I currently am paying \$127.00 per month for connection speeds that do not match what I paid for or complete lack of connectivity in general.

I have communicated this to Comcast in the past and they have changed equipment, tested lines, etc. it will get better for a short time but then become unusable within a few days time. My daily connection is sporadic at best with complete disconnections up to a total of five times per day. I notice the disconnections while streaming YouTube or when my son is downloading games from Steam.

Please help if you can.

---

**Ticket: # 360682 - Spotty/Unreliable Service**

**Date:** 6/24/2015 1:04:18 AM

**City/State/Zip:** Chicago, Illinois 60630

**Company Complaining About:** Comcast

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## **Description**

In the three months that I have had service with Comcast my service has stopped working twice. Once for nearly 2 days. The second for at least 6 hours. I have received no help from Comcast in addressing why this issue is occurring. The service stoppages are random and normally happen when I am not using a device which requires an internet connection. I have received no credit on any bill for any loss of service. The only other service provider available to me (AT&T) does not offer a plan large enough to accommodate my service needs. So I am stuck using this service which does not deliver as promised.

---

**Ticket: # 360786 - Constant connection interruptions**

**Date:** 6/24/2015 2:53:52 AM

**City/State/Zip:** San Juan, Puerto Rico 00907

**Company Complaining About:** Liberty Pr - <https://www.libertypr.com/>

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## **Description**

My internet connection seems to be just intermittent at this point, especially when uploading photos/files they seem to shut down the connection. A restart of the modem sometimes fixes this but only temporarily (2-4 min intervals).

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**Ticket: # 361046 - Interference from Comcast xfinity wireless hotspot**

**Date:** 6/24/2015 9:43:26 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15243-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

My next-door neighbors have Comcast's xfinity Internet service. I have Verizon. Without my neighbors' knowledge or consent, Comcast has turned their wireless router into a public hotspot that has invaded my system and tries to install itself as the default wireless network on any computer I turn on. I know how to turn it off, but it happens every morning. I complained to Comcast and got nowhere. I called our municipal government (Mt. Lebanon, PA) and likewise got nowhere. Do I have any recourse? There are privacy issues involved here, for my neighbors and for me. Do I have any recourse?

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[Ticket: # 361061 - Issues with my Comcast internet](#)

**Date:** 6/24/2015 9:47:53 AM

**City/State/Zip:** Pembroke Pines, Florida 33027

**Company Complaining About:** Comcast

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## **Description**

My problem with my internet is that the service continuously falls and doesn't let me connect to the internet until it gets resolved. It wouldn't be an issue if it wasn't something that occurred every single day. Technicians have come to help and change wires, cables, and nothing has changed. We also experience lag from time to time.

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**Ticket: # 361111 - Unstoppable spam**

**Date:** 6/24/2015 10:02:05 AM

**City/State/Zip:** Lyndhurst, New Jersey 07071-(b) [REDACTED]

**Company Complaining About:** Verizon

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## **Description**

I keep getting emails from these two people they show up under different addresses but with the same title there's no on subscribe and I get 20 to 40 of these a day

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**Ticket: # 361137 - comcast bill too high**

**Date:** 6/24/2015 10:10:29 AM

**City/State/Zip:** Tuckerton, New Jersey 08087

**Company Complaining About:** Comcast

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## **Description**

I pay \$240 a month for cable phone and internet. This is more than I ever paid but it recently went up from \$215. I am stuck with comcast because there are no other providers around me. I am tired of paying as much form this as I do for my car! I have threatened to leave and all they do is offer me free hbo for a few months. The service is spotty at best. Almost none of the techs.know what they are doing. It took 3 1/2 months to get my service back after hurricane sandy and when it came to getting reimbursed for those moments the, it took one hell of a fight and talking to about 10 managers. At first I was only offered \$20. For 3 1/2 months!!! After fighting and asking to speak to someone different, and 2 weeks, they offered me \$200. That's one of the 3 1/2 months worth! I shouldnt have to pull teeth to get them to give my money back for services I never got. It made me physically ill. Please help lower the bills. It's getting out of hand down. Thank you.

---

**Ticket: # 361473 - Comcast cutting off my service a week before my payment was due**

**Date:** 6/24/2015 11:41:14 AM

**City/State/Zip:** Davie, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

The homeowners association decided to drop the common cable service, I received a "action required" letter from comcast stating they would no longer provide service on june 26th then on june 22 they cut my cable and my internet. I pay separately for the internet myself and my bill is not due till june 25th. I spoke to the executive complaint dept. and they call me back but i could not take the call then I called back 3 times and they would not answer. so today I call back to the corporate HQ and they cut my service off again

What can I do about this?

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**Ticket: # 361973 - Internet Throttling****Date:** 6/24/2015 1:43:29 PM**City/State/Zip:** Watertown, New York 13603**Company Complaining About:** Time Warner

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**Description**

My wife and I have had Time Warner Cable for about 2 months now. Currently living in upstate New York, Fort Drum specifically, it is our only option here. Recently, we read an article that talks about the the crazy price increase customers may experience for not living in areas where competition is readily available. We have investigated this, and found that we are paying more for an internet only plan than most people pay for the internet AND cable bundle.

However, this is not our only issue. Recently I have been tracking our internet upload and download speeds. They were pretty good at first, about 30 MB up and 5 down. Recently, it has decreased to 300 KB upload speeds! We contacted their online help who assured us that we were not being capped, however internet speeds have not increased. The internet chat was mysteriously disconnected after not being able to answer our questions. We are currently paying \$8 a month to use the TWC router, but will probably buy our own and request that they remove theirs.

We called to price a bundle deal to see if we could lower our bill after talking to an acquaintance (living on the same military base) who pays \$45 for both Internet and cable, while we pay \$68 for only internet. We were quoted a price of \$149! Over 3 times what our acquaintance pays for the same service! After 35 minutes of being on the phone, and 3 transfers, they agreed to lower our current bill by 5 dollars.. And also let us know that after 1 year, our bill would be going up to about \$80 dollars. This is how they thank long term customers who have spent hundreds of dollars with their company. If there were any other alternative, we would be switching in a heartbeat, but internet is quite important to us, so we have no choice to be overcharged for 30 MB/S when we can only use about 300 KB/S.

---

[Ticket: # 362325 - Gaming Issues \(Final Fantasy ARR\)](#)

**Date:** 6/24/2015 3:09:00 PM

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

**Company Complaining About:** Comcast

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## **Description**

In Final Fantasy ARR I am unable to connect to the servers for no longer than two minutes. I have contacted Square Enix about this issue as well. The Error I receive is 90,000 which is normally caused by packet lose or DNS server issues. During this time I do not lose all connections on the internet.

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**Ticket: # 363141 - Internet throttle/connectivity issues**

**Date:** 6/24/2015 6:36:33 PM

**City/State/Zip:** Colorado Springs, Colorado 80915

**Company Complaining About:** Comcast

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## **Description**

I am currently on a 1GBPS download/15mbps upload connection. I signed up via Comcast's Xfinity service (internet only) for an open-ended contract. This service is \$35.99 a month and when it was first installed, connection and speeds were great. About 3 months into the service, internet connection became intermittent throughout various times of the day. The most severe incident was having no internet for 24 hours.

At first, I thought it was a modem issue. I purchased a new modem, but would experience the same interference as explained earlier. The hardware within my computer was up-to-date and working. So obviously this was not a "hardware" issue. I called a Comcast technician to go through the motions of resetting my router, pinging the modem, etc. Eventually internet was restored with no reason given regarding the problem.

This was 6 months ago, and I am still having internet issues today (6/24/15). When the net neutrality laws were passed my internet connection became more stable. But I still experience at least 3 times a week, no connectivity for at least 1 hour to 3 hours a day. Down-period's have occurred during the morning between the hours of 9am-11am and in the after from 1pm-3pm.

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[Ticket: # 363459 - CNN & Yahoo websites auto play of video](#)

**Date:** 6/24/2015 9:09:23 PM

**City/State/Zip:** Jacksonville, Texas 75766

**Company Complaining About:** Cnn & Yahoo

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## **Description**

Both CNN & Yahoo ignore browser settings and autoplay all videos. This uses consumer bandwidth and forces a user to pause all video if they don't want to view the video. Many times I want to read an article that has an accompanying video. I also use a computer in an environment where there are other people and it bothers them when a video all of a sudden starts playing. Both sites either need to disable autoplay or make a setting available for the user to opt out of autoplay. There is a fix available but it causes video issues when using other sites. I have to essentially break my browser to keep video from playing automatically.

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**Ticket: # 363565 - Spam email**

**Date:** 6/24/2015 9:58:33 PM

**City/State/Zip:** Fort Worth, Texas 76116

**Company Complaining About:** Mt Courtney Financial

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### **Description**

This company Mt Courtney Financial sends me spam email on a daily basis. Sometimes as many as 8-15 per day. I have gone to their website to unsubscribe since the link in the email is dead but they continue to send the spam over a month after I unsubscribed.

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**Ticket: # 363662 - Im very sad to have a question/non vulgar nor obsession uncertainty**

**Date:** 6/24/2015 11:14:58 PM

**City/State/Zip:** Las Vegas, Nevada 89119

**Company Complaining About:** Centurylink

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## **Description**

I am frustrated yet trying to live my day to day lidfe with hopes of earning enough money to begin accomplishing some goals, I try to look to the bright side quite commonly, I can remember late last year, a few moments that were unusual, that I think of when I hear news of Bobbie Christina, I should say something to the FCC because I remember a voice altering thing hacked a phone call I made via VoIP and from a payphone when I called my direct express card, I might have a recording on my PC of a phone call that wasn't my phone call on tape, and anyhow I remember a Jackson look a like that could have been just an old styled oil curl hair cut guy caught my attention when I departed a bus near an old apartment, numerous reasons why it wasn't OK for someone to place a scene, anyways, I returned to my old apartment on the bus a couple times and seen some guys making raps of Michael Jackson, That's also very wrong to place for me to find and well the second time I seen that scene I said hey, eigh eigh, I looked him in the eye and said, won't worry has been said, No further problems from them guys and a day later I was crouching near a tree to think and smoke a cigarette and I just happened to have my hand above the ground while thinking a sense of precious ground and I looked up and it appeared that one of the guys walked by, someone had also busted the mailbox the day I was due to receive some much needed money. Anyhow that was November and or December and Christmas time of the mailbox, I moved near unlv and worked as a (b) (6) for the (b) (6), and please don't let anyone bug that employment agency, In the end of December I moved near there and found some work, I can't understand how (b) (6) died near that time and I'm sure he has a place in heaven somehow, Then I see the story of something happened with Whitney Houston's daughter, and it was much surreal sadness in my minds view, I remember when Whitney Houston died and I thought my life was near an end and was upset thinking if some racist stalker got ahold of my solid much needed complaint of Michael Jackson, I was slapping a metal chair saying no,no,no! When I seen that news. A hacker was very concerning on very many occasions the end of last year and into the beggining of this year, presences seemed to be an it amp of untrusty sense somehow and I hope no one got odd idea's from my name, I was named after my grandfather and my mom got divorced and found a sad Chinese guy willing to marry her and be my father, I call him my father more than the other guy. Anyhow I don't understand what happened and how that all could be as much as it was, I'm sure another involuntary detainment over telling someone I should say something to will be the complete end of all my strengths to consider dating again some year so please don't get the wrong impression and bust my mind, Yes I had told the FBI of my concerns and metro and etc seemed to find that to be another reason to try and shock my nerves with siren blast stalking and we seem to be on better terms somehow as is, Please avoid sharing this complaint to openly yet if it helps you trace and track some dwell purging or weird type of hacker, So be it, well then there Ive said just a portion of my reasons to wonder if the same happened to them as me, I had at no time expressed any racist comments and I maintained a respectable stance on choices of expression and had not said nor suggested nor researched many thing of Whitney Houston nor her daughter, My mom once sang the Whitney Houston songs years ago before all the troubles started ailing us all, anyhow, have a good day. I had contacted authorities of the odd hacking

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[Ticket: # 363666 - Provider is filtering my Web browsing to https only](#)

**Date:** 6/24/2015 11:22:24 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** Comcast

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### **Description**

I can no longer access http sites. Only https sites. ISP seems to be filtering my Web Access. Using iOS devices so no proxy settings or anti-virus involved.

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**Ticket: # 363803 - Century Link Internet**

**Date:** 6/25/2015 3:27:07 AM

**City/State/Zip:** Kewanna, Indiana 46939

**Company Complaining About:** Centurylink

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## **Description**

Our internet consistently cuts out. I have called Century Link multiple times to get the problem fixed and have never had a solution last more than a few days. We have had this problem for at least a couple years now, but there are little to no other internet options in our area.

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**Ticket: # 363819 - Comcast unstable service**

**Date:** 6/25/2015 5:07:54 AM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

I live at (b) (6) . My internet will experience interruptions at least every hour. I know this because I play online games and stream and will get disconnected or my stream will fall. Being a network engineer by trade, I have done everything to ensure the problem is not on my end. Currently, I am in a full outage of which Comcast will give me very little details of. Their only inkling that there may be a problem is "we have been getting a lot of calls from your area" but then turn around and say there is no outage. I had perfectly fine internet here for nearly a year and now do not feel comfortable playing games competitively online with my connection.

---

**Ticket: # 363882 - Lost my job because of due to Comcast messing up**

**Date:** 6/25/2015 8:18:41 AM

**City/State/Zip:** Chicago, Illinois 60609

**Company Complaining About:** Comcast

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## **Description**

I decided to take cable off my services provided by Comcast since it was getting costly. I ended my cable but kept my Internet. A day or so later they called me back with a one time deal for 50mbs of Internet and cable TV for lower than I was paying at a price of \$50 a month. Remind you I had 25mbs at the time so I thought Hey why not. And I payed Atleast 70 a month with the equipment fees included since they send me Equipment after I constantly tell them I can't return it if you send me more. I don't drive due to seizures. And it's a bad neighborhood to travel In with Electronica in the day yet alone afternoon when I have time. Anyways, when I received the call for the one time offer I was not home. I was at my mom's house. So I agreed to it in the end. When I arrived home I got no signal. I thought it might be the router and then I plugged the modem directly to my computer and found that I had no connection what so ever. Iv had to deal with no Internet which my job at the time was home based as a social media manager for my coach. So I lost my job after 4 days of no connection what so ever. I now not only have no Internet still but have no job. And they say they will credit me for the days Iv had no Internet. But when it told. Them I lost my job because of then all they said was sorry. Nothing more. It's ridiculous that I lost my. Job becuae of their mess up.

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**Ticket: # 363898 - Harrassment by Germans as a result of exercising my rights after leaving Oracle**

**Date:** 6/25/2015 8:30:00 AM

**City/State/Zip:** Raleigh, North Carolina 27617

**Company Complaining About:** Time Warner

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## **Description**

Germans --

over here at this apt complex harrassing and victimizing, Kohl confetti, Greg, GregH, ARAG Zulily -- fatso scales, Rogers and Sears tool devices

Maveron is a venture capital firm with offices in Seattle and San Francisco that invests in consumer-only businesses centered on technology-enabled products and services in commerce, education, and health and wellness. The firm was co-founded by Dan Levitan, a former managing director at Schroder Wertheim & Co., and Starbucks CEO Howard Schultz.[1]

Maveron has funded many recognizable consumer brands, including eBay,[2] Capella Education, Drugstore.com,[3] General Assembly, Lucy Activewear, Pinkberry, Potbelly Sandwich Works,[4] Cranium, NextFoods, maker of GoodBelly probiotic fruit juice, Shutterfly, Trupanion, and Zulily, a private sale site offering daily deals for moms, babies and kids. Some of Maveron's newest investments include Earnest, CircleUp, PayNearMe, Madison Reed, Julep, Lemon, Koru, August, Lively, Darby Smart, Decide.com, Newsle, SeatMe, Red Tricycle, and more

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tenant landlord rules being ignored by Colorado and now North Carolina courtesy of the Germans and their tactics have been found out

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**Ticket: # 363951 - incorrect router**

**Date:** 6/25/2015 9:08:48 AM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Comcast

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## **Description**

I am not sure why every time I call comcast I feel as though I need to know and ask the right questions in order to get the service i need. Most often I am lead to believe that connection and router issues are my fault. Wrong placement of the router, something wrong with my computer. I had to call comcast 3 times in order for someone to take me seriously. My girlfriend did the same but was given the run around and again told that all the issues where out fault. Finally after I spoke to 3 different people I was able to convince comcast to send a technician out with a 5ghz router (i didnt know this even existed until i randomly asked if they had another type router they could give me). since this router is 5ghz it does not have interference will other 2.4ghz routers and telephones. Once the switch was made my mpbs increased dramatically. Also when on the phone I was told that my account was set up incorrectly and i was being billed \$10 more than I should have been. How as a consumer am I supposed to know everything that comcast has to offer when they don't even seem to know. Additionally I have no way to know if my account is "coded" correctly. These practices must stop as well as customers being treated like widgets.

---

**Ticket: # 364159 - Poor Internet Service/Customer Service - Comcast/Xfinity**

**Date:** 6/25/2015 10:44:17 AM

**City/State/Zip:** The Woodlands, Texas 77380

**Company Complaining About:** Comcast

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## **Description**

Business Comcast/Xfinity has repeatedly had issues with intermittent internet access and slow download speeds even though higher speeds are being paid for. Major issues with voice over IP to where entire business telephone system never rings, but rather rolls over into the voice mail. Called customer service numerous times to only be told it is our [business] issue, or there is an 'outage in the area' (when you call every day at different times during a one week period and there is an outage, I believe there is another issue). When arguing with the customer service representatives to finally get a hold of technical support the company tries to upsell you on their services - there is no where to go when you are at the highest internet speeds. Technical support has used excuses in the number of devices connected to the network, when at a previous office location we never had any issues - in other words the company was trying to find an excuse to blame the customer. The customer should always be put first and that quality is not there with Comcast/Xfinity. When a technician comes to the office to check the hook up of their equipment the 'only' solution is to change their equipment to another piece of equipment. We changed equipment 3 times in 3 weeks. As a business we had an external IT support come look at all of Comcast's set up and equipment and it has been known that Comcast deliberately messes with the programming of their equipment so their customers get so frustrated when they call to complain the representative explains that to 'fix' the solution they are just forking up more money to be upsold on services not needed. Our IT support fixed their issues by blocking out their systems and equipment with a sub-piece of equipment to function as a business on our end. Comcast/Xfinity is trying to run a monopoly. We can not switch services at the moment because other alternatives are not provided in the area at this time.

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[Ticket: # 364353 - Unwanted, unasked-for Pop-Up ad](#)

**Date:** 6/25/2015 11:45:20 AM

**City/State/Zip:** Westbury, New York 11590

**Company Complaining About:** Verizon

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## **Description**

Pop-up states that there is a security issue with my PC and requires a call to 1-888-675-3126 (Toll Free). It will NOT close having taken control of PC functions it had no right to. Won't let me copy it's content to attach to this message. Only solution to get rid of this terroristic intrusion is to restart system.

---

**Ticket: # 365071 - Comcast xfinity wifi**

**Date:** 6/25/2015 1:24:14 PM

**City/State/Zip:** Nantucket, Massachusetts 02554

**Company Complaining About:** Comcast

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## **Description**

After recently upgrading my service at (b) (6), Comcast turned on by default, without my knowledge or in any way making me aware, that it was using my cable modem to broadcast a publicly accessible wifi hotspot called "xfinity wifi". Not only does this utilize and degrade the internet connection that I'm paying for their own benefit, but it also uses up my electricity as well as presenting a major security vulnerability. Even after setting the modem into bridge mode, with all LED indicators on the modem displaying wifi as OFF, it still broadcasts this public hotspot. Furthermore, even after disabling this "feature", my wifi analyzer picks up an additional 9 "xfinity wifi" hotspots on both 2.4 and 5ghz, causing interference on all the available wifi channels. Comcast technicians also failed to even change the default admin password on the cable modem from "password" and when asked to put the modem into bridge mode, responded they didn't know anything about that. Comcast still charged 40 dollars for installation fees. Also after requesting to have them correct the spelling of my last name on my bill each year for the past 5+ years, they still haven't corrected it.

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**Ticket: # 365133 - SPAM Email Empire**

**Date:** 6/25/2015 1:42:42 PM

**City/State/Zip:** Silver Spring, Maryland 20901

**Company Complaining About:** Verizon

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### **Description**

Hello, I receive upwards of 10 emails every day from the same SPAM organization offering me PHISHING garbage and "opportunities" across a wide variety of "companies". Every time I try to "unsubscribe" an error message shows-up saying "unable to connect". This is the address listed on every email: (b) (6)

PLEASE shut these criminals down. This should not be hard. Very simple really.

---

**Ticket: # 365590 - jamming of my internet signal continues**

**Date:** 6/25/2015 2:43:10 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clear.com

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**Description**

SPOKE WITH CLEAR.COM

IT Support: Charles

Time 1.46 pm- 1.55 pm 9 minutes

(b) (6)

Phone 888-888-3113

He documented what I reported to establish a paper trail

E: mail (b) (6)

I filed a prior complaint on Tuesday June 23, 2015 @10.16am

Summary of previous complaint: I spoke with Clear.Com IT Support and we concluded that someone in the vicinity was jamming the signal to my modem. Within 18 minutes, a problem which had lasted for almost 12-14 hours, clear up instantly.

Today Thursday June 25, 2015 at 1.40 pm the problem resumed. The signal from the modem tower was again being jammed. I again tested signal strength with the HotSpot which worked perfectly.

At 1.46 pm: I called Clear.com IT Support and again explained the problem I was having with my modem and the high probability of someone jamming the signal from that device. I explained again that he HopSpot works perfectly.

At 1.50pm: As Charles, IT support for Clear and I began to converse, suddenly the modem became unblocked and began to work. Charles agree that someone is indeed doing this and will document this to keep a paper trail on what is taking place. I told Him that I will make complaints to the FCC as well.

I am again filing a complaint that someone is intentionally jamming the signal to my Modem thus making my computer incapable of getting on to the internet. This affect my work via Microsoft Outlook

Thank you for hearing my compliant

I can be reached at (b) (6) or

(b) (6)

or (b) (6)

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**Ticket: # 366007 - Numerous emails from DCH Toyota of Torrance**

**Date:** 6/25/2015 3:43:50 PM

**City/State/Zip:** Larkspur, Colorado 80118

**Company Complaining About:** AT&T

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## **Description**

I've contacted this company on multiple occasions over the last year or two and still keep getting emails from them. I have no idea how I've ever gotten on their email list because 1) I've never lived in California and 2) have never owned or even looked at a Toyota vehicle.

I have tried to unsubscribe at least 3 times now by clicking their UNSUBSCRIBE link at the bottom of their emails. I've also responded to at least 2 of their salesperson emails requesting they take me off their list, but continue to get advertisements and notifications from them.

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[Ticket: # 366187 - unreliable residential internet service](#)

**Date:** 6/25/2015 4:10:59 PM

**City/State/Zip:** Nashville, Tennessee 37211

**Company Complaining About:** Comcast

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### **Description**

Comcast is the only high speed internet service provider in my area. The service is unreliable, multiple outages daily - some lasting a few minutes, some lasting a few hours. They are incapable of resolving the problems or providing an explanation.

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[Ticket: # 366239 - Failure to respond to complaint by Verizon-Ticket # 316345](#)

**Date:** 6/25/2015 4:24:47 PM

**City/State/Zip:** Milledgeville, Georgia 31061

**Company Complaining About:** Verizon Wireless

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## **Description**

I was informed by email by the FCC that verizon had responded to my complaint of blocked access to internet for my tablet & I would be mailed a resolution via USPS. Have not received either mail or the promised phone call more than 2 weeks after FCC email notifying that ticket 316345 was closed.

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**Ticket: # 366618 - [https://www.youtube.com/watch?v=\\_8DxSM2Gz50](https://www.youtube.com/watch?v=_8DxSM2Gz50)**

**Date:** 6/25/2015 5:52:27 PM

**City/State/Zip:** New York City, New York 10016

**Company Complaining About:** Time Warner

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## **Description**

Violent rape and homicide filmed in a rural setting in a wooded area somewhere. Two dead bodies of which the face and neck of a decapitated person's identity from the neck up was placed atop another victim whom had been brutally raped and murdered in a rural area, left for dead. The attacker(s) were in the [REDACTED], seemingly a Caucasian male wearing dark brown cargo style of Bermuda shorts, black and white no-name sneakers, short sleeved gray T-shirt, young in age as it seems from what I had examined in that very violent film of V/H/S/2 distributed via a film company doing business as [REDACTED] based in the States of Virginia and Florida, United States. Examine the members of a cult-like klan of surname (b) (6), in the States of Florida, Virginia, Wisconsin, and New Jersey. I sensed that the attacker(s) are in the [REDACTED]. Two of them. It's on time stamp 11:44 of that video log posted on youtube.com via the Internet.

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[Ticket: # 371165 - fraud](#)

**Date:** 6/28/2015 5:34:56 PM

**City/State/Zip:** Allston, Massachusetts 02134

**Company Complaining About:** Verizon Wireless

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### **Description**

Outgoing calls showing up on Verizon wireless home number from Omani Turkey. Have the number. Verizon has no evidence of cloning or hacking. Was up?

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**Ticket: # 367101 - Internet cutting out**

**Date:** 6/25/2015 9:12:44 PM

**City/State/Zip:** Salem, Massachusetts 01970

**Company Complaining About:** Comcast

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## **Description**

Ever since I started my service with Comcast, the connection to my router has continually reset. I bought my own router to avoid the monthly router fee, which was on the short list of routers that were approved for my service. My router stays on, but the connection itself resets. This usually happens when I'm streaming a video or playing a game, anything that requires a decent amount of bandwidth. I've made three calls to Comcast, but they keep ensuring me that nothing is wrong with the connection. But I've spoken with the Motorola customer service, and they don't see anything wrong with the router.

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[Ticket: # 367259 - tethering](#)

**Date:** 6/25/2015 11:07:33 PM

**City/State/Zip:** Los Angeles, California 90011

**Company Complaining About:** T Mobile

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## **Description**

I pay my the unlimited everything plan on tmobile so believe it is unfair to bar my internet connection when I want to share it on other devices. There is not more data being used it is just the same line I would have used on my phone anyway. It is my understanding that European cell phone companies have laws in place that don't allow for such things to happen to their citizens. I would like such laws to be in place here. And if tmobile can't handle such a thing on their networks then they are selling imaginary reservation of space of their service in order to maximize their profits. This is a despicable and unfair to all their customers.

---

[Ticket: # 367413 - Milton Ruben Chrysler unwanted emails](#)

**Date:** 6/26/2015 7:43:28 AM

**City/State/Zip:** Ft. Oglethorpe, Georgia 30742

**Company Complaining About:** Comcast

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### **Description**

Milton Ruben Chrysler continues to email me after I have followed the unsubscribe procedures and replied back asking to be removed. I have also told them over the phone. I did not buy a car after I discovered their ads were deceptive, and they will not remove me from their ad list. Milton Ruben under quotes when you ask for an Internet price, and will not honor the price when you get to the dealership.

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**Ticket: # 367772 - Comcast Data Cap**

**Date:** 6/26/2015 11:18:38 AM

**City/State/Zip:** Sandy Springs, Georgia 30350

**Company Complaining About:** Comcast

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## **Description**

I have never had a data cap on my internet before and now I can only use 250 GB of my own wireless internet in my own home? I am frustrated with my Comcast services. I have been with them for years and have never had a data cap and since I moved apartments, I now have a data cap. I am being charged for a television service when I don't even own a television just so I can have this internet service and I am even being charged for "speed upgrades". I am not paying for data overages. I am extremely angry that I was not notified. My service with comcast has been a comedy of errors from the beginning and I am no longer laughing. I spent hundred of dollars on a new modem and router, hours of my days setting up the internet, hours of my days trying to fix the internet, and now I am being charged extra for the internet. I am not paying.

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[Ticket: # 367914 - down internet cable on street](#)

**Date:** 6/26/2015 11:53:37 AM

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

**Company Complaining About:** Comcast

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## **Description**

I have internet with Xfinity, called because internet service was down, tried replacing modems. Found cable on pole was on ground across the street from me and called customer service to report trouble. Was told I had to wait 6 more days to have technician come to fix this issue. I am without internet and need it to look for job and I can't afford this lengthy disruption of my services.

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**Ticket: # 369634 - Comcast Harassment**

**Date:** 6/27/2015 6:57:36 AM

**City/State/Zip:** Washington, New Jersey 07882

**Company Complaining About:** Comcast

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## **Description**

1. On April 1, 2008, while moving into my current apartment, the Comcast cable installation service tech suggested I get a new modem. I asked him how much it would be and he said "\$7.00/month for about a year or so." I agreed.

I did not think much about it again until, in 2013, I decided to reduce my cable service to internet-only, eliminating TV and telephone service.

Upon doing this, Comcast began harrassing me by denying my access repeatedly for over a week. While I did have a working internet connection, every time I opened any browser window and no matter what link I used, I was immediately re-directed to their "certify your account" page. This page never worked properly and each time this happened, it took at least 6-8 hours of calling and "chatting" online (they did give me that access), to resolve this issue. This happened no less than 3 times over the course of the first month (October, 2013).

During the course of one of these sessions, they questioned my modem. That is, they would ask for the modem identifier, but they would also ask where I got the modem and other questions of that nature.

Of course, I did not appreciate the fact that they had no record of this modem they had bought me. When I looked through the bills I received from them, I found that they were still charging me the same \$7/month-- 6 years and 6 months later! These charges were supposed to have stopped after the first year. That is what I was told and that is what I believed. Until then. I then did the calculations (5 years (5\*12=60) + 6 months (May-Oct) = 66 months @ \$7/month = \$462) and discovered I had paid them almost \$500 dollars-- for a modem! Even a top-of-the-line modem costs no more than \$100-150.

When I pointed this out to the customer service people (I would commonly work with 2-5 different CS reps during each of these sessions), I asked them to remove this from my bill. This did remove the charge.

Once the internet question was resolved (finally!), I then contacted them, complaining about the outrageous amount I had been charged for the modem and demanded that they either refund my money or replace my modem. For almost \$500 I could buy 5 modems or a new computer. A modem that costs \$500 should last a lifetime.

After 2 months passed with no reply, I filed a complaint with the FCC about this.

The only response I received was the beginning of a series of telephone calls and US mailings regarding the purchase of a new modem. During the first year, these occurred once every 2-3

months. Since the second year began, they increased these to every month, then every week, both calls and mailings.

The most recent calls and mailings very carefully state only that my current modem is not delivering the level of service I could get. They never say it is out of date or incompatible with the system.

The other day, Monday, June 22, 2015, I received a new call saying that it was out of date. However, they did not say it was incompatible with the system.

This Wednesday, June 24th, 2015, I attempted to go online and found that I could only access secure pages-- i.e., pages with a URL address that begins with "https://" (note the "s"). I spent most of the day looking into this and it wasn't until I had reset my computer to its factory settings and found it still was not accessing these pages, that I thought of my modem. I re-booted my modem and everything was fine.

Until this morning. Again, I found that I could not access any but secure pages on the internet. I re-booted my modem again and again it was fine. But 4 hours later the same thing occurred.

I believe Comcast has not only not compensated me for their error in billing me for 5+ years more than they promised, because I will not get another modem from them, they are now harrasing me again by limiting my internet access. By the way, yes, my bill is up to date and has been all along.

Now, I am disabled. I reduced my account because when my children graduated from college, they moved out and no longer contributed to the household. So I had to reduce my bills as much as possible. In fact, it is a struggle for me to pay just for the internet.

To have them harrasing me, in my condition and situation, causes such stress and difficulty on top of everything else. Never mind that their behavior throughout this has been unwarranted and wholly unconscionable. I must see if there is some legal recourse to have them stop this abuse. I would happily change to satellite but written into my lease is a clause that prohibits (with a fine of \$250/month) the use of satellite dishes.

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[Ticket: # 368284 - Browser Hijack](#)

**Date:** 6/26/2015 1:52:43 PM

**City/State/Zip:** Athens, Georgia 30605

**Company Complaining About:** University Of Georgia Web Service

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## **Description**

I have had my Chrome browser infected and it was done by a group masquerading as part of the Apple computer system. I did a screen capture of the message that appears. You will note there is an 844 number, and I attempted to contact them but was disconnected. This one should be an easy problem to track down since they list a number and a web address.

---

**Ticket: # 368399 - Poor and unreliable internet service from Comcast liars**

**Date:** 6/26/2015 2:31:03 PM

**City/State/Zip:** Lithonia, Georgia 30058

**Company Complaining About:** Comcast

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## **Description**

Hi. This entire week I have been seriously frustrated with Comcast / Xfinity internet service. I currently have the Blast Performance plan but the service is always interrupted and when it is down, it will be out for a couple of hours before the service is back up again. Within the past week I have called Comcast several times to inquire why the service keeps going down and I'm always told that a node went down and technicians are currently working on the issue. Since this past Sunday, June 21, 2015 this issue has happened and if the technicians were supposedly working on this same issue since Sunday I don't understand why it happened again Monday, Tuesday and again Wednesday. It makes me wonder if the technicians know what they are actually doing.

Now, two days later, June 26, 2015, my service is in and out. It went down at 11am this morning - I called Comcast and according to them there was no reported outage for my area. I asked them then why would my service suddenly stop working when it was working fine since 8am this morning? I work from home via the internet so I need internet service that is uninterrupted and works consistently. I can understand if there is a power outage or a storm but we have had none today. When I asked the customer service rep why my service was showing up offline on her end (based on what she told me) she said it could be more than likely due to the fact that where I'm located I could have a weak signal. In addition, I can't even connect to the Comcast wifi/hotspot from my home and she said this could be because my signal is weak. This was the first time I was hearing this - regarding a weak signal. If that's the case, why is Comcast offering internet service to me? Why are they raising their fees on me every year and charging so much money for unreliable service that is NEVER consistent? The representative told me that she would escalate my issue and have a technician come out to home today within 45 minutes to an hour. She told me this around 12pm. Thankfully my service came back online around 12pm but it just went out around 2pm again. It's now 2:19pm and no technician has come to my home. When I called Comcast to inquire about the whereabouts of the tech I was told that there was no appointment made for a technician to come to my home today. This made me double frustrated. The representative told me that technicians would be available tomorrow morning between 8am and 9am but we all know Comcast never shows up during the time frame that they give you. I have an important meeting tomorrow at 11am so I can't wait around all morning for Comcast. I was promised today when I spoke with a representative that a technician would be here today and now I'm being told something completely different. I don't know how else to express my disgust for Comcast service. I don't like the fact that they are the only Cable internet service provider for my area. There are so many other companies out there - Verizon Fios, Charter - and it's seriously unfair that consumers in my area don't have any other option but Comcast. If I'm going to be paying so much money for Comcast internet, I expect better service and better resolution procedures when my internet service is down. Waiting four to six (and sometimes seven) hours for internet service to be restored is unacceptable. Comcast needs to do a better job at fixing this issue permanently or just don't offer service for my area. There are other companies that I'm sure would be willing to come to my area and do a much better job.

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[Ticket: # 369264 - Hacking](#)

**Date:** 6/26/2015 7:38:25 PM

**City/State/Zip:** Chatsworth, California 91311

**Company Complaining About:** Time Warner

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### **Description**

Seems intentional issues are being detected and someone is doing these things to cause problems and intrude on my business.

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[Ticket: # 382002 - Connection cutt-offs](#)

**Date:** 7/3/2015 2:55:35 PM

**City/State/Zip:** Plano, Texas 75023

**Company Complaining About:** Verizon

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## **Description**

I keep cutting off by the internet when I downloading stuff I am not pleased on the costumer service even I tweeting about it they still doesn't respond to me

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**Ticket: # 369636 - Comcast**

**Date:** 6/27/2015 7:21:21 AM

**City/State/Zip:** Griffin, Georgia 30224

**Company Complaining About:** Comcast

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## **Description**

Note about Comcast: We have been without internet service since Wednesday evening. This is now Saturday. I have talked to multiple people and they are of no use whatsoever. They tried to tell us our modem was end of life which is not possible being as the FCC has made a law that does not let them state that your modem is end of life. If it's a cable modem they have to let you use it. Everytime I ask to talk to a supervisor, they put me on hold so long that I have to hang up due to cell phone minutes. Now they said that they can't send a technician out until Monday. This is totally ridiculous and if there was any other cable provider we could use that did internet I would go to them in a New York minute. I even wound up getting a new modem and the Internet still doesn't work.

---

**Ticket: # 369898 - Refusal to close an account/incorrect or unresponsive contact numbers**

**Date:** 6/27/2015 12:23:34 PM

**City/State/Zip:** Renton, Washington 98058

**Company Complaining About:** Centurylink

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## **Description**

Attempting to close my PayPal account I was refused online because it said I had pending transactions. I do not have anything pending and upon checking my account I see only COMPLETED transactions on my account. Since I am a government employee I am high risk (OPM Breach) and if anything is pending it is fraudulent. I was given a code number and customer service # to call but suffered through numerous interactive advertisements trying to get to their customer service rep, only to be told the number has changed for my area and then calling that number was told by a robot (not a person) they couldn't locate my account and wanted me to search another area. I don't have any other account in any other area. I tried several ways to connect to a real live customer service rep as they imply on their contact us website, but was refused by their robotic telephone system. Their attempts to coerce approval of their updated policy allowing robocalls to any number 'they can find' at anytime, anywhere is not acceptable. I simply wanted to close an account I rarely use.

---

[Ticket: # 369944 - Jamming Wifi on Security cam - entering and stealing from home](#)

**Date:** 6/27/2015 1:01:59 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** A Tech Savvy Human

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## **Description**

I believe someone I know is jamming my Wifi signal thereby disabling my security cameras and entering my home leaving me with no evidence of the theft of many valuable items. Since there is little to no evidence other than missing items I get little help from the local authorities.

Please advise me.

Is there anything that can be done to stop this?

---

**Ticket: # 370055 - Internet**

**Date:** 6/27/2015 2:17:08 PM

**City/State/Zip:** Toms River, New Jersey 08753

**Company Complaining About:** Comcast

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## **Description**

I have been having trouble with my internet service with Comcast, I get dropped this has been going on since last week. Today I called Comcast to talk to a technician and the girl who answered would not connect me to one, she kept saying she would set up an appointment to have some one come to the house she put me on a hold and then disconnected me. I called back and I got Kieri I asked to speak to a supervisor and after waiting about 10 minutes she got on after a lot of bull and nothing getting resolved I asked what country she was in she said the Philippines, I asked to speak to some in the United States which is my right she told me to hold and again after a hold a man got on the phone I asked his name and I think he said Barak I asked where he was working from he said the Philippines and I told him I would file a complaint with the FCC. I thought I had a right to speak with someone in the USA. I don' understand why Comcast has the monopoly in my area for internet service, what happened to fair trade and options.

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**Ticket: # 370149 - Phone throttling**

**Date:** 6/27/2015 3:36:58 PM

**City/State/Zip:** Weatlake Village, California 91361

**Company Complaining About:** AT&T

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## **Description**

Att is still throttling my service: I continue to receive the following texts.

ATT Free Msg: Your data usage has reached 3GB this month. Using more than 3GB in future billing cycles may result in reduced speeds. You can use Wi-Fi to help avoid reduced speeds. Visit [att.com/datainfo](http://att.com/datainfo) or call 866-344-7584 for more info.

ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)

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**Ticket: # 370200 - Internet not working and the Verizon tech hung up the phone on me**

**Date:** 6/27/2015 4:14:02 PM

**City/State/Zip:** Manalapan, New Jersey 07726

**Company Complaining About:** Verizon

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## **Description**

My FIOS internet service was disconnecting intermittently, so I call Verizon FIOS support June 27 at 12:30am. I spent over 45 mins to the tech support. The tech told me that they will dispatch someone on Sat June 27 around 1pm. At 3:30pm on June 27, i called Verizon FIOS tech support again.

Another rep ask me what is the issue, so i explained to her that when ping (b) (6) from the router, out of total 400 pings, router only received 309 pings. I had to explained this to the rep 3 times. She kept asking if i can reboot the router. I told her that I already reboot the router 3 times and i was expecting a tech to come to my house to replace the router. So when i tried to explain the issue to her on the 4th time, she hung up the phone on.

As of right now, my internet is still suffering intermittently packet lost. The dispatch tech never show up. The tech support was so rude and wasted so much of my time. I need help from FCC to assist me on this.

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**Ticket: # 370294 - Comcast**

**Date:** 6/27/2015 5:15:13 PM

**City/State/Zip:** Braselton, Georgia 30517

**Company Complaining About:** Comcast

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## **Description**

Substandard customer service. I have had issues with an intermittent service disruption for the past 6 months. Each time I call, I get the run around. Finally on June 11, 2015 they sent out a technician who repaired the connection in the box in the yard at the street. The service worked fine for several days then I started having the same problems again. I called & scheduled a technician visit but no one showed up even after they called to reconfirm the appointment 24 hours prior. When I called about them not showing, they claimed I cancelled the appointment 2 days prior. They then tried to bill me for the initial visit. After over 1 hour on hold & finally talking to a supervisor, they first offered me 1/2 credit on the extra charge but finally relented to remove the whole charge. Their customer service is completely terrible!

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**Ticket: # 370606 - I am The Second Coming of Christ and a Future Federal Defendant**

**Date:** 6/27/2015 10:14:45 PM

**City/State/Zip:** Atlanta, Georgia 30307

**Company Complaining About:** The Fbi Wing Of The Usa Is Constantly Tampering With My Free Speech On Facebook

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## Description

Hi to FCC (Disability) My Royal name is (b) (6) and I am The Second Coming of Christ and you will see me on T.V. soon. My shorter name is (b) (6) Put my shorter name into www.Yahoo.com and watch for the POP UPS, which show that I am Christ. In 2016, I will be the sole defendant in a Television Trial out of San Francisco, which will be broadcast to ALL NATIONS around the World. The USA gov received WRONG information about me from an Evil "EX" who made it SEEM, like I did > bankruptcy fraud, which I most certainly DID NOT. The FBI has been investigating me for 7.5 years during this modern day, biblical, and historical period called : THE PRE-TRIBULATION PERIOD, which precedes the \*GREAT TRIBULATION\* (pending Very soon). So, often times.....the FBI and I have an adversarial relationship and my real complaint is that the USA government is CENSORING ME TO DEATH ! The FBI has decimated MANY parts of my social media Facebook account, where I am ALREADY posting AS > THE SECOND COMING OF CHRIST Times about 2.5 years. But the FBI is stealing postings away such as RATED G and RATED PG postings that they REALLY should Not be messing with. They think that it is a "Cat and Mouse" game.....while I Certainly believe that they \*MUST\* be breaking the Law, or Custom, Or Protocol, or FBI internal Rules, or Guideline for Censoring somebody (like ME) on Facebook. You can find my Facebook, by just Typing In : (b) (6) and I am a white guy, colored with rainbow colors for Gay Pride month (June) and I am holding a baby goat in my arms. In the last week, the USA gov (FBI) has even stripped my Timeline of FAMILY PICTURES, like my Mom and Dad holding their Humane Society Rescue DOG. I have had animals, art, music, people, travel PICS, Crucifixion PICS, Crosses and YOU NAME IT and the FBI has deleted it (Or.....Keeps "Hiding Postings from my Timeline"). I already "Turned In" my LEAD AGENT to FBI Headquarters for being a CRIMINAL LEAD AGENT.....but that complaint did NO GOOD. This Criminal Lead Agent even crashed my car window and stole my GPS and then admitted THAT to me (through a female undercover agent) and I am POOR and on SSDI and I have Never been able to replace my stolen GPS system AND so Now.....I get Lost A LOT more than I did > when I still had my GPS. When you peruse through my Facebook Timeline..... Please take Note that in December of 2014 (6 months ago) My facebook says that their are "NO POSTINGS TO BE SHOWN in December 2014". But > \*THAT\* is because the LEAD AGENT in my case, whose name(s) are : (b) (6) aka (b) (6).....He DELETED Every single posting that I Posted in that month. And I Posted stuff to my Timeline in Dec. 2014 > \*EVERY SINGLE DAY\* !! Now, I am aware that government's DO engage in Censorship around the World, but aren't there any RULES that the USA must follow when the USA gov is engaged in censoring it's Citizens ? In this case.....I am specifically wondering about Federal Laws on the books. I want to know if the FBI is breaking "Internet Censorship Rules" against me. I am Disabled and the FBI, under my Overzealous Criminal Lead Agent (b) (6) (Who I have decided is an Unethical Sociopath) just keeps hammering me with Wave after Wave after Wave.....of MASSIVE, WHOLESAL, and RAMPANT deletions from the TIMELINE of JESUS CHRIST # 2. Now > All of this Crazy activity against me IS going to Majorly hurt the USA government's case against me > because I have been keeping track of all of these censorship Abuses. And the JURY is going to be sympathetic to me because I am > a (b) (6) gay

man with (b) (6) and bilateral (b) (6) ) and (b) (6) . Plus, I have already thwarted TWO assassination attempts upon my Life > by the "Shadow government" and one of those attempts upon my Life was > That I was about to get a fake "Echocardiogram" that my Physician did not EVEN order for me, and if I had gone through with that "medical appointment" > The Evil part of this government was going to > "Induce a fatal heart attack upon me" Using a weapon that LOOKS quite similar to an Echocardiogram. I have already initiated a FRAUD case about someone (or a bureau) Or ??? Who tried to schedule me with an Echocardiogram that I DO NOT NEED, because I have ZERO Heart disease. And my Primary Physician Place in Atlanta NEVER EVEN ORDERED the Test ! I am in a Vulnerable position in Atlanta and i have NO BODYGUARD for waking hours, and my Life is in danger.

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[Ticket: # 370652 - HBO Now Captioning](#)

**Date:** 6/27/2015 11:35:11 PM

**City/State/Zip:** Tolleson, Arizona 85353

**Company Complaining About:** Centurylink

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## **Description**

HBO Now app for the apple TV does not use the captioning preferences from the device. The caption settings much be set any time a video is started. It is in a hidden menu that requires extensive searching to figure out.

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**Ticket: # 370696 - Comcast Xfinity interrupted connection, very poor coverage and bad customer service**

**Date:** 6/28/2015 1:52:58 AM

**City/State/Zip:** Houston, Texas 77025

**Company Complaining About:** Comcast

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## **Description**

I have a very bad experience with comast internet.I cannot work with my computer in my bedroom where I hardly get any internet coverage and its so frustrating that I cannot skype with my family in India.

I have tried to contact comcast customer service and after explaining the issue to a customer care representative, I was asked to provide my mobile number and after a few minutes I simply got a message saying "your internet problem has been resolved".

Nobody bothered to ask confirm with the customer representative.

I feel I throw away \$57 every month towards internet.

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[Ticket: # 371004 - Tamreil online](#)

**Date:** 6/28/2015 3:15:59 PM

**City/State/Zip:** Pensacola, Florida 32504

**Company Complaining About:** AT&T

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## **Description**

Download of this game has obviously exposed my windows system to a virus that consumes 100% of the resources of my i5 quad core chip. This same system, when booted with linux functions perfectly well, as did windows 7 prior to download from Bethesda Software (or its agent company)

(b) (6)

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**Ticket: # 370843 - windows pc care scam**

**Date:** 6/28/2015 12:06:08 PM

**City/State/Zip:** Bedford, Indiana 47421

**Company Complaining About:** Microsoft Pc Care

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## **Description**

The 27th of June I came home from work and I was handed the telephone by my fiancé who was on the phone with an individual claiming to be from a company called Windows PC Care; a company working out of India. Needless to say I did not pay the 135.00 they wanted and now my laptop has been administratively locked up "with an inconceivable password" by the individual who had me open up several windows in my computer "to reveal issues" that "Microsoft" was being alerted to. I know you can't really do anything about this, but I thought that the information I gathered from them might be of some use. The call center was all voiced by men, this I could hear, also although Michael claimed to be calling from India; there were at least to distinctly American voices in the background talking to people, as well as one Spanish speaker. Those American voices were not terribly accented, not southern, North eastern, terribly Midwestern, or from an area such as Boston, NYC, or Brooklyn. I would guess west coast like California. The phone number that came up on my caller id was 14-323-2123. "I'm sorry but that's what came up" No business name came up however.

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**Ticket: # 371036 - Blockage**

**Date:** 6/28/2015 3:49:59 PM

**City/State/Zip:** Springfield, Missouri 65807-(b) [REDACTED]

**Company Complaining About:** Mediacom

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### **Description**

My internet provider is blocking access to Internet access provider Basic Talk phone system & Netflix Movie sight. Had usage until modem was replaced as up grade . Repeated contact has not retified the issue.

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**Ticket: # 371205 - Internet Scam**

**Date:** 6/28/2015 6:30:35 PM

**City/State/Zip:** Palm Springs, California 92264

**Company Complaining About:** Uber?

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### **Description**

I mistakenly signed up for a program in order to watch a short video. Shortly afterward, I started getting messages that my computer had a virus and I was told to call 877-648-5457 to fix it. I fell for it. Apparently, they are located in India. They gained access to my computer. Although my computer tech has been able to get rid of most of the problem, I still receive these message from them regularly. I hope you can put them out of business.

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[Ticket: # 371406 - Charter forcing "Opt in" web searches](#)

**Date:** 6/29/2015 12:18:09 AM

**City/State/Zip:** Laramie, Wyoming 82070

**Company Complaining About:** Charter

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## **Description**

Charter recently forced my PC to use their websearch feature powered by Yahoo, calling it an "Opt in" feature that I didn't choose. It just suddenly started happening, even though I deleted Yahoo from my search options and only had Google chosen. Charter essentially took over my PC and told me what to use for a search tool, and worse, the "opt in" search feature was having issues where some links wouldn't work. Also difficult to figure out how to uninstall, had to look up help online.

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[Ticket: # 371693 - internet outage](#)

**Date:** 6/29/2015 10:33:43 AM

**City/State/Zip:** Lumberville, Pennsylvania 18933

**Company Complaining About:** Comcast

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## **Description**

on a daily basis, the internet goes down. from anywhere from 20 min to 3 hours. during the week, like clockwork, it goes down around noon. we've had several techs come out with no change. we have a home business and this effects us greatly. we have no choice but to deal with Comcast because there is no other internet provider for our address.

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**Ticket: # 371746 - internet**

**Date:** 6/29/2015 10:51:19 AM

**City/State/Zip:** Faison, North Carolina 28341

**Company Complaining About:** Centurylink

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## **Description**

my internet with Centurylink in N.C. is down after the slightest storm comes through. I always have to call them and they always want to know when someone will be home . but they never have to come to house after i take off to be home or wait around all day like i did this past SATURDAY, JUNE 27, 2015. it is always something to do with their equipment at their place and never at my house. I called last week after it has been out almost a week. they give me a time to be home and no one showed up!! ticket numbers that i got were 60850287 for last Wednesday, June 24 and tix number 66875224 for last Saturday, June 27. My account number for them is # (b) (6) . It is never a enough with them. They call and text to see if my internet is up but yet no one is coming out to fix it!! It is still down. They have old equipment that needs to be replaced is what one technician mentioned a while back. They credit my account but i dont need that each time, i want the internet like they SELL to me!! someone needs to tune them up because it is now that i feel like im just another number and not a person!! but my money goes into their account each month but i get poor service!!!!!!

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**Ticket: # 371925 - Century Link monopoly really bad service and care**

**Date:** 6/29/2015 11:54:09 AM

**City/State/Zip:** Center Hill, Florida 33514

**Company Complaining About:** Centurylink

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## **Description**

I have had nothing but trouble with this company and it seems they don't have any competition and don't therefore care - they have a 1 star rating and more than 1200 complaints against them. Someone needs to make sure they have some real competition and change their bad business practices -

I am not going to go in to all my complaints because I don't know that anyone is even going to read this or do something about it - so if you are let me know and I will give the rest of the story.

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**Ticket: # 372645 - MediaCom Internet Signal Issues****Date:** 6/29/2015 3:18:43 PM**City/State/Zip:** Urbandale, Iowa 50322**Company Complaining About:** Mediacom

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**Description**

I currently need to reset my router daily in order to maintain some semblance of internet connectivity. I pay for 100mbps down/20 up and am receiving a fraction of that on a regular basis: 20 up/2 down. After multiple conversations with Mediacom they are giving me the run around on how this issue should be resolved. A friend who is a broadcast engineer informed me that since the 3rd tech who visited our house claimed there was a groundwater issue it appears a line may have ruptured which is causing an RF frequency issue. MediaCom just wants to keep replacing my modem/router -- it has yet to fix this issue and I'm on modem/router #3.

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**Ticket: # 372681 - Comcast cable company**

**Date:** 6/29/2015 3:27:21 PM

**City/State/Zip:** Mechanicsville, Virginia 23116

**Company Complaining About:** Comcast

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## **Description**

I have had intermittent service since September of last year. I have complained multiple times to Comcast. They originally installed the wrong cable and did not completely burry it. One technician came on June 9th and taped the wire and it is loose in my driveway. People are tripping over it. The cord is a major safety hazard. The technician from the 9th requested new cable and for it to be buried properly, that was supposed to be 7 to 10 days from the 9th. Comcast has missed multiple service calls. I have missed days of work as a result of this and I have been on the phone with them a total of 3 to 4 hours in the last week. I have also been billed in full every month while I always have intermittent service. Please help as I am at my wits end here.

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**Ticket: # 372743 - Telephone & Internet Service Problems****Date:** 6/29/2015 3:41:28 PM**City/State/Zip:** Parker, Colorado 80134**Company Complaining About:** Comcast

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**Description**

I have had Comcast TV, Internet and telephone services for nearly 2 years. The TV is fine but the internet and telephone service are unreliable and inconsistent. The telephone service is provided through the internet. I am on many phone calls, conference calls and webinars and I experience issues on nearly every call and/or webinar. Service cuts out and I can't hear what the other person is saying. I'm constantly repeating myself or asking the other person to do so. I'm paying for a service that I'm not receiving and/or am receiving at an inferior level. I've called Comcast many times and the issues is never fully resolved. I've tried different equipment/phones/modems. Two techs have been to our home and said there are no wiring issues within our home.

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**Ticket: # 372936 - Criminal Activity in Violation of Federal Law**

**Date:** 6/29/2015 4:34:55 PM

**City/State/Zip:** La Mesa, California 91942

**Company Complaining About:** AT&T

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## **Description**

Dear Sir or Madam, I am currently running a campaign to be United States President in 2016. Individuals who I, with good reason, believe to be employees of or subcontractors for the United States Government are illegally accessing my laptop computer that I am using to plan and manage my Presidential Campaign. These individuals have altered the data of my financial accounting software and altered my Internet Explorer so that I cannot login to my e-mail. My internet connection is a business internet connection. Due to their activities, I have had to rebuild this laptop over 3 times in the last 5 days. Please note that I have over 15 years experience as an Information Technology Professional. My Campaign Office is located at (b) (6) [REDACTED]. I believe these individuals are currently located at a mall across the street. Please investigate these criminals and prosecute these criminals immediately.

Best Regards,

(b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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[Ticket: # 373217 - Anticompetitive Data caps](#)

**Date:** 6/29/2015 5:46:32 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

The jist of the situation is this. I have no real options of a service provider outside of Comcast down here in Atlanta. Trying to save money I wanted to get rid of my cable and only use my internet, not realizing there was a 300GB data cap. It's obvious why Comcast had this cap, that is to keep people from streaming Netflix, Hulu and the likes; which keeps them under there data cap. A punishment charge if they do use these streaming services because there is an obvious correlation between those who cancel cable and those who use Netflix. The infrastructure is already there for this ISP. There is no reason for a data cap other than there seems to be nothing anyone can do to stop these greedy monsters of the Oligarchy known as Time Warner/ Comcast.

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**Ticket: # 373446 - My ISP is hi-jacking my websites**

**Date:** 6/29/2015 6:52:36 PM

**City/State/Zip:** Saint Louis, Missouri 63116

**Company Complaining About:** Charter

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## **Description**

Hello. I would like to make a complaint about my ISP (Charter Communications) hi-jacking my web browsing. Recently I clicked a bookmark to go to a webpage I have visited many times. This time however I was redirected to a page by my ISP. This page stated that to continue using their internet I must agree to the following terms. The page consisted of Charter Communication terms with the options of agreeing or not agreeing to their terms. Since, in my opinion, I agreed to their terms when I signed up for their internet service, I closed the browser tab. I tried a second time to go to the website I was wishing to view. Again I was redirected to the same ISP page. This time I clicked settings and told my browser to block the cookies from said ISP page. I closed the browser tab, and tried a third time to visit the website I was first trying to get to. On the third time, I was successful.

Since then it has continued to happen. However since I blocked the cookies, the Terms of Service page cannot complete and I am redirected to the Charter Communications website. Multiple times a day when I click to go to a website, the website is hi-jacked, attempts to bring me to the ISP TOS page, fails, and redirects me to my ISP's main website.

I have been able to tell that this only happens on websites that do not offer a secure (HTTPS) page. It should also be noted that years ago I began using third party DNS. I used to have issues with my ISP hi-jacking my browser and sending me to their search engine when I would try to use a search engine such as Google. I began using third party DNS to specifically not allow my ISP to hi-jack my web browsing. I currently use Google's public DNS.

If my knowledge is correct on how DNS resolving works, then my ISP is doing something they should not be doing. I am not using their DNS, however they are still hi-jacking my web browsing. My ISP is modifying packets going to and from my computer and overriding my option of using a third party DNS.

I feel that there are better options of my ISP communicating with me instead hi-jacking my web browsing. They can easily email me, send me a letter to my home address, or call me. I do not appreciate my ISP modifying packets of information coming to and from my computer as they are. I feel it's violating my freedom to choose the DNS servers I want to go through and it can open up my computer to vulnerabilities and security issues.

I thank you you taking the time to read this, and I hope this issue can be resolved.

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**Ticket: # 373466 - Worst service ever**

**Date:** 6/29/2015 7:02:45 PM

**City/State/Zip:** Edina, Minnesota 55439

**Company Complaining About:** Comcast

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## Description

My name is (b) (6) and I live at (b) (6)

We just bought the house and moved in on June 1st, which is when I requested my services to be transferred from my old address. The loyalty rep told me that he was giving me the same plan that I was on before with a lot more additional channels and some premium ones for not cancelling(I called initially to cancel not to transfer) I was told, as always, that everything is good to go and is ready to be hooked up. Not Only it wasn't working after I did connect all of my existing equipment I later found out that the rep didn't keep me on the same plan I was previously on, but he cut my channels, since I told him that I hardly ever watch any tv at all, and that's how he was able to present it to me as a better deal. Internet was spotty they ended up sending me a new more advanced Modem which seemed to partially fix the problem. After countless hours on the phone and numerous "not intentional" dropped calls followed by 30-45-minutes wait at a time to get to a person that could help, 3-5 technicians coming out and "did" something I was finally able to get my tv working on June 23rd(23 days after my guaranteed date). In a meantime I was asking my new neighbors if they had the same problem and apparently it is a well known issue to Comcast and I was also told that almost everybody in the community who's with Comcast got some sort of amplifiers installed in their garages. I was also told by my neighbors that Comcast at one point was going to have their crew dig up the driveways and do some work to eliminate KNOWN issue. When I called in to customer service line every time I mentioned about the problem and all of them pretended that they have no idea what I was talking about. June 28th, 3 days after I finally got the services running, I received the bill for 232.80. I understand that Comcast charges month in advance but how did they get to the number when I'm on a \$75-\$80 monthly plan. On June 29th I called to Comcast Loyalty once again and was talking to some girl who couldn't listen to me for more than 13 minutes, when I told her that I've wasted more than 100 times that much time trying to get their issue fixed. Anyhow she told me that my bill started on 1st(all of the previous conversations prior to getting my services running I was told that billing will start the day I will have Comcast working after the technician does whatever he needs to do). Not only that She also told me that there was an installation fee of 29\$ which I have no clue what was installed since I had everything connected and ready to receive the signals already. Technician was working on the outside and was on the line with his supervisors trying to resolve the issue(it didn't involve any work inside the house ) and he even said that it was strange that it wasn't working. After almost 3 hours of working mainly on the phone with his supervisors and replacing my digital Tv box he was able to get my tv to show some picture on it.

When I tried to ask the girl why is there a installation fee at all she started getting mad with me and said "why do you even care since I'm removing/waving it for you anyways" I told her that even after being a customer of Comcast for 7-10 years I have no clue how the billing works, and why am I being charged for things that should never be on the bill to begin with. She kept cutting me off saying she's waving it and that it doesn't matter. Well it does to me as a consumer I want to know what I'm getting and what I'm paying for. Told them to cancel all of my services and I really really really hope somebody who can make a decision reads this complaint and will get back to me and to incompetent ..... at Comcast. I will be contacting my lawyer and trying to see if I can sue those liars and make them stand by their promises and not charge a customer some made up fee and then try to make

them feel better by saying that they are waving it. I'm sure they're scamming millions not just me but since there's not enough options to dump them and teach them a lesson we the consumers end up sticking with liars, thieves, thugs, robbers, greedy not humans...

All this is not even 1/10 of what I had to go through dealing with the worst company and the least competent employees that have ever existed on the planet Earth.

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**Ticket: # 373521 - High Ping - Connectivity and Zero Resolution****Date:** 6/29/2015 7:25:51 PM**City/State/Zip:** Rutherford, California 94573**Company Complaining About:** Comcast

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**Description**

Perpetual issues with latency, lost packets, and connectivity. Have had 3 different technicians, spoken to 4 people and spent more than 15 hours on the phone with them trying to get our three business to have stable enough internet to utilize our VOIP phones. Have had no resolve for the past 6 months of issues. They have not provided a resolution, an alternative option for service or a timeline for it to be fixed. This monopoly is a terrible sign of FCC and the way they are lobbied to not help the people the organization was created to benefit.

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[Ticket: # 373680 - The Complaint is typed in the description box](#)

**Date:** 6/29/2015 9:01:03 PM

**City/State/Zip:** Las Vegas, Nevada 89119

**Company Complaining About:** Cox

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## **Description**

My video game that is calm with chance to accomplish things, The one that I chose to keep playing because I don't like video games most of the time, lol, a TV show, My coin collection said 187 right when I heard something something, every Tom dick and Carl in a scene, and I'm like huuh,? No real worries and no complaint yet I think its nothing to be concerned of, yet if it is I hope that it doesn't continue or something, Forget about it to be honest yet should I find a firewall for my tablet? I keep a USB drive on my key chain necklace yet that doesn't include stuff that's in my complaints, etc. I wish my life was average normal like anyone else's yet it isn't, and never will be.

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**Ticket: # 373684 - Scam**

**Date:** 6/29/2015 9:05:58 PM

**City/State/Zip:** Huttonsville, West Virginia 26273

**Company Complaining About:** Frontier Communications

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## **Description**

In two the past 2 days I have received 6 phone call from someone claiming to be from windows . and wanting me lo log on and then allow them to tell me what to do or I would lose function of mu computer and it would cost me \$400.00 for them to restore my computer, I did not comply the number and dates of the calls are as follows, 6/26/2015 2:31 Pm. 2:54 Pm. 8:39 Pm. 8:42 Pm: 9:32 Pm. 6/29/2015 9:40 Am. From phone # 989-641-6089 they all so gave me this number 1-800-102-1100 Ext. 31625. I called my service provider and they gave me your web address if you need you more information please let know. Thank you hope this helps.

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**Ticket: # 373720 - loud commercials**

**Date:** 6/29/2015 9:31:35 PM

**City/State/Zip:** Okeechobee, Florida 34974

**Company Complaining About:** Directv

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### **Description**

Every eve., at 8:11 & 9:11, on Nick at night, commercials about kids "stick on wall posters", & etc. come one so loud you have to run & turn the t.v. down, or the neighbors could hear it 2 doors down. There is NO EXCUSE for these 2 different commercials to be that loud....

(b) (6)

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**Ticket: # 373780 - ERRATIC INTERNET SERVICE****Date:** 6/29/2015 10:12:44 PM**City/State/Zip:** Elkins Park, Pennsylvania 19027**Company Complaining About:** Comcast

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**Description**

Over a period of months, I learned that Comcast's server filters were pulling emails I sent and emails sent to me without notification to the sender or intended recipient. After hours on the phone with technical support and security assurance, no solution was found and the problem was never solved. Instead, I was repeatedly told I'd hear in 48 hours, which rarely happened. I'd get on the phone with a tech support person, who assured me the problem would be solved, only to say after a few superficial questions "I'm sorry -- I can't solve your problem." That was all! This has happened several times over a period of years. Having recently had other major problems with Comcast re billing for a change in service, I agreed to sign a two-year contract -- but the email problem got so bad I had to terminate service, since I was not getting what I paid for. There's no way I'm paying for two years of service when I couldn't even get two months' service.

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[Ticket: # 373899 - data disappears suddenly](#)

**Date:** 6/30/2015 1:41:35 AM

**City/State/Zip:** Westville, Indiana 46391

**Company Complaining About:** Frontier Communications

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## **Description**

Noticed that as train goes by the area of residence, a data file I was working on is zapped immediately, before I could save this. I know the transportation industry trains are huge equipment, and I am wondering if this is a common event that could occur without special routers for a computer. I was told that wireless is prone higher than cable to interferences. I thought it would be good to state the interferences for statistics. my file was not important though It would be an encouragement to know that this could occur and I am not imagining it.

This is just to let you know.

Thank you,

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**Ticket: # 373939 - AT&T**

**Date:** 6/30/2015 5:48:30 AM

**City/State/Zip:** Paducah, Kentucky 42003

**Company Complaining About:** AT&T

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## **Description**

ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)

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**Ticket: # 374020 - Spam Emails****Date:** 6/30/2015 9:05:43 AM**City/State/Zip:** Charleston, South Carolina 29422**Company Complaining About:** AT&T

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**Description**

Receiving voluminous (20+ per day) spam emails. I recently reported Skyrocket Media, LLC in Pleasant Grove, Utah for being responsible for much of this spam email as I traced one of the originating domains back to that company via Whois information. Since I made this report, the spam has only increased. It doesn't seem to me that the FCC or anybody does anything about this problem. Who knows how much bandwidth I'm paying for every month just to receive these unsolicited emails.

---

**Ticket: # 374499 - My Internet service was cancelled without any reason**

**Date:** 6/30/2015 12:23:30 PM

**City/State/Zip:** Northridge, California 91324

**Company Complaining About:** AT&T

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## **Description**

My Uverse internet was with AT&T and was terminated without cause and after my internet was down for more than 4 -5 days they could not figure out why it was cancelled and they recommended to establish a new service account in order to get our internet back. It was ridiculous that they could offer any help and I was continuously transferred to foreign countries where the customer service help was below average and the fact that our service was terminated, yet the customer service at ATT was telling us that our service is current and operational. They have technician after technician that could not find the service operational and in fact the internet was terminated yet they could not give proper response as to why. It was only after 4-5 days that we were able to establish a new Uverse account going again thru all credit check and discontinue our old internet connection account. Could not believe that they cause all of these headache for me yet NO apology for their error and no compensation at all. They charged us for the new Modem equipment even though they had taken our existing one back and now charging us even more than before the service was discontinued by their own error.

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**Ticket: # 374907 - Network Solutions**

**Date:** 6/30/2015 2:12:53 PM

**City/State/Zip:** Largo, Florida 33771

**Company Complaining About:** Bright House

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## **Description**

All we wanted to do was to change the contact name to our account. We have been trying to do this since May and have got nothing but the run around. They have asked us for EVERYTHING but my firstborn child. We keep asking for a supervisor and strangely no supervisor is ever available. We can hear them laughing at us in the background. We have not had any email at our office since June 15. They took our domain name and put it in redemption. We paid \$300 to get it out of redemption and have done everything else they asked and we are still not able to get our domain name back.

---

**Ticket: # 375192 - Harassment: Unsolicited/Unwanted Emails**

**Date:** 6/30/2015 3:30:56 PM

**City/State/Zip:** East Lansing, Michigan 48823-(b)

**Company Complaining About:** Comcast

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### **Description**

Lexington Law Partners (1-844-259-3613) continue to send me unsolicited emails, even though I have unsubscribed several times and did not request their emails in the first place. I have excellent credit and do not want their emails or their services. I called to tell them so, and the respondent hung up on me as soon as I said that I have excellent credit.

---

[Ticket: # 375685 - Fiber optic line installation](#)

**Date:** 6/30/2015 5:33:39 PM

**City/State/Zip:** Benicia, California 94510

**Company Complaining About:** AT&T

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### **Description**

Our Complain Number 267390 was closed as AT&T had issue the work order on June 3rd. As of Now they have not complete installation. This is causing our business loss of time and money as this fiber optic line is not working.

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[Ticket: # 375722 - Xfinity disconnecting my internet from my router](#)

**Date:** 6/30/2015 5:48:51 PM

**City/State/Zip:** Harbor Beach, Michigan 48441

**Company Complaining About:** Comcast

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## **Description**

Ever since Comcast started Xfinity hot spots my internet gets cut off . We have called about it and no one can fix it...they tell me to get a newer computer. I am paying for internet and to have it available when I need it and now I have to buy a new one because of them? I am sick and tired of them controlling what I am paying top \$ for and getting no help at all. Xfinity is not working for the people if it over-rides our router...and Xfinity is not secure!

---

[Ticket: # 376075 - Throttling of data and vid speeds](#)

**Date:** 6/30/2015 8:23:05 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Sprint

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### **Description**

Sprint is heavily throttling downloads and video playback. They are also throttling all net traffic once I have reached a certain amount of used data. I'm unlimited and should have unlimited regardless.

---

**Ticket: # 376350 - Time Warner Cable (TWC)- Los Angeles, CA: interference of service**

**Date:** 6/30/2015 11:45:43 PM

**City/State/Zip:** Woodland Hills, California 91364

**Company Complaining About:** Time Warner

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## **Description**

While making funeral arrangement for my mother last week, my cable company, Time Warner Cable [(TWC) 'company'], disrupted internet service all day. I finally called the 'company' only to get fed through to a phone tree. My options were limited as to what my problem was until I was finally able to speak to an IT person.

The conversation with the TWC technician began telling me I need to upgrade to a faster internet speed and would need a new modem that the company can send me. I explained I needed my service up and running immediately as I was making funeral arrangements for my mother. I also said I don't need a faster internet connection. I demanded access to the internet immediately. I asked the tech to remove me from anymore of this unethical marketing ploy. The tech said he would connect me and sent some type of sound to my computer instructing me to restart my computer.

Today, while browsing the internet, I received a pop up message from TWC stating to upgrade my internet speed, click on continue. There was no way to get rid of the message. I tried closing the internet and restarted my computer. I returned to the browser and again received the same message. I called the company and said to stop interrupting my service. I reiterated that I didn't want to upgrade now. I asked once again to stop sending me this type unethical marketing.

Since TWC never emailed or sent information about upgrading to a higher speed, I find this kind of forced sign-up tactic (disrupting your internet service) unethical, appalling and should stop.

---

**Ticket: # 380953 - OPTIMUM-CABLEVISION ON GOING HARRASSMENT by caller ID & INTERNET INTERFERENCE**

**Date:** 7/2/2015 7:27:49 PM

**City/State/Zip:** Hasbrouck Heights, New Jersey 07604

**Company Complaining About:** Optimum-cablevision

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### **Description**

AFTER I FILED A FCC COMPLAINT ABOUT OPTIMUM-CABLEVISION BLOCKING MY INCOMINGS & OUTGOING FAX'ES ON WEEKDAY'S WHICH THEY WAS DOING THEY ARE NOW HARASSING ME BY MY CALLER ID & INTERNET INTERFERENCE THEY ARE

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[Ticket: # 376437 - Breach of Contract by Internet provider](#)

**Date:** 7/1/2015 2:37:19 AM

**City/State/Zip:** San Mateo, California 94401

**Company Complaining About:** Astound

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### **Description**

Our account was sold to another provider which we cannot reach for several days. During this time we have had no internet.

---

**Ticket: # 376600 - Metro cast inconsistent service and lack of customer service**

**Date:** 7/1/2015 9:58:41 AM

**City/State/Zip:** Rochester, New Hampshire 03867

**Company Complaining About:** Metrocast

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## **Description**

Internet will randomly go out or slow down for no reason ( no outer damage or force of nature). Their phone lines seem to always go down at the same time. It is the only Internet provider available in my town.

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[Ticket: # 376609 - Receiving spam from company I never heard of no way of unsubscribing directly](#)

**Date:** 7/1/2015 10:01:10 AM

**City/State/Zip:** Montrose, Colorado 81401

**Company Complaining About:** Corporateshoppingco

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## **Description**

A couple of months ago I started receiving spam from a company called Corporate Shopping from an email account with the address of values@values.corpshoppingco.com. At the bottom of the email it says click here to unsubscribe but it then opens a new email up with the same email they used to send there spam with. I have emailed this email multiple times now asking to unsubscribe and quit sending me things but they will not. They have made it so I cannot directly unsubscribe, no confirmation, even when I tried to they did not, and most importantly I NEVER directly signed up for the email. They are forcing themselves into me and sending me emails which directly uses up Data on my cell phone as well as home WiFi unwantingly from them.

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**Ticket: # 376689 - unwanted email and stolen email address**

**Date:** 7/1/2015 10:31:41 AM

**City/State/Zip:** Austin, Texas 78733

**Company Complaining About:** Time Warner

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## Description

SPAM Complaint 06/29/15

TurboTraffic.org using rich@richremedies as an email address to send spam.

This was an email that I set up and they stole it and are using it to send spam (see attached solicitation spam email)

(b) (6)

To

(b) (6)

Jun 26 at 9:22 PM

Hello Team... Start Earning for REAL! If you are not earning an extra \$2500 per week on your part-time or secondary job, then you need to see this. [turbotraffic.org/link/rpj](http://turbotraffic.org/link/rpj) He suggested that you act fast because there are only very limited slots. Go here: [turbotraffic.org/link/rpj](http://turbotraffic.org/link/rpj) Regards, Tristan for Worldpeace ,

From : (b) (6)

[turbotraffic.org/link/rpj](http://turbotraffic.org/link/rpj)

Reply, Reply All or Forward | More

---

**Ticket: # 376702 - paid for xfinity access pass turned off before 30 day expired**

**Date:** 7/1/2015 10:36:08 AM

**City/State/Zip:** Washington, District Of Columbia 20019

**Company Complaining About:** Comcast

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## **Description**

Called Xfinity hoping to get my internet access pass situation resolved instead received pass on to 5 or more customer service reps a guy name Scott would not allow me to talk to a supervisor 8mins or more asking to talk to a supervisor then he ask can he have my zip code after I said my access pass doesn't have a zip code finally when I gave it to Scott he transfered me to some else that doesn't handle my situation so the next person sent to after asking to direct me to the complaint office sent me to their legal advisor then I was transfered to a call that ring

---

[Ticket: # 376710 - library subjects using signal blockers](#)

**Date:** 7/1/2015 10:38:29 AM

**City/State/Zip:** Pleasantville, New Jersey 08232

**Company Complaining About:** Public Library

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**Description**

slow computers- no privacy

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[Ticket: # 376854 - ONT Upgrade](#)

**Date:** 7/1/2015 11:25:18 AM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Verizon

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## **Description**

I have found that my Verizon FiOS ONT is 2+years old and outdate. I have Called Verizon FiOS many many times to ask to for upgrade smaller box that will give me more room on the wall of my shed outside my house. All I get from Verizon is "NO we don't do that goodbye " The people next door to me have much smaller and upgrade box. I do not understand why i need an out of date ONT that takes a battery back up unit for Voice that i don't have with Verizon. I have sent photos of my old box and new smaller one as you can tell I'm in very tight space in the shed.

---

**Ticket: # 376932 - Unsolicited emails from Hopsing18 & <http://www.pof.com>**

**Date:** 7/1/2015 11:46:06 AM

**City/State/Zip:** Biscayne Park, Florida 33161

**Company Complaining About:** AT&T

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### **Description**

This company will not stop sending me their dating emails.

They offer an UNSUBSCRIBE option - BUT YOU HAVE TO REGISTER WITH THEIR COMPANY BEFORE YOU CAN UNSUBSCRIBE. I do not wish to register with this company just to not receive their garbage.

---

[Ticket: # 377165 - Intermittent and constant limited wifi access](#)

**Date:** 7/1/2015 12:48:14 PM

**City/State/Zip:** Oak Lawn, Illinois 60453

**Company Complaining About:** Comcast

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## **Description**

Since June I've had an issue with Comcast wifi. This has happened constantly for at least three weeks when my wifi signal goes to "limited" and knocks out my email and web access. I work from home and this interferes with my ability to do my job. I have contacted them at least 3 times in the last 2 weeks to resolve the issue and yet the problem persists. I believe I pay for wifi and I should get the wifi I paid for. None of these issues started to happen until my discounted rate ran out until then I had excellent service.

---

**Ticket: # 377372 - Internet Connectivity****Date:** 7/1/2015 1:39:14 PM**City/State/Zip:** Aurora, Colorado 80019**Company Complaining About:** Comcast

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**Description**

for almost a year with comcast internet at our new house and we have nothing but issues with the quality of service. We are constantly disconnected from the internet various times, multiple times a day. I can not work from home due to the lack of connectivity and lack of support comcast has provided use.

We have been told that it was our equipment and I purchased the latest and greatest modem (300.00) only to find out that the issue was still there. We have had several technicians come to the house to troubleshoot the issue only to blame the previous tech on not installing a connector right or using a piece of equipment that was authorized to be used.

Finally about 2 months ago a Supervisor from comcasts tech services came out to trouble shoot and found that there was an issue between our home and Comcast. This is not an issue with our wiring or equipment. I was told that they would monitor the connection and told me that they could not fix it because they did not know why this was happening.

??

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**Ticket: # 377852 - Highly upset customer**

**Date:** 7/1/2015 3:46:52 PM

**City/State/Zip:** Miami Gardens, Florida 33055

**Company Complaining About:** Comcast

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## **Description**

Good Evening,

My names is (b) (6) and I have business service with comcast. I've been with comcast for almost 2 years. I've never had so many problems with my service. In the past 6 months Ive called consistently almost every 2 weeks due to problems with my internet connections, over 7 techs have came out and my issues has not been resolved. My case was sent up to escalations and still as of today July 1 2015 I am still having problems. This is really affecting my work I'm on the verge of being fired due to internet problems. I feel that I should be compensated for all the hours I lost and due to this issue. I even asked if my bill can be discounted for 6months.I really need this issue resolved this is my last option.

---

**Ticket: # 377898 - unreliable wireless service**

**Date:** 7/1/2015 3:58:13 PM

**City/State/Zip:** Trenton, New Jersey 08628

**Company Complaining About:** Comcast

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## **Description**

wireless internet connection is almost useless. I moved into an apartment in the last couple of months and in anticipation of this move i try to have a better service. constantly crashing and sometimes after unplug and plug power it still not work. I tried contacting them thru phone.. then thru chat... and it's all useless. for the price i'm currently paying for service these type of issues shouldn't exist. And the fact that I can't speak or contact someone in a day of the week during their active hours is an insult to me as a costumer. Attached is a pdf file where i took pictures of my screen on my second try to chat with an analyst which never happened. Over an hour wait and still no response and still on hold over the phone. I'm not sure if I'll be heard or not but what else could i do.

---

**Ticket: # 377955 - Stopping service**

**Date:** 7/1/2015 4:15:43 PM

**City/State/Zip:** Sunrise, Florida 33351

**Company Complaining About:** Clear

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## **Description**

Clear is going to stop their WIMAX service in November without providing a convenient and affordable alternative (i.e. unlimited wireless internet for \$54).

I kept paying the bills without using the service for months just because I wanted to keep the service as it is the only plan with unlimited wireless internet.

I called their customer service to ask for a solution and provided them with two options: 1) switch me to an unlimited internet plan with Sprint (i.e. the company which acquired Clear). The unlimited 3G/4G plan was available when I started the service with Clear; 2) refund the money that I paid toward keeping the service without using it.

I paid hundred of dollars for the sake of keeping the service without using it and it is unfair to stop the service without providing a similar or even a better alternative.

---

[Ticket: # 378081 - advertising when I go to my email](#)

**Date:** 7/1/2015 4:51:57 PM

**City/State/Zip:** Winston-salem, North Carolina 27106

**Company Complaining About:** AT&T

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## **Description**

As of this morning, when I try to get my emails I get pop-up advertising for AT&T and others (CitiBank). The problem is that I don't see any way to exit or refuse the ads. I have not been able to access my email today. I am paying for this service and i believe I should be able to access it at any time.

---

**Ticket: # 379023 - Comcast - Data Usage**

**Date:** 7/2/2015 1:27:56 AM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

Another unfortunate Comcast experience.

I pay \$50/month for Internet Plus with Blast!

My contract specifies that I am to receive 300 GB of data per month with "Additional usage will incur overage charges."

Unfortunately, as I approached my 300 GB of data per month, Comcast began notifying me and simultaneously slowing down my Internet. See attachment. This started occurring when I reached 90% of my data usage limit. When I reached 100% of my data usage limit, Comcast suspended and/or throttled and/or shut off my Internet service. See attachment. This is despite and in violation of the contract I signed and the notifications I received. See attachment.

I called that number provided and spent hours of my time trying to reach someone who could resolve this. I told them, as per my contract, that I am fine with additional charges. However, it is not OK to suspend and/or throttle and/or shut off my Internet service.

They told me it was a technical issue.

A week later, a technician came out. He left without resolving the issue, stating that, "This is a customer service issue."

I explained that I had called customer service, and they had made the appointment for me.

He left regardless.

I am now confused as to why this is happening.

I spoke with the Atlanta supervisor and he said that I am the only customer he has heard of this happening to. I find that hard to believe, and a quick Google search suggests otherwise.

Comcast is doing this to many of its customers. This needs to stop, and the FCC needs to step in to protect consumers.

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[Ticket: # 379170 - suspected phishing](#)

**Date:** 7/2/2015 8:48:04 AM

**City/State/Zip:** Gloucester, Virginia 23061

**Company Complaining About:** Cox

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## **Description**

on july 2, 2015 at approx. 8 am, I received phone call on home phone (b) (6) marked 'unavailable'. The call knew my last name and that I was a cox customer. He had an accent (as from India) and said my computer was infected and sending bad data to the Microsoft servers. I asked what his name and phone no. were there at Microsoft. He said his company was ETech a subcontractor and I asked for his name and phone no. again. He said his name was Frank Gorden at 1.888.842.3791. I then lost control of my mouse pointer and a dialog Find and Replace box displayed. I called my Cox provider who told me to shut down and she would reset my modem; she told me to call the FCC if I wanted to file a complaint. She suspected it was a phishing issue.

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**Ticket: # 379173 - Bryant & Stratton College Online Education e-mails**

**Date:** 7/2/2015 8:53:16 AM

**City/State/Zip:** Melbourne, Florida 32904

**Company Complaining About:** Bryant And Stratton College Online Education

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## **Description**

We have tried to unsubscribe from these e-mails several times. It has been more than 10 business days from the first attempt, at least. Neither of the unsubscribe links ever work on these e-mails. We have written letters to both addresses, but so far, we are still receiving these e-mails. In addition, one of the written addresses given in these messages sends multitudes of spam e-mails on a variety of subjects, many of them objectionable to us. Again, no unsubscribe links ever work and (so far) it appears that most written requests to unsubscribe are ignored. Also, when one tries to reply to sender to ask for the e-mails to be stopped, none of the messages ever go through. What do we need to do to report this company? The master company that sends many e-mails out does not give their name. Their mailing address is: 5350 W. Bell Road, Ste. 122-131, Glendale, CA 85308, U.S.

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**Ticket: # 379193 - Prairie I-Net/Rise Broadband**

**Date:** 7/2/2015 9:22:40 AM

**City/State/Zip:** Manchester, Iowa 52057

**Company Complaining About:** Rise Broadband

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### **Description**

Two years of false promises of equipment/tower upgrades and fixes, multiple dropped phone calls within a 15 minute time period daily, no internet or phone service weekly. Please help me!!

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[Ticket: # 379235 - My privacy violated](#)

**Date:** 7/2/2015 9:43:25 AM

**City/State/Zip:** Carlyle, Illinois 62231

**Company Complaining About:** Charter

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## **Description**

Online payment was scheduled with CHARTER on 6/8/2015 for the due payment and was scheduled to be taken out 6/18/2015. the payment was not taken out. I have had this happen by and with charter before. I know someone is violating my privacy, my account and my life and or computer. I am quite upset over this for I KNOW THAT I SET MY PAYMENT UP. I make monthly payments plan and schedule them to fit into my budget and this is paying for charter tv to my home thru charter lines. Charter does not give confirmation numbers when setting up online check payments as other companies do. This should be enforced for they get to take it upon themselves to allow or not allow a payment. I complained to charter and of course they blame email. That is not the point. The point is they are a communications company and should be able to look at the account or the date one is in their website and research.

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[Ticket: # 379406 - AT&T throttling text](#)

**Date:** 7/2/2015 11:05:51 AM

**City/State/Zip:** Garland, Texas 75043

**Company Complaining About:** AT&T

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## **Description**

I have been a customer of AT&T wireless for years, since around 2006. I have always had an unlimited data plan. Recently I have noticed reduced speeds when using my wireless data to watch internet videos on my smartphone. Today, 7/2/2015, I received a text from AT&T stating that I had reached "75% of the 5GB network management threshold." The text goes on to say that if I exceed 5GB this month I may have my data speeds reduced. It recommends that I use Wi-Fi instead to avoid this.

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[Ticket: # 380206 - Settings not working on Apple ipad mini](#)

**Date:** 7/2/2015 3:01:13 PM

**City/State/Zip:** Norwalk, California 90651

**Company Complaining About:** AT&T

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## **Description**

I have updated my iPad to the latest version and before and after my setting are turned on to block pop ups yet I still receive pop ups when I am reading an article . I searched Charles Barkley is a good person and then I started to read an article why Kobe Bryant won't speak to him , I saw a pop up blocking the page . I went to settings and they are accurately set. I called Apple they don't know what is going on.

---

**Ticket: # 380406 - Can not get a response about down service**

**Date:** 7/2/2015 4:14:56 PM

**City/State/Zip:** Townsend, Georgia 31331

**Company Complaining About:** Comcast

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### **Description**

My cable line was cut by a company installing a new water main on my road. I have found where the cable was cut and have called Comcast starting on June 29th 2015. I have then been told multiple times that the call will be escalated and I will receive a call back shortly. However, I have received no call back as of July 2 2015. So far I have spoken with Ariel who did not give me an employee number and Sergio whose employee number is 1662985.

---

**Ticket: # 380669 - Inermittent Internet connection**

**Date:** 7/2/2015 5:39:05 PM

**City/State/Zip:** Tallahassee, Florida 32303

**Company Complaining About:** Comcast

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## **Description**

My internet has been going up and down for close to 3 weeks now. I've been calling pretty much every other day to get this issue resolved and it has not. The first time I called, the technician sent a refresh signal to my modem which resolved the issue for a little while. I repeated these steps about 2 other times. I replaced the modem and still had issues. Contacted Comcast to have a tech come out to the house to check things out. They sent out an install technician rather than an repair tech. He checked and said the signal is fine. Started having problems again and they sent out another technician a few days later. The tech came out and said the line into my house was fine but said something wasn't right outside (a box in a pole). He said he fixed it and left. The connection worked well for a few days then started going down all over again. I contacted comcast and was told that another technician would be out to check things out. This technician never called or showed up. I contacted Comcast again and now I have wait another few days for a technician to come out to the house to check everything out again. At this point i'm pretty confident that the problem is on their end, especially since my signal has been tested by comcast and no issues were detected and I paid \$100 to get a new modem just in case. I've been lied to about people monitoring my connection on multiple occasions. I've been lied to about scheduling a tech to come out to the house who never showed up I've been lied to about scheduling a tech to come out to the house which turned out to be 2 days from when they said he would be there. I just need my internet to work. I don't think that's too much to ask for from an internet service provider.

---

**Ticket: # 380849 - Constant issues being ignored and costing me money!**

**Date:** 7/2/2015 6:47:12 PM

**City/State/Zip:** Henderson, North Carolina 27537

**Company Complaining About:** Time Warner

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## **Description**

I have Time Warner cable as my ISP, they are the only choice as they have a monopoly in my area. I pay TWICE the residential rate for the same speeds for Business Class, this is fraud as nothing is different about this Business class. I get slow 2-3 day response times, the same type of phone and face to face customer service and I have had issues for 8 months and going that are causing upstream noise. They constantly go down and I work from home so I am losing money and my job. I call and they claim to be working on the problem, a few hours later I get a call saying it's fixed and nothing changes. It needs to be fixed asap and I need to be compensated for all of the time I have lost money, I have lost nearly \$36,526 in 8 months because of Time Warner Cable!

---

[Ticket: # 380923 - Interference in the 2.4 GHz WIFI band](#)

**Date:** 7/2/2015 7:15:53 PM

**City/State/Zip:** Kennesaw, Georgia 30152

**Company Complaining About:** Not Relevant.

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## **Description**

The intermittent interfering signal is up to 20 DB stronger than my WIFI signal in our bedroom. Our signal is more than adequate absent interference. The signal is not consistently in any one channel. A few days ago it was in channel 6 today in channel 3. it is narrow band like a legitimate WIFI signal . It carries no identification as is the case with my neighbors WIFI. It pops up and the disappears like a pulse but the pulses are not of consistent length.

---

**Ticket: # 381208 - Issues with service interruption, multiple year unresolved problem**

**Date:** 7/2/2015 10:34:36 PM

**City/State/Zip:** Greenwood, Delaware 19950

**Company Complaining About:** Comcast

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## **Description**

On a good day we have several service interruptions, ranging from a few seconds to a few minutes. On a bad day, often times every single day in the summer, these disconnections can add up to an hour or more of not having service.

We've had dozens of Comcast technicians come to our house over our many years of service. For the first few years we had wholly unusable service that was down far more often than it was up. We've been told that it's a problem that cannot be fixed, that we simply don't have a problem, that they aren't willing to send out more technicians because the others didn't find any problems.

The last time I called their customer support line the lady wouldn't send a technician or forward my call to a manager. This was several months ago.

We run two businesses from this household and need a reliable connection which we currently are not being provided. \$200 per month is not a good deal when I have to jump through hoops to use the service.

---

[Ticket: # 381462 - Internet has been up and down for the past week](#)

**Date:** 7/3/2015 10:50:26 AM

**City/State/Zip:** Mathis, Texas 78368

**Company Complaining About:** AT&T

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## **Description**

Our Internet service has been going up and down for the past week. This has been an ongoing issue that seems to happen every time the weather is bad.

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[Ticket: # 381661 - scam](#)

**Date:** 7/3/2015 12:30:30 PM

**City/State/Zip:** Meriden, Connecticut 06450

**Company Complaining About:** 1st Choice Tech Support

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## **Description**

popup appeared on my computer requesting immediate tech support

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**Ticket: # 381805 - Lack of service for amount billed****Date:** 7/3/2015 1:23:43 PM**City/State/Zip:** Burt, New York 14028**Company Complaining About:** Verizon

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**Description**

Verizon for the last 9 years has continued to bill me as well as other residents of (b) (6) for substandard Internet and phone line service. I am tired of receiving 1.43 Mbps download and 0.39 Mbps upload times when they constantly advertise and bill as 3Mbps service. My wife works out of our house and requires reliable internet service. This is far from the case. I was told today that 1.43 out of 3 Mbps is "very good". I fail to see how less than 50% of advertised speed is "very good". This would be considered a failing mark in most areas. The phone lines are usually filled with static and since the Internet is provided on the same line, can it be a surprise that the speed is as low that it is? Furthermore, I have been told more than once that the lines servicing this road are more than 70 years old by the technicians that Verizon sends out to fix these issues. They have informed me that these lines are too old to solve the problem and they can only do the best they can. My complaint is that I am paying the same rate as other people in other areas of New York State that do not have these issues. Why is Verizon allowed to charge the residents of Fuller road the same rate for substandard service? Should we not be billed a substandard price for the the substandard service? Should not our bills be half of the standard rate since we receive half the speed? In dealing with Verizon to solve these ongoing issues, I have been redirected numerous times to other people that "can help you" only to be kept on hold for a half hour AND then disconnected before getting to talk to that person. Verizon has a monopoly on this street and they know it and I maintain take advantage of it. I am respectfully asking that someone do something to help our neighborhood. If you would like a formal complaint in writing with additional neighbors added to the list, please let me know and I will collect the signatures required. Thank you for your assistance.

It should also be noted that I had to file this complaint via my mobile phone since the Internet is so unreliable today and I was disconnected twice by Verizon today.

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[Ticket: # 382215 - WincurePro.com](#)

**Date:** 7/3/2015 4:51:48 PM

**City/State/Zip:** Toluca Lake, California 91602

**Company Complaining About:** Time Warner

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## **Description**

My issue is not with Time Warner. I received 18 harassing phone calls yesterday and 16 the day before from WincurePro. They claim they are affiliated with Microsoft - they're not. Their caller ID is anywhere from all zeros, to Caller Unknown with no number, and a readout that looks like 891-818-769-4883-100-1696. That 818 portion is my home phone number. This has been ongoing because I won't give them access to my computer so they can 'debug' it. Now I know they are scammers and I've read other complaints on the internet. They threaten you, harass you and intimidate. The calls come from all over the country, cell phones included. Time Warner was helpful in trying to block their calls. Enough is enough. I'm on the National Do Not Call list. Thanks.

---

**Ticket: # 382271 - Internet destructive virus and brazingly putting a number all over comuter for fixing it for \$ 149.50!**

**Date:** 7/3/2015 5:15:32 PM

**City/State/Zip:** Newport Beach, California 92660

**Company Complaining About:** Time Warner

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## **Description**

On June 29 a virus took over my computer, destroying all contents, can't even go to factory sttings! The telephone number circling on the sreen (1-844- 546-2998) asking to call it. When I called someone by the name of Andy with Indian accent asked for \$149.5. for level four tech to fix it. When I refused to give card number, he gave another number (1-888-415-5971). When I called they couldn't fix it and again asked for card number to charge, which I refused. They called themselves Microsoft and safesoft. Both had Indian accent.

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[Ticket: # 382440 - TWC unknown web address handling ignoring Preferences](#)

**Date:** 7/3/2015 7:12:16 PM

**City/State/Zip:** Waukesha, Wisconsin 53189

**Company Complaining About:** Time Warner

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## **Description**

Time Warner Cable's internet has an automatic redirection to a dnssearch.com page when it cannot identify a domain, as an alternative to showing the 404 (Page not found) error. They have a Preferences option on this page to turn this feature on and off. This feature settings is being ignored and there appears no way to get rid of their dnssearch.com page as a result. I have tested this on multiple computers using the latest version of Internet Explorer.

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**Ticket: # 382631 - Poor Internet Service**

**Date:** 7/3/2015 11:28:28 PM

**City/State/Zip:** Tipton, Indiana 46072

**Company Complaining About:** Tds

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**Description**

We pay roughly 40\$ a month for internet from TDS Telecom.

I connect through the internet by WiFi.

My speeds use to be 5M Download. .48 Upload. Ping/Latency 22-40

Now they are 3M Download, .48 Upload, Ping/Latency 500-3500.

It's stupid. I can't play my games anymore, browse the internet like I use to, and it constantly disconnects me.

---

**Ticket: # 382682 - Verizon Hijacking Traffic from Unused Digital Property**

**Date:** 7/4/2015 2:34:45 AM

**City/State/Zip:** York, Pennsylvania 17404-(b) [REDACTED]

**Company Complaining About:** Verizon

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## **Description**

I have discovered that Verizon is hijacking unused sub domains and using them for link farms and even using algorithms to send Verizon customers to specific advertisers. For example, when I click on the unused "sales.scamful.com" (this is my domain), I am redirected to <http://www.zales.com/home/index.jsp>. I own several domain names, which means that an infinite number of sub-domains can be hijacked by my internet provider for their monetary gain and my loss. Moreover, if the wrong ads appear on my sub-domains, I could possibly lose them in a trademark infringement suit.

After talking with other professionals, I understand that other internet providers also hijack traffic from their customers. If this is true, then this goes beyond me and my concerns, but suggests a systemic theft of customer and non-customer digital property by internet providers.

For my internet issue, I selected "interference" because Verizon is interfering with my traffic and property -- and taking me to unwanted websites and link farms.

More details are available on my complaint site:

<http://www.scamful.com/2015/06/name-and-shame-verizon-is-traffic-thief.html>

Thank you

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**Ticket: # 382823 - AT&T Bully Billing**

**Date:** 7/4/2015 11:07:15 AM

**City/State/Zip:** Reynoldsburg, Ohio 43068

**Company Complaining About:** AT&T

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## **Description**

Our internet access was impressive the first few months after signing a 2 year contract however, things have changed drastically since I disconnected there Uverse Internet from our home.

At home or away the Internet access that we receive is pitiful to say the least. Our customer experience is to the point of us feeling abused. We are paying an extremely overpriced bill "because" the service that we are promised is non existent.

We have troubleshooted. And troubleshot over and OVER again!!!

And NEVER have we be offered a reimbursement for our inability to access the service we are paying for.

---

**Ticket: # 383618 - Internet service**

**Date:** 7/5/2015 4:46:56 PM

**City/State/Zip:** Phoenix, Arizona 85035

**Company Complaining About:** Centurylink

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## **Description**

In the last 6 months our internet service has been down no less than 5 times. Century link sends someone out to fix the issue. The issue is that the wires running through the alley are exposed so every time someone cleans the alley, garbage is picked up, etc our internet goes out. Century link has been made aware of the issue and has made no attempts to correct it for a permanent solution.

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**Ticket: # 383673 - Facebook**

**Date:** 7/5/2015 6:31:16 PM

**City/State/Zip:** Henderson, Nevada 89014- (b) [REDACTED]

**Company Complaining About:** Facebook

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## **Description**

"You're no longer restricted from joining and posting to groups." But yet I can't... nor can I "Like" or "Comment" on any posts on my own wall or others' walls... is there some government agency I can complain to or is Facebook a law unto itself? Its so-called "customer service" is in India and there's no way to telephone or contact them by email... this time I've been restricted for 30 days with no explanation why... twice before, I've been restricted for 14 days each with no explanation... if they don't tell me what I'm doing wrong, how can I stop doing it?

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[Ticket: # 383675 - cable tv](#)

**Date:** 7/5/2015 6:33:16 PM

**City/State/Zip:** Avondale, Pennsylvania 19311

**Company Complaining About:** Comcast

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## **Description**

Every time we pass by the "HSN" shopping channel the station LOCKS, we cannot change to another channel unless we turn off the tv or wait about a minute. I have contacted Comcast but they deny it happens. I am paying a very large monthly fee and should not be FORCED to watch a shopping show.

---

**Ticket: # 383850 - internet virus**

**Date:** 7/5/2015 11:29:27 PM

**City/State/Zip:** Rio Linda, California 95673

**Company Complaining About:** Comcast

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## **Description**

I had a screen come up on my computer telling me that a web site was attempting to put a virus on my computer. A woman also comes through the computer telling me to call this number. The notification gave me a choice of staying on the page or leaving the page with the notification. I tried several times to leave the page but it kept coming up. Then I tried to call the number and the man who answered the phone asked if I had microsoft or a Mac. At that point, I hung up. I asked my son to look at my computer and within a 5 minute time range my son clicked on the leave page button and it worked. The number I called was 1-866-481-3785. I do know think this was legal operation.

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**Ticket: # 384794 - unsolicited sexual emails**

**Date:** 7/6/2015 2:29:32 PM

**City/State/Zip:** Owings Mills, Maryland 21117

**Company Complaining About:** Verizon Wireless

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### **Description**

I receive approximately 100 emails per day to buy Viagra Cialis etc even my junk mail filter is set to the highest degree of security and they still come through some into my in box

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[Ticket: # 384851 - Constant service interruption](#)

**Date:** 7/6/2015 2:51:55 PM

**City/State/Zip:** Quincy, Massachusetts 02169

**Company Complaining About:** Comcast

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## **Description**

My apartment sees a significant drop in internet service quality and speed during the day. Most often we find that our cellphone 4g service is faster and more reliable. After resetting and power cycling the results are the same, we are able to connect to the network (the router is working) but not the internet. However, the public Xfinity WiFi network from the same router is often able to connect. I pay for private internet access from the only available service in my area and they do not provide what they promise.

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**Ticket: # 384953 - email**

**Date:** 7/6/2015 3:13:32 PM

**City/State/Zip:** Kula, Hawaii 96790

**Company Complaining About:** Microsoft

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## **Description**

For years, my email was (b) (6)

Suddenly, a couple weeks ago, without any warning whatsoever,

Microsoft shut down my email, blocked my access to hotmail

and, worst, took away all my email record files, so I have lost all my business records and all my email addresses.

And I get no replies, no response to my pleas.

I have been given a new Microsoft email: (b) (6),

but I am afraid to use it.

---

**Ticket: # 385398 - unlawful computer hacking/interference at home and school.**

**Date:** 7/6/2015 4:57:09 PM

**City/State/Zip:** Bronx, New York 10456-(b) [REDACTED]

**Company Complaining About:** Verizon

---

## **Description**

ever since I brought my computer 9/14 I've had problems with hackers interfering with my learning preventing from accessing websites. disconnecting my internet access, freezing the pointer, closing websites while in use, slowing the computer speed at school and at home some of my classmates assisted w the harassment using an undetectable device in the classroom. And the suspected culprit who has these individuals assisting her feels above the law caused I've been informed by people who know her that she's mentally ill w family and others connection w the police and ISPs/telecommunication providers. I tried to send correspondence to IC3 only to have it sent back as non-deliverable. due to suspected culprits connection w the police dept. I'm very reluctant to go to the local authorities.

---

**Ticket: # 385952 - Tornado Warnings, Streaming Video & Advertisements**

**Date:** 7/6/2015 8:02:04 PM

**City/State/Zip:** Kansas City, Missouri 64111

**Company Complaining About:** Kmbc-9, Wdaf-4, Accuweather.com

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**Description**

Local news outlets stream live video including imminent weather notifications. Every news outlet approached online during 7/6/15 Tornado Warning in Kansas City, MO required views of advertisements before seeing streaming live video broadcasts (KMBC-9, WDAF-4, Accuweather.com). During extreme weather including Tornado Warnings, local news outlets should be required to suspend advertisements via streaming news when it may interfere with receiving important, critical information that may subject the public to unnecessary waiting periods before taking cover.

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[Ticket: # 386126 - Internet Disruptions from unknown IP addresses impeding me from completing my work](#)

**Date:** 7/6/2015 10:16:35 PM

**City/State/Zip:** Norwalk, California 90650

**Company Complaining About:** Verizon Wireless

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## **Description**

In the past couple years I have encountered numerous attacks to my home internet system. Due to the malicious attacks I have been held back from completing my masters dissertation and have lost numerous files containing personal financial and other sensitive information. As a result I am developing a phobia for conducting internet related activities that my career demands of me. I have also become anxious and paranoid just thinking all my work is once again going to be just time wasted. I hope you take my complaint seriously as I have numerous amounts of proof that might be critical in resolving this case.

---

[Ticket: # 386358 - 2Million Bikers to DC Facebook page](#)

**Date:** 7/7/2015 8:26:08 AM

**City/State/Zip:** Morgantown, West Virginia 26501-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

Facebook has deleted this page citing reasons that they allow on other pages. It is an assault on the First Amendment and freedom of speech.

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[Ticket: # 386202 - internet malware](#)

**Date:** 7/6/2015 11:06:43 PM

**City/State/Zip:** Albuquerque, New Mexico 87123

**Company Complaining About:** Centurylink

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## **Description**

While visiting a furniture site, my web browser (Safari) got "hacked" and now keeps opening window after window and implores me to call this phone number: (844)515-2583. I now have to take my computer to be fixed.

---

[Ticket: # 386334 - FB Forced me to Download a Tracking Program](#)

**Date:** 7/7/2015 7:34:30 AM

**City/State/Zip:** Charlotte, North Carolina 28227

**Company Complaining About:** Time Warner

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### **Description**

I was logged IN already to FB when they forced my account to be shut down & wouldn't let me continue unless I downloaded THEIR so called "malware" ! I don't NEED their malware because I already have 3 programs that protect my computer! NOW I am unable to delete this program from my computer! That is against the law for them to force ME to download their software!

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**Ticket: # 386596 - Not honoring unsubscribe from email**

**Date:** 7/7/2015 11:01:55 AM

**City/State/Zip:** Richmond, Virginia 23220

**Company Complaining About:** Comcast

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### **Description**

I have attempted multiple times to unsubscribe from emails from the company "S'well" (www.swellbottle.com). I have used the link at the bottom of their emails as well as written them with no resolution.

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**Ticket: # 388138 - Internet disconnected without my authorization**

**Date:** 7/7/2015 6:09:29 PM

**City/State/Zip:** Piqua, Ohio 45356

**Company Complaining About:** Time Warner

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## **Description**

My wife and I were out of town June 20th -27th. Our son phoned us on June 26th and said the internet was down. I had him call TWC and he was told I was delinquent in my June bill. I pay my bills on line and have in the past entered the amount and not hit send before going on to next bill. When we returned, I called TWC on June 28th to find out if not paying my bill was the reason for the disconnect. I was told it absolutely had nothing to do with the bill and there had been a work order initiated to have it disconnected. I asked who would have authorized the work order and was asked if I perhaps did? I assured the lady I did not and would not have it disconnected. I asked if I could have connection restored and paid the entirety of my bill. I had service restored but did not have an answer as to why it would have been disconnected in the first place. I talked with the young ladies supervisor and she confirmed a work order had been issued for disconnection. Was promised she would gather information and contact me in forty-eight hours. June 29th, I re-contacted TWC and talked with another agent and was told my service had not been disconnected. She then changed her mind and said it had and told me again, it would not have been due to my bill. She said there had been a work order submitted and turned me over to her supervisor. This individual promised me she would get to the bottom of it and call me back in twenty-four hours. On July 1st, I contacted yet another agent, Marcus #E2099072 and explained I had have not received a call back from either individual whom promised me they would. I explained to Marcus the situation and he gave me yet another answer. He said since my bill was overdue they will turn off the internet to get customers attention to pay their bill. This sounded plausible and was the first reasonable answer I had received. He told me no work order had been initiated for disconnection and it was my bill situation. I explained I had been lied to by others and would like an explanation for this. I asked that I someone call me before July 7th, 2015 or I would be calling back. On July 7th, I contacted them yet one more time and talked to Carrie, #E221135. She explained that a work order had been initiated and my service had actually been disconnected. Once again I asked if it had to do with my bill and she adamantly denied it had anything to do with the bill. She stated if the bill would have been an issue, I would have received a notice on my computer screen telling me I needed to pay the bill. In tracing the work order, it was authorized by someone in her office. She said it had been an accident and she was apologetic for it happening. I live in the country and this outfit is the only one available to me. They know they have me over a barrel with no recourse for their actions. Asked for copy of work order as well as telephone conversations where agents entered information in the computer. Told I could not get anything unless I hired an attorney and had them subpoenaed.

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[Ticket: # 388342 - comcast schlock performance, privacy violations... net neutrality skullduggery...](#)

**Date:** 7/7/2015 7:41:19 PM

**City/State/Zip:** Alexandria, Virginia 22314

**Company Complaining About:** Comcast

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## **Description**

These people should lose their license to operate. Essentially, they steal your bandwidth for their own purposes, play games with the QOS to drive changes in your service profile and selectively serve content (ie from Netflix) to meet their own ends. If this behavior is consistent with public service, we should be ashamed. Their business practices are in violation of the basic service they are selling.

Their operations are egregiously bad to the point of bordering on fraud. I lasted two weeks as a customer and am struggling to just by bandwidth and privacy at a decent price. In my area of DC, 22314, it does not exist.

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**Ticket: # 388513 - Internet usage****Date:** 7/7/2015 8:59:53 PM**City/State/Zip:** Boone, Iowa 50036**Company Complaining About:** Mediacom

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**Description**

I subscribe to Mediacom in Boone, Ia. I guess back in 2013 they decided to place caps on my usage!?!?! I am not paying for a cell phone which provides data usage along side as an option. I'm paying for internet connection. They regulate my speeds, which I guess is fine. They a money hungry leeches. But to cap my internet connection? So, I can have access to the internet for a price until I reach a cap, then they charge me more? Well, if they charge me for a 50GB chunk, should I GET the WHOLE 50 GB chunk? I mean, if I happen to go 1 GB over or ever 1 MB over they charge me for 50GB, but I don't get the 50GB, it all gets reset back to 0. If I paid for it I deserve it!!! They should rollover internet usage!!! Also I have moved to Boone, Ia last July and was paying \$25 a month for 15 Mb speeds, I transferred my account and the failed to disconnect my old service for 2 months. Also it seems I was getting the \$25 rate as a package because my apartment provided cable free. However they failed to tell me that and failed to inform me that my charges would increase to \$45 a month!!! Once I found all of this out after I got my first bill into my 2 month I asked them to drop my rate to 3MB and 150GB usage because I had asked them what my usage was the past 2 months and was informed they were approx 65 and 70 GB for each month respectively. Once I dropped my rate my usage skyrocketed!!! I had recent wiped my computer clean and reinstalled everything back onto it so I had no viruses or malware or anything like that active. I have effective programs preventing all of that anyway. So, I started disconnecting my internet each day while I was at work and my usages dropped again. I had called and complained about the sudden jump in my usages and that my internet habits have not changed any and even accused them of causing the increased usage from their end. The customer service rep paused after I accused them of being the reason for my increase usage and failed to deny that they were doing it. She just moved onto another topic. I suspect they have programs constantly pinging my computer or internet connection to keep a constant flow of data to increase usages and be able to charge extra. I'm not unfamiliar with internet communications having been involved with it all in the military. Constantly sending something to a computer would cause it to respond in a manner that would not only increase download but upload data which is all counted together in there so called cap that you use. I mean that's like buying a car and then told that over every 500 miles a month you drive your car you are required to pay the dealer extra money!!! Or a better example would be the state or city to charge you for driving on their roads over a certain amount of miles and then they will charge you more for driving on their roads. The internet still isn't OPEN, they also place restrictions on the amount you can use or pay more money. It's because they'd saturated their market and needed to find a way to make more money by dissecting the internet and the data usages to their advantages, NOT the consumers.

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[Ticket: # 388688 - Connection keeps dropping even after 4 technicians came](#)

**Date:** 7/7/2015 11:04:40 PM

**City/State/Zip:** San Mateo, California 94403

**Company Complaining About:** Comcast

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## **Description**

I've been having intermittent connection issues since the beginning of June. I've been disconnected during peak hours consistently, at least a couple of times a day. When I verified the cable modem logs, which I've attached, it seems that there's no ranging response on the other end. When I sent it to Comcast, they've only sent techs to replace the wires, but there has been no resolution. I've switched out equipment and it still shows the same error, and Comcast technical support is not helpful. I hope that this reaches someone and help resolve this issue.

---

**Ticket: # 388811 - ISP provider is blocking my internet service and stopping me from accessing sites**

**Date:** 7/8/2015 2:48:35 AM

**City/State/Zip:** Kingston, New York 12401

**Company Complaining About:** Time Warner

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### **Description**

continued disruption of service and blocking my access to websites me and my sons choose to visit...a very nasty and continued assault on my rights to access the internet...

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**Ticket: # 388887 - Misinformation; Poor service response**

**Date:** 7/8/2015 8:44:15 AM

**City/State/Zip:** Plainfield, New Hampshire 03781

**Company Complaining About:** Comcast

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**Description**

At 7:45 pm on July 7 I opened an Xfinity app on my iPad and clicked on a PBS episode of Last Tango in Halifax. This normally changes to the channel where the program is playing; in this case channel 711, an HD channel of NH Public TV.

At 8:00 the program started, but it was constantly interrupted, both in video and audio. After half an hour of the poor quality, I attempted to get the same program on channel 11, the standard quality channel of NHPTV. This did not come in at all; I got a 'no service' message. Further attempts to use other channels, public and commercial, produced the same 'no signal' message.

Feeling very frustrated, I phoned Comcast, my internet and TV provider. After the usual string of menu choices, I was talking to someone who led me through a series of plugging the HDMI cord into various inputs on the TV set, and on/off routines for the Xfinity cable box—all to no avail.

At this point it seemed to me that the problem was in the cable box, since the Comcast person denied that there was any problem with the signal: he said that he could 'see' the programming.

At his suggestion, I requested a service call. The first available time for a service call was between 8 am & noon on Sunday, July 12. I think this is unacceptable service.

On arising this morning, I turned on the TV. Both Vermont & New Hampshire Public TV come in fine, as does ABC. It now seems to me that the problem is not with the cable box, but the transmission of the signal to us, a suggestion I made several times and that was rejected by the Comcast person.

So now I must phone again to Comcast, wade thru their menus and try to cancel an obviously unnecessary service call, one which I would otherwise been charged for because it has become unnecessary.

---

**Ticket: # 388967 - Facebook FORCING Trend Micro download just to access our accounts!!!!!! This HAS to be illegal!**

**Date:** 7/8/2015 9:43:20 AM

**City/State/Zip:** Somewhereq, Alabama 20850

**Company Complaining About:** Comcast

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## **Description**

Facebook FORCING Trend Micro download just to access our accounts!!!!!! This HAS to be illegal!

My facebook account is being held hostage by FB until I download Trend Micro!!! They say they "recommend" downloading but are actually FORCING us to do so to keep our accounts. I now can not log onto my account on a PC, just on my phone!!!

See this thread here to get the background :

<https://www.facebook.com/notes/facebook-security/malware-checkpoint-for-facebook/10150902333195766>

<https://www.facebook.com/notes/facebook-security/making-malware-cleanup-easier/10152050305685766>

Attached is the first image and when you click "get started" the second one pops up. NO OPT OUT!

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[Ticket: # 389074 - MyBlueLight ISP has too many adds...can't operate](#)

**Date:** 7/8/2015 10:37:21 AM

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

**Company Complaining About:** Netzero

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### **Description**

MyBlueLight (run by NetZero, Inc.) has too many advertisements. I pay \$12 a month and shouldn't have this many. I'm unable to access my email for long periods of time without refreshing. I've complained and the response was that all of their Premium accounts have these ads and their needed to fund the ISP. I have other accounts-- free accounts--and they don't give me this problem. Please see attached.

---

**Ticket: # 389137 - DSL Service****Date:** 7/8/2015 10:53:54 AM**City/State/Zip:** Nanjemoy, Maryland 20662**Company Complaining About:** Verizon

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**Description**

I currently subscribe to DSL service with Verizon. The service has been inconsistent recently with routine repeated disruption in service on a daily sometime hourly basis at often very slow speeds. I have contact Verizon and they did survey the problem and informed me there was a problem with the line, however, they had no immediate plans to resolve the trouble. I live in a rural portion of southern Maryland that is not served by any other form of broadband. This DSL line is my only option save satellite. Verizon has made it known they are phasing out the DSL service by not offering it to new customers in the area (i.e. if they have cancelled service and want it back OR to new property owners). They are not maintaining what they already have in place. I am paying for a service that isn't reliable.

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**Ticket: # 389267 - Scam on my computer**

**Date:** 7/8/2015 11:27:15 AM

**City/State/Zip:** Baltimore, Maryland 21204

**Company Complaining About:** Verizon

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## **Description**

On July 2, while using my computer on my usual sites the computer locked up with a red virus alert superimposed by a message saying to call 925-255-2103 to resolve the problem I foolishly called the number and got Ubertech. I asked who they are and was told they handle virus problems. Since I have a MacBook I asked if they were Apple and was told they do the diagnosing and repair for Apple, which was a lie. I was told they would charge \$199 for diagnosis and again I foolishly gave them a credit card number and info. I was transferred to a tech who had a strong Indian accent, so much so that I could hardly understand him. I could hear a multitude of other reps in the room. It took a very long time for them to connect to my computer, then they just roamed around not making any changes, but told me I had no security on the computer. I was told they would charge \$299 for basic security or \$599 for complete security. I blew a fuse and was transferred back to the person who originally answered the call (Maya). She said they would give me the basic security for free and I went back to a tech. They then proceeded to download the latest version of Safari, 10.10.4 Yosemite without my permission. I DID NOT WANT THE UPGRADE. I finally told them it was too late to continue and the tech said they would call back at 9am the next day. I received no call, so called Apple and a technician there looked closely at my computer and said all was well, even the security was in place. She saw the apps that Ubertech had used and removed them. I have had no further problems with the computer itself, only with the Yosemite browser which I find mystifying. I will probably have to pay someone to train me on it. Ubertech has been calling me both on my land line and on my cell since the afternoon of the 3rd. I often receive up to 10 or more calls per day. I plan to dispute the credit card charge.

---

[Ticket: # 390090 - other ISP is holding an village water tower hostage](#)

**Date:** 7/8/2015 3:00:19 PM

**City/State/Zip:** Coldwater, Ohio 45828

**Company Complaining About:** Northwest Ohio Broadband

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## **Description**

Hello,

My name is Tim Reichhart and I own Northwest Ohio Broadband, LLC out of Coldwater, Ohio and there is an village in ohio called Ohio City, Ohio and there is competitor called Onlyinternet.net and there parent company called Great American Broadband located in Bluffton, Indiana is holding Village Of Ohio City water tower hostage and will not allow me to colocation my equipment on the water tower to provide internet access around Ohio City area. They do have an contract between Village of Ohio City and Onlyinternet but onlyinternet is not allowing Village Of Ohio City to cancel the contract. I am asking the FCC to help out get this fix.

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[Ticket: # 390696 - possible scammer](#)

**Date:** 7/8/2015 5:27:11 PM

**City/State/Zip:** Gillette, Wyoming 82716

**Company Complaining About:** Unknown

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### **Description**

a pop up occurred on my computer saying it was from charter communications and that before i continued on google.com to call them at this number-844-295-7704. I called charter and they said report it to you as a fraud.

Thank You

---

**Ticket: # 390796 - neighbors jamming cell phone**

**Date:** 7/8/2015 5:57:29 PM

**City/State/Zip:** Alhambra, California 91803

**Company Complaining About:** Sprint

---

## **Description**

I've been getting poor internet connections for awhile now. it only happens at specific times. my connection goes completely dead and when i move away from my neighbors the internet works fine. i know for a fact that it's a jamming device because my neighbors really don't like me, so they do just about anything and everything they can to annoy me, there's nothing i can do so I'm contacting you again. they have been going way to far lately and it's getting out of hand, to the point where my signal goes completely dead. the cell tower I'm on is only about 100 feet away and I've called to check on it but they say nothing is wrong. I've gotten to the point where I'm going to end up doing something drastic. please help them by helping me...

---

[Ticket: # 403235 - internet scam](#)

**Date:** 7/14/2015 11:13:30 PM

**City/State/Zip:** Somerville, Ohio 45064

**Company Complaining About:** Unknown, Please Pursue Via The 888 Number.

---

## **Description**

Seizes control of browser, shows an official-looking web page designed to look like Microsoft or at least Microsoft-certified.

Instructs people to call 888-631-1252 for help.

Internet search on number identified this as a scam.

---

**Ticket: # 391309 - Inethical Internet Access**

**Date:** 7/8/2015 8:58:38 PM

**City/State/Zip:** Suffolk, Virginia 23434

**Company Complaining About:** Hughes Net

---

**Description**

I have internet service with Hughesnet, and it is a RIPOFF! They charge me an arm and a leg for service and then they restrict my service before the end of my billing cycle. The internet speeds are significantly slow, which results in a lack of internet accessibility.

My key issues are:

Accessibility

Cost

Interference

Speed

Why is this company allowed to offer such horrible services in the U.S.?

---

**Ticket: # 391380 - unwanted email from** (b) (6)

**Date:** 7/8/2015 9:40:35 PM

**City/State/Zip:** San Francisco, California 94132

**Company Complaining About:** Comcast

---

## **Description**

I received this by an unknown person

(b) (6)

Do you need an urgent loan to pay up your bill? if yes email me for more information.

---

[Ticket: # 391763 - Blocking pop ups on computer screen](#)

**Date:** 7/9/2015 9:37:17 AM

**City/State/Zip:** Ft. Belvoir, Virginia 22060

**Company Complaining About:** Cox

---

## **Description**

I get some warnings about security that I don't need but can't get rid of unless I shut down computer

---

[Ticket: # 391890 - internet intermitting issues](#)

**Date:** 7/9/2015 10:43:15 AM

**City/State/Zip:** Conyers, Georgia 30094

**Company Complaining About:** Comcast

---

## **Description**

my internet service has been intermitting for 2 weeks that includes my phone service as well. from July 6-9 I have been without a phone and internet and they tell me it will be July 12 before they can send someone to check I have left messages for the supervisor I 6 requests for service and they acknowledge that there is a problem but refuse to send someone who can take care of it

---

**Ticket: # 393571 - Phones**

**Date:** 7/9/2015 5:21:21 PM

**City/State/Zip:** Savannah, Georgia 31404

**Company Complaining About:** T Mobile

---

## **Description**

There is a problem now in this country that I have complained about and seems the FCC is not doing anything about it. PHONE HARASSMENT. If i did not give a person my number they have no business with it. Today it was 1-402-235-1368. I call back and a voice message repeats, not telling me who they are. I BLAME THE FCC for this. Time to make it LAW that no one can call anyone in this country where they can not be called back and reach a person or the company name. Business and people have gone beyond constitutional rights violations with unsolicited phone calls and it is time something is done about it . But I guess the FCC is to busy harassing people with their inappropriate EAS warning and test on the TV instead of ending the phone call problem in this nation. I will be complaining to my Congressman about the FCC lack of service. what the hell, below it is asking me questions about the internet, this is not a internet complaint but a complaint on PHONE .

---

**Ticket: # 393713 - airplane interference internet speed needs 2 b higher**

**Date:** 7/9/2015 6:02:09 PM

**City/State/Zip:** Garfield, New Jersey 07026

**Company Complaining About:** Verizon

---

### **Description**

Internet speed is 25. Commercial says for \$79.99 per month you should receive 50. I pay lots more than that & was refused the \$79.99 per month b/c they say it only goes to new customers but the tv ad doesn't say that. Fios is selling this right now on TV. Was unable to save their tv ad in new jersey for your file. Got a phone call from Verizon telling me they upped me from 15 to 25 so what's my problem. Multiple aircraft go over head & tv & internet go out during multiple flights per day/night. I need a decent internet speed without paying extra. & I'm disappointed I wasn't allowed the \$79.99 per month because I wasn't a new customer. No where in the advertisement does it say you need to be new. False advertising.

---

[Ticket: # 429541 - Wifi jamming](#)

**Date:** 7/27/2015 7:19:30 PM

**City/State/Zip:** Boynton Beach, Florida 33426

**Company Complaining About:** Not Sure

---

## **Description**

The Breakers Hotel at Palm Beach is using a wifi jammer to kill all the wireless routers that aren't issued from the actual breakers hotel.

---

[Ticket: # 394045 - low flying planes](#)

**Date:** 7/9/2015 7:56:47 PM

**City/State/Zip:** Jeddo, Michigan 48032

**Company Complaining About:** Other

---

**Description**

@745pm this evening 2 low flying planes over farm cows having baby's.

---

**Ticket: # 394267 - Comcast**

**Date:** 7/9/2015 9:45:20 PM

**City/State/Zip:** Jacksonville, Florida 32256

**Company Complaining About:** Comcast

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## **Description**

I am a former Comcast employee. When I was employed with Comcast I had no issues with my home cable and internet services. After I left Comcast, I called to continue my services. My first call was on May, 12, 2015. Since that date, I have spoken with no less than 12 representatives, it took almost 3 weeks to obtain new equipment, and I was not receiving the services I was paying for. It is now July. My bill is constantly incorrect and I have had to make many more calls to complain. Recently I was transferred to a "supervisor" by the name of Mark, whom I did not believe was actually a supervisor. After that call, I called again and spoke with someone who said that there was no supervisor named Mark. This is unacceptable. They need to be held accountable.

---

[Ticket: # 394287 - blocking shows](#)

**Date:** 7/9/2015 10:01:37 PM

**City/State/Zip:** Wolverine Lk, Michigan 48390

**Company Complaining About:** AT&T

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## **Description**

i have Apple air iPad, iPhone air and Apple TV. I subscribe to ATT for Internet only. When I find something I want to watch on my iPad Air and AirPlay it to my tv att blocks my show and I get a message saying an illegal device is being detected.. It has been happening for over a year now. It seems to me that they're blocking what I choose to watch on my TV that I buy on my Apple products is the illegal maneuver . How can they tell me that I can't watch a movie on my TV just because I'm using their Internet. Isn't Internet like electricity? Can DTE also tell me I can't run that toaster?? Please help me understand this.

---

[Ticket: # 394404 - Message sent from the named email address](#)

**Date:** 7/10/2015 12:20:23 AM

**City/State/Zip:** Harrison, Ohio 45030

**Company Complaining About:** Unknown, Email Address Listed In Complaint. Message Copy Is Available At Request.

---

## Description

nathan.thomas@chlns-ctld-fp01.lmweb.ch

The above email address sent a message to my business claiming to need to have me download a new "FedEx Express Label". I never ordered anything to need such a label, and my virus protection software detected and immediately took action against Malware from this email.

---

[Ticket: # 394451 - Comcast Data caps.](#)

**Date:** 7/10/2015 1:47:50 AM

**City/State/Zip:** Memphis, Tennessee 38120

**Company Complaining About:** Comcast

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## **Description**

Data caps at 300GB a month, and with a two person household we still manage to use that up within 14 days even with working 80 hours a week between us. Comcast basically has a monopoly on the area I'm in, in which I have no other service provider available to me in my area... Yet I live in the second largest city in Tennessee.

---

**Ticket: # 394842 - U-Verse Internet -- False advertising****Date:** 7/10/2015 11:11:54 AM**City/State/Zip:** Indianapolis, Indiana 46219**Company Complaining About:** AT&T

---

**Description**

I'm fed up. I've had AT&T U-Verse internet a few times when I lived in Fishers, Indiana, and their internet would slow to a crawl at evening/night times. The experience was so horrible and this happened consistently. I switched away to Comcast which solved the problem. Then my mother, Lisa Smith who lives in Indianapolis, had AT&T U-Verse for years but her internet experienced same severe slowdown at evening/night times to this very day. Today, I helped her switch to Comcast. Again. And I was at my friend's home last night in Carmel, Indiana and she has U-Verse internet service and she was complaining that the internet was always slow. Three DIFFERENT LOCATIONS and yet all experienced the same problem! Whenever we complained to AT&T, they responded by saying we needed to "upgrade" our service. We did and the problem never went away. FCC needs to come in and do actual testing, speed tests, web page loading speed tests and so forth at different hours. THIS IS FALSE ADVERTISING on AT&T's part. Even with FaceTime and video phone calling, we often experienced skipped or frozen frames which interfered with our ability to communicate as a right given to us by Americans with Disabilities Act because we are Deaf and we use American Sign Language. Please intervene. Thank you.

---

**Ticket: # 395054 - Internet Connectivity**

**Date:** 7/10/2015 12:09:40 PM

**City/State/Zip:** Morgantown, West Virginia 26501-(b) [REDACTED]

**Company Complaining About:** Comcast

---

## **Description**

I wish to issue a complaint concerning the internet service provided by Comcast cable. My service was working fine until a new customer was connected two doors down from my home. My internet connection will not connect from 7 a.m. until 3 p.m. everyday. This has occurred, since since the new customer connection was installed, approximately three weeks ago.. I contacted Comcast to resolve this issue. I was told that the problem was due to my modem reaching end of life status due to a speed issue and I needed to get a new modem. I explained to the Comcast representative that I would not allow Comcast to use my connection as a hotspot. I also explained that my modem worked fine until the new service was connected. The speed at which my modem processes is sufficient for my needs. The Comcast agent would only say that it was due to my modem. My service works fine from 3 p.m. to 6 a.m. until whatever conflict Comcast is intentionally creating goes into place. They have intentionally done something at the pole or elsewhere when the new hookup was created to interfere with my service. My son has the same modem on the other side of town and it functions properly, so the speed can not be the issue it is something Comcast has done. I would like this issue resolved without any expense occurring to me. We have never had any trouble any other time the speed has been increased, the only reason there's trouble now is they wish to use everyone's connection as a hotspot for their benefit of advertising or some other motive. This should not be allowed to occur. I would appreciate your assistance to correct this problem. Thank you. (b) (6) [REDACTED]

[REDACTED]

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**Ticket: # 395082 - AT&T Speed Throttling**

**Date:** 7/10/2015 12:19:13 PM

**City/State/Zip:** Great Falls, Virginia 22066

**Company Complaining About:** AT&T

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## **Description**

Today, 10 July 2015, I got the following text message from AT&T:

"ATT Free Msg: Your data has reached 75% of the 5GB network management threshold. If you exceed 5GB this month, you may experience reduced data speeds at times and in areas that are experiencing network congestion. Wi-Fi helps you avoid reduced speeds. For more info visit [att.com/datainfo](http://att.com/datainfo) or [att.com/broadbandinfo](http://att.com/broadbandinfo)"

My question is, how is AT&T allowed to do this? Weren't they just fined \$100M for doing this? Is there anything I can do?

---

**Ticket: # 395427 - Internet disruption**

**Date:** 7/10/2015 1:49:31 PM

**City/State/Zip:** Palm Desert, California 92260

**Company Complaining About:** Time Warner

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## **Description**

This is my second complaint to the FCC regarding the constant disruption of my internet connection, provided by Time Warner Cable. I live in Palm Desert, CA and have had constant interruption in service throughout each day, over the past 6 months. I've had them come out and replace all hardware and wire from their connection at the sidewalk to my home and subsequently my modem (provided by Time Warner). The issues continue and I can't get any resolution. They claim that I'm the only customer having this issue on my street. They have determined that the signal drops and causes their modem to reset, causing the disruption. I rely on this connection for my work, when I'm home and not on the road. My daughter has had to find a connection outside the home for her school work. I'm contemplating a civil complaint against Time Warner if they don't get this resolved very soon. I pay my bill on time and yet I continue to have service, maybe 60% of the time. Every time I call my Time Warner contact person, I'm told that they are looking into the issue and will get back to me, but I never hear from anyone. Several weeks ago, they installed a "test" modem alongside my Time Warner modem. This is to supply them with information about when the interruptions happen and possibly why they happen. They tell me that someone is monitoring this but when it happens and I hear from nobody, I call my contact person and I'm told that they don't see the interruption. Not sure what to do next!

---

**Ticket: # 395489 - Connectivity issue and bad customer service****Date:** 7/10/2015 2:00:54 PM**City/State/Zip:** Oakland, California 95618**Company Complaining About:** Comcast

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**Description**

Phone numbers for Comcast either say "All circuits are busy", or they do a recorded advertisement for Pay Per View, then deliver an outage announcement, then end the call BEFORE any offer to speak to a representative. They promised a technician would visit on Thursday. No one showed up. An online help chatline claimed they did not see the scheduled visit on my "ticket", asked for my phone number in case the call was interrupted. The call WAS dropped, and I did not get the expected call back. I was without service for six days, and spent hours trouble shooting wireless connectivity issues. Was told online that there is an outage in my area. False. I'm in an apartment, and my neighbor across the hall had service the whole time. I have easily dialed all numbers for Xfinity and Comcast that I can find, and never am able to connect to anyone who will address my concerns.

---

[Ticket: # 396064 - comcast Internet complaint](#)

**Date:** 7/10/2015 4:17:52 PM

**City/State/Zip:** Braselton, Georgia 30517

**Company Complaining About:** Comcast

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## **Description**

have spoke with comcast on several occasions and they have sent multiple techs out. My problem is still not resolved. I get dropped every 30mins due to my area being over subscribed. Comcast is the only company out here. My neighbors are all piggybacking off my box outside with a temporary above ground line. Let me add that line is temporary and been that way at least a year. They said they would be out in 2 months to fix it. Finally if that was not enough to write this complaint we don't even get the speeds that we pay for.

---

[Ticket: # 396112 - Repeated UCE/Failure to Honor Opt-Outs](#)

**Date:** 7/10/2015 4:31:33 PM

**City/State/Zip:** Conroe, Texas 77302

**Company Complaining About:** Virgin Mobile

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## **Description**

Since February of 2015 I have been receiving UCE from Jackson Hewitt Tax Services. One of their customers (Ashley Rael) mistakenly gave my email address as her own when filing her taxes with them. Since then, they have replied to my repeated demands that they stop emailing me with her information by telling me that the matter is out of their hands, because they can't find my name in their records. I have tried to opt out many times, to no avail. I have tried to explain that it is not my name, but it is my email address, that is in their files, to no avail. I have complained, threatened and filed a grievance with the BBB, to no avail. I demand they cease and desist all contact with me in the future. If they continue to contact me, I will pursue them in civil court for \$300 per incident.

---

**Ticket: # 396683 - Internet Service Stability**

**Date:** 7/10/2015 7:57:53 PM

**City/State/Zip:** Robinson Creek, Kentucky 41560

**Company Complaining About:** Intermountain Cable

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## **Description**

For the past month, give a day or two. Our internet has been dropping up too seven times a hour. I work from home and depend on the internet. I have been calling the cable company since the issue first started. I have replaced all lines and splitters in my house. I have also replaced the modem. Each time I talk to a representative of the cable company. I get nowhere. All they say they can do is reprint the ticket. Today is one of many days they told me that someone would be here and they have been a no show. Please help.

---

[Ticket: # 396853 - anti-virous company blocked computer for not purchasing more protection.](#)

**Date:** 7/10/2015 11:13:36 PM

**City/State/Zip:** Westelkton, Ohio 45070

**Company Complaining About:** Demira It Solutions ( Scam) Anti-virous Company,blocking Our Computer.

---

## **Description**

A year ago, i purchased anti-virous proaction. They called the other day and said my computer was under threat and needed more protection. 200.00 more they wanted. and i said i had to talk to my wife ,as it,s her computer. they said. Due to fcc and F.B.i. regulations,They had to block my computer.

---

[Ticket: # 396875 - Frequencies](#)

**Date:** 7/10/2015 11:55:45 PM

**City/State/Zip:** Reno, Nevada 89502

**Company Complaining About:** Highlands Wireless (preferred Networks)

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### **Description**

As a former employee, I know that this company brings up Microwave Shots without Licenses in Licensed Areas, Also like to work in the DFS Channels

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**Ticket: # 397006 - Interruption of internet service**

**Date:** 7/11/2015 10:03:21 AM

**City/State/Zip:** Tuckerton, New Jersey 08087

**Company Complaining About:** Comcast

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## **Description**

I have Comcast internet. I am getting constant advertisements during any kind of search. These advertisements are slowing down my searches. Not only are they pictured on sides and top of information I need, they now are featured in the actual paragraphs of my search. This is also causing my computer to freeze just before the advertisement are featured . I am under a contract with Comcast and I think these commercials are getting out of hand.

I am paying for internet service and not commercials! There should be some kind of consumer protection against this type of unwanted internet usage, for which I pay for.

---

**Ticket: # 397465 - HUMAN TRAFFICKING**

**Date:** 7/11/2015 3:32:31 PM

**City/State/Zip:** Clayton, Missouri 63105

**Company Complaining About:** AT&T

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## Description

(b) (6) HAVE HAD MY KIDS (b) (6) AND (b) (6) KIDNAPPED AND FORCED INTO HUMAN TRAFFICKING AS MISSOURIANS THIS IS A FELONY OFFENSE...MISSOURI HOUSE BILL 214...PLEASE SEE THE DOCUMENT INVESTIGATE KERMIT ON MY KIDS AS A FORMER EMPLOYEE OF YOURS...I WANT ARRESTS IF FOUND GUILTY.

I have had experienced many times the difficulty of emailing my links out created for Point In Time Promotions/Creative Excellence...<https://www.facebook.com/#!/dora.owens.3/posts/827468757329729>...if you notice the hash mark in the /#!/ that is not suppose to be there. But (b) (6) and his wife were paid/bribed by someone else to take my email account and block all outgoig gateways...maybe AT&T employees such as those above, but also (b) (6) and currently employees: (b) (6) / ( i am not an illegal and she is lying about my past and have kidnapped my kids (b) (6) and (b) (6) . and held hostage somewher in New Life Evangelistic Center or (b) (6) and St. Luke's Hospital or (b) (6) (b) (6) , (b) (6) of (b) (6) ..Please investigate and press charges according to MISSOURI HOUSE BILL 214 <https://www.facebook.com/#!/dora.owens.3/posts/827468757329729>... (b) (6)

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(b) (6) . (b) (6) OF MISSOURI EMPLOYMENT SERVICES - SLATE...ALL ARE HUMAN (b) (6) (b) (6) ..AND HER RELATIVE WHO DRIVE UP IN THEIR BLACK VEHICLES IN FRONT OF SPORTS AUTHORITY WHERE I WAS SITTING AND JUST SAT THERE ARE NOW BEATING MY KIDS... (b) (6) ...CHARGES PRESSED PLEASED AS SHE WAS THROWN IN THE MISSISSIPPI (b) (6) AN EMPLOYEE OF METRO TRANSIT STL - BRENTWOOD GARAGE ON MANCHESTER ROAD IN BRENTWOOD, MO... (b) (6) HAS SENT PEOPLE TO MY HOUSE AFTER COMPLETING A PROJECT FOR THEM AND THEY WANTED TO TAKE ALL THE CREDIT ALONG WITH (b) (6) AND OTHERS..SEE IF BRIBES ISSUED BY (b) (6) (b) (6) ; WHO I PRFOFUSELY BROUGHT THROUGH THE DMT PROJECT UNDER (b) (6) (b) (6) AND HELPED (b) (6) (b) (6) ...

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**Ticket: # 397614 - Comcast's General Incompetence in Every Area**

**Date:** 7/11/2015 6:08:20 PM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

---

**Description**

I have had intermittent internet service (e.g. continuous connection disruptions at least once every hour, usually more) for more than 7 months. I cannot seem to get a technician out here to fix it -- 3 have been scheduled so far, none have shown up or called -- and Comcast/XFINITY's customer service and tech support have been less than helpful every single time I've contacted them about the issue, via phone and online chat. My frustration has reached a boiling point.

---

[Ticket: # 397651 - Unsolicited emails](#)

**Date:** 7/11/2015 6:39:10 PM

**City/State/Zip:** Las Vegas, Nevada 89146

**Company Complaining About:** Cox

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## **Description**

Some group name Powerstore Supieror keeps sending me dozen's of unsolicited emails a day. The clip here on the unsubscribe at the bottom does not work . Instead they want you to write them a letter (which would cost money).

---

[Ticket: # 397710 - buckey cable](#)

**Date:** 7/11/2015 7:46:43 PM

**City/State/Zip:** Toledo, Ohio 43613

**Company Complaining About:** Buckey Cable Of Ohio

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### **Description**

I have internet service with this provider and they pop i n and out f my acct while i am on line makes e think they are hacking into my business and spying on my service

---

[Ticket: # 397811 - Satellite Interference](#)

**Date:** 7/11/2015 9:40:46 PM

**City/State/Zip:** Miami, Florida 33134

**Company Complaining About:** MetroPCS

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**Description**

Cable Sensor Service Request

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[Ticket: # 397963 - viagra](#)

**Date:** 7/12/2015 8:51:40 AM

**City/State/Zip:** Dandridge, Tennessee 37725

**Company Complaining About:** AT&T

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### **Description**

I've been blocking their emails for the last two months and these "KOCH"-SUCKER JEW BOY MONEY MONGERS are "STEAL" emailing me !!!!!!!!!!!!!!!

---

**Ticket: # 398071 - installation issues/damages**

**Date:** 7/12/2015 12:19:57 PM

**City/State/Zip:** Crown Point, Indiana 46307

**Company Complaining About:** Comcast

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## **Description**

I had installation set up for July 11 for triple play to be installed, currently had dish for tv and comcast for internet. The installer came out spent an hour at my home complaining about the job being hard and he was going to have to set me up with another appointment because he had 4 more houses to go to. I asked why and he said because he didn't have wiring. I asked if he put my internet and tv back the way it was and he said he didn't know nothing about dish but he tried and left. That night I went to turn the tv on and had nothing, the next morning I turned on internet to do my work that I have to do for my job and my internet wouldn't come on. Come to find out he took my modem. So now I'm left without internet and tv for 2 weeks. Dish can come out and rehook me back up but will charge me for a service call and comcast refuses to get my internet back on any sooner then July 23rd. Comcast rep called me a snot and hung up on me, I talked to 10 different people and all of them refused to transfer me to a supervisor or give Me their names. So now for 2 weeks I have no internet to do my employment so I will not get my wages , my daughter has online schooling and she will not be able to that and my cellular phones will not be running on wifi so my data plan will go over and I will get charged for that. Comcast is very unprofessional, the installer came in with muddy feet leaving footprints on my steps and carpet in my front room, he kicked stuff out of his way and when doing so kicked my computer Tower and stepped on 3 dvds which were in an area that were not in an area that he needed to be. My children do not have tv because he messed up my dish. All these issues and comcast has refused to help, saying nothing they can do other then give me an appointment for 2 weeks.

---

[Ticket: # 398282 - Excessive advertising!!!!!!](#)

**Date:** 7/12/2015 5:51:53 PM

**City/State/Zip:** Deerfield Beach, Florida 33442-(b) [REDACTED]

**Company Complaining About:** Comcast

---

## **Description**

Why do I have to listen to a 30 second advertisement between each 20 second news item? I pay 73 dollars monthly to be subject to excessive advertising. The FCC or who ever regulates cable needs to investigate this practice. Does Comcast need all that revenue or you just greedy! There are so many ads that it is driving me crazy!

---

[Ticket: # 398344 - 30ft antenna on residential property](#)

**Date:** 7/12/2015 7:23:33 PM

**City/State/Zip:** West Miami, Florida 33144

**Company Complaining About:** Comcast

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## **Description**

One of my neighbors has this enormous antenna in his backyard that he uses for who knows what. This antenna interferes with the cable signal of all residents in the surrounding area. This has been going on for over 10 years and comcast is fully aware of it. Comcast told me to contact you about it since there is nothing they can do.

---

[Ticket: # 398484 - Internet connection problem](#)

**Date:** 7/12/2015 11:11:13 PM

**City/State/Zip:** Memphis, Tennessee 38103

**Company Complaining About:** Comcast

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## **Description**

I have comcast internet and it never works. I have to spend alot of time reseting the modem and and sending refresh signals to get it to work. I am paying good money for a terrible product. I have no other real options for internet service. Please help

---

**Ticket: # 398679 - Error on login to email account**

**Date:** 7/13/2015 9:08:59 AM

**City/State/Zip:** Gilbert, Arizona 85234

**Company Complaining About:** Cox

---

## **Description**

popup from outlook showed up, the error states: ! Task 'pop.cox.net - Receiving' reported error (0x800CCC92) : 'Your e-mail server rejected your login. Verify your user name and password in the Account Settings. The server responded: -ERR mail storage services unavailable, wait a few minutes and try again.' I have call customer service several times and they have reset my password but the error still comes back about 20 time during the day. because of this I can not receive email from the account. this has been on going for about 5 months.

---

**Ticket: # 398785 - Purchased web package, denied access**

**Date:** 7/13/2015 10:09:56 AM

**City/State/Zip:** Cedar Rapids, Iowa 52404

**Company Complaining About:** Centurylink

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## **Description**

I purchased a streaming package from NBCSports, the Tour deFrance PC package for \$29.99 on Friday, July 10th of this year (just a few days ago). I never received an email confirmation, but the transaction completed and my credit card was debited \$29.99. Since that moment, I have had no access...the email and pw that I would use are not working. System shows an error that the "email is not found...". I have tried to reach TinyPass (the card payment processor) three times since last Friday, and no one will return a reply at all. My credit card company (Bluebird by American Express) is not being helpful, either. I am currently with a negative balance on my credit card because of this and no one will do anything about it. I have recently tried to reach out to NBCSports directly and am waiting for a reply from them as well. I really could use some help with this.

---

**Ticket: # 399289 - Comcast Data Caps**

**Date:** 7/13/2015 12:55:15 PM

**City/State/Zip:** Gadsden, Alabama 35904

**Company Complaining About:** Comcast

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## **Description**

Comcast has put a data cap on my internet usage which is limiting me from being able to do the things required for my job, and to teach my kids, whom we home school. When I first signed up for Comcast internet there wasn't any data cap at all. I didn't agree to pay for a service with a data cap, and unfortunately comcast is the only available internet in my area so I can't just swap to another provider. I feel like this is a violation of the agreement I had with Comcast when I first signed up with them. I would understand if they were having to pay out more money if I went over the data cap limit, and they were just passing on those costs to the customer, if that information was made available when I first signed up for Comcast internet. That is not the case however, they do not have to pay anything extra, they are just using the data cap as a reason to STEAL money from my wallet.

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**Ticket: # 399460 - Regarding the bad customer service and no service for internet and cable**

**Date:** 7/13/2015 1:44:00 PM

**City/State/Zip:** Bentonville, Arkansas 72712

**Company Complaining About:** Cox

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## **Description**

Dear Sir,

On July 9, 2015 afternoon , I found the tag from COX saying that your internet and cable is disconnected because of some signal problem and asked me to scedule the appointment. I called COX customer service and they told they will fix it after 5 days, I requested to fix it soon and the supervisor of customer service agreed to fix it next day. But he gave some false promise and not fixed the internet and cable connection issue, I had faced severe problem becuae of that, My all work has been interrupted. The customer service is not following what they are promising and the interent connection issue is not resolved immediatly and delayed.

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**Ticket: # 399626 - Suddenlink**

**Date:** 7/13/2015 2:21:14 PM

**City/State/Zip:** Quitman, Texas 75783

**Company Complaining About:** Sudden Link

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## **Description**

I am a customer of Suddenlink. I have the phone, tv, internet bundle. I have complained to Suddenlink on many occasions about the poor service we get, here in Quitman, Texas. I've seen many complaints about the same issues in other towns here in East Texas, on facebook. Suddenlink claims to be improving our infrastructure with fiber-op cable, but my service, the whole bundle, continues to suck worse on a daily basis. Can y'all initiate an investigation into service here in NE Texas? Thanks.

P.S. I do share and comment about a lot of political stuff on facebook. I doubt that Suddenlink might be strangling my internet access, but.....it could happen. Jus' sayin'.

---

**Ticket: # 399746 - Comcast**

**Date:** 7/13/2015 2:54:44 PM

**City/State/Zip:** Mobile, Alabama 36619

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast for almost 2years, our tv and Internet have been down for 4 days. I have gotten the run around on the phone. They scheduled me an appointment for 8 days later but tell me they out me in esscaltion to have resolved sooner. Day 4 and no show or call back. Every time I call I am given another time I will be contacted by them and have yet to receive a call. I have to call them. I have never had an experiance as bad as this one. I am looking to switch companies.

Sincerely

(b) (6)

---

**Ticket: # 400275 - "ransom- hyjacker virus"**

**Date:** 7/13/2015 5:35:01 PM

**City/State/Zip:** Loves Park, Illinois 61111

**Company Complaining About:** Comcast

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## **Description**

On friday July 10th, 2015- I had a pop up on my screen that basically said "pay or else" we will encrypt your files. I really didn't think much about it until I tried to get out of it. It locked up my screen, eventually it closed down the whole computer. It will turn on but go no where past a black screen. It was called a CBT locker-- all my programs- pictures for work were gone ! not sure on customer accounts as I just got new computer this am, and just finished setting it up.

---

[Ticket: # 400437 - Internet interruption from neighbors](#)

**Date:** 7/13/2015 6:41:48 PM

**City/State/Zip:** Old Bridge, New Jersey 08857

**Company Complaining About:** Optimum Cablevision

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## **Description**

When I am on my computer which has a Wi-Fi signal I cannot get to screens that I want. It is like someone is manipulating my computer. I have heard that all it takes is a Wi-Fi signal for someone to hack in and since the cable installer knows your passwords to all it would not be complicated for someone to get this information. Please contact Optimum in the Old Bridge, NJ area to get the problem correct. It is not fair that we are paying for the internet and Wi-Fi and someone can just come along and use it as a hot spot and they are not paying a dime for it PLUS they are interrupting our service!!!!

---

**Ticket: # 400489 - Verizon Internet**

**Date:** 7/13/2015 7:10:31 PM

**City/State/Zip:** Somerset, New Jersey 08873

**Company Complaining About:** Verizon

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## **Description**

On multiple occasions for the past 6-8 weeks I have called Verizon with complaints of the Internet not working. They sent people to look at the lines outside. I was told by Verizon if the problem exists outside then it is a Verizon issue and is free of charge if someone comes into the house then we will be billed. Approximately three different times someone come to our home but found issues outside the home and never came inside. Of these three times the Internet was still not fixed and finally someone entered our home on Saturday June 27 and installed a new modem. The Internet is still not working properly. Our bill reflects a bill for services that were done on the lines outside our home which we were told by Verizon were Verizon's issues not ours so why are we being billed for this service? We were also supposedly billed for services they claimed occurs Memorial weekend they claim someone enter our home then. When I asked what does the ticket say was done the customer service rep replied the ticket doesn't indicate what if anything was done. I told her it doesn't say what was done because nothing was done in our home because nobody was in our home. Then we were billed for the in home visit but apparently they billed us incorrectly according to Verizon. To date I have been a customer of Verizon for 10 years and the price deception and lies and incorrect billing should be looked into by the FCC.

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**Ticket: # 400870 - Constant ping spikes and disconnections****Date:** 7/13/2015 11:55:38 PM**City/State/Zip:** Wildwood Crest, New Jersey 08260**Company Complaining About:** Comcast

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**Description**

This issue has been going on for about three to four weeks now. I am dealing with my mothers comcast account because she doesn't have a proper understanding of how ISPs and internet services work. Anyhow, we receive 5-10 second disconnections from the internet every 30-60 seconds. This is ridiculously aggravating during web browsing on all media platforms (phone, tablet, laptop, and PC (regardless of OS). We have called Comcast six times and have had three appointments and a new modem installed (their newer and "faster" X1 modem and router combination). All of these times have resulted in the same "everything seems like it should work now" speech. But, no avail. We still suffer from these constant and incessant disconnections. We've had our cable lines "checked" outside, an amplifier installed (which happened to make the disconnections more common), and lines replaced. After the first tech crew came they said we were having issues with uploading speeds, and installed a signal amplifier. He said we have a 14 year old box on the cable lines and that he would have a comcast tech come out and check it for replacement. A tech came later that day and never came to our door but he went up the cherry picker, looked at the box for around 5 seconds, then came back down and drove away. The second time we called they told us to replace our modem. We did that and it didn't help at all. The third time, we scheduled an appointment and the tech never came to our house, but helped our neighbor with cable issues. What ended up happening was that comcast rescheduled our appointment without calling us and had another tech come out the next day. He checked the wiring at our house and said we had the newest wires so they weren't the issue and he left (as he couldn't check the inside because no one was home). He called me and said that there have been multiple complaints about TV, phone, and internet in our area and comcast techs were all over fixing the issue and it would be resolved later that day. Well luckily they were fixed for all of about three days. Now from 12-5PM the internet is fine up until I leave for work. When I come home from work 9:30-11PMish we experience the same issues we previously had. Regardless of population or spikes in usage in the area around me, we are paying ~\$160 a month for our comcast triple play and we should be getting the proper amount of bandwidth and reliable service that it is claimed to come with (the lightning fast speeds yada yada yada). I just want this issue to be fixed as it causing aggravation for everyone in my home. We are using a Netgear wireless router with our cable modem. We have the XFINITY triple play. I don't want to deal with Comcast's roundabout way of fixing issues any more.

---

**Ticket: # 400890 - genocide**

**Date:** 7/14/2015 12:46:49 AM

**City/State/Zip:** Bismarck, California 58504

**Company Complaining About:** Bright House

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## **Description**

America is simulation of genocide common mistakes of planets nice gift for aliens and volunteered for amnesia and I'm likely apollo eight astronaut baby on area station fifty years trying to retire and graduating but people are divining my work with convenient dishonesty such as checkbook computer they dishonestly froze me out because they chose wrong side of genocide simulation to be punishing and make unhealthy natural enemies of religion. I am last of first to awaken and simulation has no brakes but much more detail at @spytit\_ground twitter nobody has yet to help make civilization work for me and disease they allowing to destroy my body with nothing diagnosis. the character flaw in what they want to divine is that although open communication possible total control impossible I have destroyed whole universe thirty dollars spare so hoarding universe doesn't work but sharable universe is secure because nobody divining what not theirs punishing and making unhealthy. (b) (6) [REDACTED]. find scientific reason why intelligent design says communication may be open not closed and that should put brakes on genocide simulation because not physically possible. please fix quickly and not waste lifespans. your cable provider choser menu is divining confusion because not workable the organized crime has been here its midcontinent cable co

---

**Ticket: # 401155 - Lack of repair**

**Date:** 7/14/2015 10:15:33 AM

**City/State/Zip:** Salisbury, Maryland 21804

**Company Complaining About:** Verizon

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## **Description**

We are a business using Verizon DSL as our internet provider. They are the only option at our home office location. We have been having problems for over 2 weeks and they have failed to resolve the problem. I've asked to escalate the problem without any response from them. I've tried to call the supervisor that is on the business cards that each tech leaves but I only get a recording saying his mailbox is full. I can't leave a message. I've tried transferring to another extension and the system just disconnects me. We need them to repair our internet connection. We've had an advanced IT company analyze the problem and they say it is definitely a Verizon issue.

---

**Ticket: # 401261 - Internet disruption/voip disruption consistent with Logan airport flight departures and arrivals**

**Date:** 7/14/2015 10:59:56 AM

**City/State/Zip:** So. Boston, Massachusetts 02127

**Company Complaining About:** Comcast

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## **Description**

For over six months, I've had network failures consistent, temporally related to airport traffic. I have called comcast repeatedly to have them resolve this problem. My modem/router goes out, nearly daily around 7 a.m. for about an hour during which time outbound flights at a rate of about 90 seconds depart Logan, but which are directly overhead. The modem router resets itself and functions normally until later at night when the high volume numbers of flights start, again around 9 p.m. My service is interrupted again. It does not appear to be coincidental as these times coincide with heavy air traffic over my home. This also disrupts the voip phone service.

---

**Ticket: # 401390 - Internet scam**

**Date:** 7/14/2015 11:35:42 AM

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

**Company Complaining About:** Hacker

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## **Description**

My elderly friend (b) (6) has had her Facebook hacked. I attach the conversation.

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[Ticket: # 401859 - India calls to try to hack your computer](#)

**Date:** 7/14/2015 1:35:57 PM

**City/State/Zip:** Groton, Massachusetts 01450

**Company Complaining About:** Charter

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## **Description**

Is there anything you can do to stop people from India calling to try and get access to my computer? They called from 1 185 537 2664. It seems the first four numbers 1 185 are commonly used. They know my husband's name and our home phone though we are unlisted.

---

[Ticket: # 402057 - Time warner cable is terrible](#)

**Date:** 7/14/2015 2:44:37 PM

**City/State/Zip:** Charlotte, North Carolina 28227

**Company Complaining About:** Time Warner

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### **Description**

I've had service for less than 3 weeks and im the the process of scheduling my third tech visit to my house. Their customer service is terrible and I don't understand how this can continue going on. Not sure if this complaint matters but I've just got to complain somehow. The troubles are with my Internet and TV service.

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**Ticket: # 402275 - Poor internet service**

**Date:** 7/14/2015 3:38:35 PM

**City/State/Zip:** Crumpler, West Virginia 24868

**Company Complaining About:** Frontier Communications

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## **Description**

I am paying 44.99 a month internet and don't have it 99 percent the time. The only time it really works is when the sun is shining. I try to get it fixed and get talk to like a dog. And with the wireless part of it I can't go from my living room to my bedroom without it dropping. This has been going on over 6 months if not longer. I pay my bills online and have occurred late fees due to this situation which will affect my credit. I just wish something would give. I have cancer and don't think I should have to worry all the time about being able to pay my bills on time.

---

**Ticket: # 402347 - security issues**

**Date:** 7/14/2015 4:04:21 PM

**City/State/Zip:** Banning, California 92220

**Company Complaining About:** Verizon Wireless

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## **Description**

In the last several months, I have observed different people going into the fios box at the corner of the block, exactly one house down from mine. There were unmarked trucks,cars and people breaking into the box. My grandson (b) (6) approached the Verizon guy working in the box about 3 weeks ago and told him what was going on. About two weeks later in mid evening our Internet and phone went down. I waited for a couple of hours then preceeded to call Verizon to fine out what the issue was,.at that time Verizon told me they were doing at complete sweep on 16 houses here in the neighborhood. Since then I have been hacked on my Internet and getting phone calls from phone numbers that don't exist. Now my grandson and I noticed a truck with absolutely no logo on it and wood in the back of the truck,the man got out of his truck and into the box and drove away. I called Verizon talked to 5 different department's for 2and 1/2 hours I told each department my concern about the fios box ,my Internet being hacked and my telephone with rank calls with numbers that don't exist. The Verizon employees told me to go tell my local Verizon dealer my problem with the fios box and take my computers in to the geek squad if one available. I think this was uncaring and bad business from one of the biggest company's in the USA. My concern is that anyone including a terrorist can plant a bomb or hack all my personal information by going into that fios box . I know my info probably has been hacked and the phone is being hacked. I don't sleep good anymore,I never know what tomorrow is going to bring. I expect to be compensated for the rediculous way I was treated by Verizon and the uncomfortable position they have put me in. I am really considering going to the news media and paper about this.

---

[Ticket: # 402600 - intentional interference](#)

**Date:** 7/14/2015 5:27:45 PM

**City/State/Zip:** Hamlin, Texas 79520

**Company Complaining About:** AT&T

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## Description

Hello,

How do I go about reporting intentional interference on the Ham Radio frequencies.. We have a station who sends CW using filthy language and he also will do it on Single Side Band audio.

This is on the frequency on 7195Khz

Thank you

(b) (6)


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**Ticket: # 402706 - Service Disruption****Date:** 7/14/2015 6:03:30 PM**City/State/Zip:** Peoria, Illinois 61606**Company Complaining About:** Comcast

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**Description**

for several weeks, my service has been out for about an hour every afternoon. On Monday July 13th, it quit working. After 30 mins of trouble shooting, I was given an appointment a week away for a tech to come out. I was also advised to maybe swap my modem out. I went to the local office, swapped it out and then call to have it activated. After another 2 hours of trouble shooting and being kicked around the system, I finally spoke to a supervisor who assured me she'd escalated my ticket and I would be contacted by Dispatch between 9-11 am this morning. No one ever called. Everytime \*I\* called, I was told I would get a return call from dispatch within the hour. No one ever called. On my LAST call to Comcast, I was informed that they were not going to call, there is not an emergency tech available but offered me an appointment Thursday morning. There is no guarantee that they will show up, though and I need internet access in order to do my job. There is no reasonable escalation path, and I am completely at their mercy, as there are no other providers in the area. And now I will be without service for at least the better part of a week. Therefore, I lost an entire day of work, waiting for a phone call that never came.

---

**Ticket: # 403058 - Comcast technician randomly messes with our internet cable**

**Date:** 7/14/2015 8:28:03 PM

**City/State/Zip:** Berkeley, California 94704

**Company Complaining About:** Comcast

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## **Description**

So two days ago we got disconnected. it was working fine the night before, but we lost internet connection when we wake up in the morning. We live in an apartment complex, and some technicians came over to fix internet problem for ANOTHER unit on that morning, after that we lost connection. I called comcast customer service 4 times, the first 3 people just gave me BS without solving any problem nor suggesting anyway to solve it, the 4th person helped me schedule a tech visit. Then I got curious, I asked the manager to get me up to the roof and see if I can solve the problem myself. When i got up there, I saw that there's a Arcom-AHP high-pass filter between the splitter and our cable, ONLY our cable out of the 8!!! And apparently this filter restricts frequency access!!!! WHY?! As soon as I removed the filter I regain my internet access. Why would the technician do that?? and no one on the customer service line can actually help me. I told the last customer service guy about that and that they should make sure their technicians DO NOT mess with other people's stuff, his answer is actually quite shocking, he said there is not a way for them to do that. seriously? I found no other way to do the complaint, hopefully this would gain the attention of Comcast and look into these cases.

---

**Ticket: # 403305 - illegal remote computer hacking/ interference**

**Date:** 7/15/2015 1:45:16 AM

**City/State/Zip:** Bronx, New York 10456-(b) [REDACTED]

**Company Complaining About:** Verizon Wireless

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## **Description**

I brought the computer 10/2/14 and have problems with someone remotely controlling my computer even while in use. Then harassment began right away and I purchased two computer consulting services( Hewlett Packard's "Smartfriend" #866-211-5207 and Microsoft's Premium Tech Support#855-698-3240. I also have Verizon/Fios Tech Support#800-837-4966 and Verizon's Premium Tech Support#866-849-3768. I ve used and use HP's Smartfriend's the most. Verizon and SmartFriends have complaint service reports dating back to 10/4/15 (SmartFriends) and Verizon (12/30/14). Both say they have copies of the notes written detailing the complaints, and can be requested by a legal agency. The suspected culprit behind this harassment is a mentally ill woman that has family connections with the police department and Verizon. And I also believe with their assistance this harassment has gone on for so long. I sincerely hope someone can help me because the culprit is not above the law. Thank you

Sincerely

(b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]

---

**Ticket: # 403331 - Intermittent internet connection stopped by Comcast.**

**Date:** 7/15/2015 2:46:34 AM

**City/State/Zip:** Portland, Oregon 97202-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

For the past 2 months, my internet connection and all of my neighbors with older modems, are intermittently turned off by Comcast, to make me/us frustrated, in order for me/us to switch to a newer modem. I know that they want every Comcast internet customer to have these wi-fi hot-spots, created by these newer modems. Comcast wants to launch a new type of cellular service by using customers' Comcast newer modems, sending out a wi-fi signal. They are trying to force us costumers to pay the fee to upgrade our modems. Comcast needs to give these out for free. It is their change. Why should I pay for it?

I am fine with the speeds that I have with my older modem. I can't afford a newer modem or to lease one. I have only one frequency on my older modem, instead of five, that newer modems can use for higher speeds. Comcast shuts off my one frequency almost every hour of the day.

I spoke with 2 representatives from Comcast and both promised me in the end, that they will make sure that my modem would not be subject to this intermittent shut down of my service.

Right there! Both admitted that Comcast is doing this.

They should be investigated by the FCC and Comcast needs to be convicted by the FCC. Customers need refunds from Comcast's unfair business practices.

I would like serious compensation from Comcast, err Comcast.

Sincerely,

(b) (6) [REDACTED]

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[Ticket: # 403361 - dsl internet failure](#)

**Date:** 7/15/2015 6:50:03 AM

**City/State/Zip:** Portsmouth, Virginia 23701

**Company Complaining About:** Verizon

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### **Description**

constant interruption in my internet service . I take continuous education courses on line. It could cost me credits and maybe money.

---

[Ticket: # 403413 - Internet complaint](#)

**Date:** 7/15/2015 8:57:45 AM

**City/State/Zip:** Shawano, Wisconsin 54166

**Company Complaining About:** Charter

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## **Description**

An organization calling themselves Apple/Mac Support freezes my screen with a message and you cannot get out of it without clicking on YES which takes you to a screen with a live agent. They will then arrange to have an "engineer" fix your computer.

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[Ticket: # 403808 - internet advertising](#)

**Date:** 7/15/2015 11:48:53 AM

**City/State/Zip:** Richmond, California 94804

**Company Complaining About:** AT&T

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## **Description**

I was reading a news story on Yahoo News, about a woman and her brother who had been accused of beating her little boy to death over a birthday cake. In between the two photos, of the woman and of her brother, some sick monster had inserted a flashing Fruit Loops ad. I am profoundly disgusted and enraged, and there is absolutely no way to contact either Yahoo or AT&T, which I understand has some kind of interest in, or contract with, Yahoo, in order to register a complaint about this. Why is this kind of thing tolerated?

---

[Ticket: # 404853 - Verizon](#)

**Date:** 7/15/2015 3:34:34 PM

**City/State/Zip:** Redondo Beach, California 90277

**Company Complaining About:** Verizon

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## **Description**

Postal Mail Ticket Ready For Data Entry

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**Ticket: # 404950 - Spam**

**Date:** 7/15/2015 3:46:18 PM

**City/State/Zip:** Paulden, Arizona 86334

**Company Complaining About:** Centurylink

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## **Description**

I am inundated with spam from these people. Please make them stop

<http://messagestoppingsystems.us>

<http://www.fewgbe.net>

: <http://scaninfo.scanthebackground.xyz>

<http://gdyd6.surfaceatgaragenow.xyz>

<http://acttoday.relatedheartpain.xyz>

<http://newupdates.policyimportantinfo.xyz>

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**Ticket: # 405137 - No internet**

**Date:** 7/15/2015 4:30:02 PM

**City/State/Zip:** Peculiar, Missouri 64078

**Company Complaining About:** Fairpoint

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## **Description**

We have had Internet is ups and down frequently a service tech was supposed to have been at our house on July 6, 2015, to date no one has shown. Now we have no internet and when we call they say someone will be out. Just how long are we expected to take off of work to accommodate this? When the internet is up sometimes the speed slows way down, even though we are paying premiums for the higher speed service, we aren't getting it.

---

**Ticket: # 405299 - Barclaycard**

**Date:** 7/15/2015 4:56:59 PM

**City/State/Zip:** Madison, North Carolina 27025

**Company Complaining About:** Verizon Wireless

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## **Description**

Identity theft fraud resolution lack of privacy due to cookie collection and aggravated risk increase due to multiple phone transfers to overseas call centers and information gathering procedures that fail to apprehend the suspects due to language barriers placing discrimination on speech patterns on persons in parts of the U.S. In small towns of demographics

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**Ticket: # 405510 - Unwanted Advertising E-mail**

**Date:** 7/15/2015 6:00:02 PM

**City/State/Zip:** Merion Station, Pennsylvania 19066

**Company Complaining About:** AT&T

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## **Description**

Unwanted advertising e-mail with deliberate opt out broken links  
company CEO Roger W Crandall mass. mutual life

This company refuses to say where they get you e-mail address from they give No address or phone numbers for the Company accept cold call station where they try to sell you insurance  
They refuse to stop the advertising mail and I was told sell your e- mail address to others causing thousands of junk e- mails weekly  
When asked to cease they refuse

---

**Ticket: # 405681 - phone calls from Einstein, Phila., Pa**

**Date:** 7/15/2015 7:11:37 PM

**City/State/Zip:** Bensalem, Pennsylvania 19020

**Company Complaining About:** Comcast

---

## **Description**

I have received several telephone calls from Einstein Hospital in Philadelphia, Pa. The most recent were on 7/14/15 at 7:00PM. I picked up and it sounded like a fax was trying to come through. The next was 1:58 AM & 3:30 AM on 7/15/15. Same answer when I picked up & said hello. I called the number on my call log today and was shocked that a receptionist answered & identified as Einstein, Phila. I was told nothing could be done, no way to trace it. I was unsatisfied with that response & called back a bit later this morning. A very nice woman gave me the head of security's #. He called back shortly after my message. He said he would investigate this, but I do not hold out much hope for an answer. I would like the calls to stop.

---

[Ticket: # 405715 - radio bleedover onto television audio](#)

**Date:** 7/15/2015 7:22:50 PM

**City/State/Zip:** Youngsville, North Carolina 27596

**Company Complaining About:** Time Warner

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## **Description**

This is the 3rd time this has happened. It happened last at 7:06 pm July 15, 2015. We do have someone with a tall HF tower behind us but I do not have a receiver to determine the source. What occurs is at our location in Youngsville, NC we are picking up radio transmissions over our computer speakers. My screen started to pixelate and scramble as the interference was heard. They are English speakers.

---

**Ticket: # 406084 - WiziQ - The Online Teaching Platform**

**Date:** 7/15/2015 11:46:08 PM

**City/State/Zip:** Seattle, Washington 98103

**Company Complaining About:** Centurylink

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**Description**

I continue to get phone and email messages from this company. This person, Abdul Khader Bamataraf <abdul@wiziq.com> is who is sending emails and calling me. Even though I have call block on my phone, he continues to leave messages. The following are the emails he has sent me.

On Wed, Jul 8, 2015 at 11:33 AM, Abdul Khader Bamataraf <abdul@wiziq.com> wrote:

Hello (b) (6),

How are you doing today?

My name is Abdul and I'm an account manager at WiziQ.com. I would be your Direct Point of Contact at WiziQ.

Thank you for choosing WiziQ.

I would like to speak to you in regards to your online teaching/training requirement and setup a live demonstration of the virtual classroom.

Please help me understand your needs, by answering the following questions:

1. What do you intend to Teach Online with WiziQ?
2. How many Teachers do you have?
3. How many Students would you have per class?
4. Are looking for any type of Integration as an LMS (Moodle/ Blackboard/ Sakai) or the Website?

Looking forward to hear from you soon on this.

Regards,

Abdul Khader Bamataraf

Business Development Manager

Tel: +1(919)647-4751 | US: +1-800-567-8059

Skype: abdul\_wiziq| e-mail: abdul@wiziq.com

Direct Chat: <http://tinyurl.com/qgmxmr5>

[www.WiziQ.com](http://www.WiziQ.com)

From: Abdul Khader Bamataraf [mailto:abdul@wiziq.com]

Sent: Tuesday, July 14, 2015 1:53 PM

To: (b) (6)

Subject: Re: WiziQ - The Online Teaching Platform

Hello (b) (6),

How are you doing today?

I'm following up. Did you get a chance to go through the earlier email?

Awaiting your response.

Regards,

Abdul

Tel: +1(919)647-4751 | US: +1-800-567-8059

On Tue, Jul 14, 2015 at 5:42 PM, (b) (6) wrote:  
Remove me from follow up.

Thanks,

(b) (6)

From: Abdul Khader Bamataraf [mailto:abdul@wiziq.com]

Sent: Wednesday, July 15, 2015 6:07 AM

To: (b) (6)

Subject: Re: WiziQ - The Online Teaching Platform

I don't want to. Please, please pleaseeee. I beg of you. You don't have to do this. :P

You take care.

Regards,  
Abdul

---

**Ticket: # 406096 - Cox internet sut off**

**Date:** 7/15/2015 11:56:20 PM

**City/State/Zip:** Las Vegas, Nevada 89139

**Company Complaining About:** Cox

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**Description**

Cox Communication turned off internet service due to ingress mitigation. I had a notice on my door. I didn't know what this meant. We have always paid timely for services.

- I called cox cable using number on paper left on my door. I was told all my co-axle cables had to be replaced because they were causing a leak. I told representative that that would take hours and I wouldn't be able to meet anyone till Friday, two days later.

- I hung up to discuss with husband. It felt like a scam, scare tactic.

- I called back requesting to turn back on cable because my cameras, security, wi-fi and appliances were not working without the internet. I was exposed to harm.

- I got in contact with Matthew Kraiess, Supervisor, after demanding the case be escalated.

- Our first conversation he was able to get a field technician to come out and turn my services back on. He said an inspection by a cox technician is required in my home to find and fix where leakage is coming from. IF they cannot do this they will not provide service.

- Second call from Matthew Kraiess said all it needs likely is a tightening of the co axle cable at the modem. This down-play from every co-axle in the house to turning a cable connection with my fingers is completely inappropriate. I feel this is a scare tactic and you loose all internet suddenly leaving exposure to harm.

- During the second call with Matthew Kraiess he said they failed in properly calling to inform us. They turned off services with no notice.

- I requested copy/in writing phone conversations since my first call to be sent to me in writing, Matthew Kraiess said he would get them for me.

-Received a call back from Matthew Kraiess he informed me I would have to subpoena any recordings.

-I request FCC to subpoena the recordings and verify why I was told every cable had to be replaced when I first called.

-Work order 63069391

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**Ticket: # 406403 - Comcast denying claims of poor service and credit****Date:** 7/16/2015 10:24:48 AM**City/State/Zip:** Wpb, Florida 33414**Company Complaining About:** Comcast

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**Description**

Due to "intermittent internet service" our service provide - COMCAST aka XFINITY recommended we upgraded to Blast service at an increased price. Since the upgrade earlier this year, the intermittent service got even worse. Every time I tried to speak with customer service @ a solution to the problem or a credit for the lack of efficient service we were told that the "problem had to be documented on file at lease three times" before a credit could be issued. We continued to inform the company of the ongoing technical issues and on every call we were told another reason "why" they could not fix or credit the problem we were having or explain how they couldn't find the documentation of when we called to inform them of the problem. The company finally decided to send out another modem which we were being charged monthly for and yet "forgot" to do so yet did send the "self install" paperwork via mail. After more phone calls and several customer service agents with different "stories" as to how and why we were having problems with our service, we were told several times that a credit would be posted to our account only after a Comcast/Xfinity tech checked the lines to make sure the problem was on the service providers end. Although told a tech would "call" and advise us of his arrival for the appointment, we never received any calls on the day of the appointment informing us that the tech was actually on the way. Still having continued trouble with the service, once again we called to inform Comcast of the issues we were having; once again we were told that a credit would be put through only after a tech verified that there were issues. Another appointment was set; another tech was sent that actually showed up, reviewed the issues, informed us that the issues were due to the lines being old; proceeded to work for over 1 hour "fixing" the lines inside and out/roof/interior/exterior/digging up lines/etc...; replacing the modem since the "replacement" modem was never sent , etc. After all was done, he did inform us the problem was on the service providers end, showed us WHY, and informed us that any credit would be put through after all info was inputted in the system. Needless-to-say, Comcast did not follow through on the credit stating that the tech found no problems on their end and we did not know "how to properly use our internet service." Yet, the company replaced the modem, dug up the lines to work on them (which were still above ground for an extended amount of time), and informing us that there is nothing they will do. They had us "UPGRADE TO BLAST" as a way to fix the problem we were having before the upgrade yet all the while the problem was on their end. I have never dealt with a company so blatantly uncaring about their customers needs or the integrity of the services which they provide as Comcast/Xfinity.

On my last call to Comcast/Xfinity about this on 7/16/15, when I asked to speak with someone so we could take this to the next level - we were told that there were no supervisors we could speak to, no phone numbers available to take this problem to the next level, no email address that we could contact for any resolution. The end result is and will be no credit.

Most disappointing company we have ever had the opportunity to deal with. Glad our businesses do not rely on the services that Comcast/Xfinity provides - if they did we would be in BIG trouble.

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[Ticket: # 406660 - illegible text on websites](#)

**Date:** 7/16/2015 11:45:00 AM

**City/State/Zip:** Havre De Grace, Maryland 21078

**Company Complaining About:** Noname

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## **Description**

As there is no subject heading under issues for this problem and one HAS to pick something I have selected what seems appropriate...

I am vision impaired and I find it VERY difficult to read most text on websites these days due to the fact that they are in VERY light grey font on a white background or color font on a background that doesn't contrast with the font. This is especially true when it comes to trying to contact a company. I have even found this phenomon on local, state, and federal websites and have addressed them about it. Some have apologized and changed the contrast to be readable others have not. In my mind this light font on a non-contrasting background is discrimination to those of us with eye problems. Even this website is guilty of it. It costs nothing to use black font on the internet.

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[Ticket: # 425529 - Internet Outages](#)

**Date:** 7/24/2015 8:49:00 PM

**City/State/Zip:** Olympia, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

Internet outages are frequent in the last week and one half. Comcast only wants to send a tech out. We have all new wiring. It effects our development and neighboring developments. Not dependable at all and very frustrating!

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[Ticket: # 406869 - Internet Concerns](#)

**Date:** 7/16/2015 12:31:51 PM

**City/State/Zip:** Schaumburg, Illinois 60193

**Company Complaining About:** Comcast

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### **Description**

Continued issue with Comcast, Outgoing commands on Internet have a 45second-1.6min delay due to the 45-60 customers fight for the same channel.

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[Ticket: # 406878 - Constant loss of signal](#)

**Date:** 7/16/2015 12:34:32 PM

**City/State/Zip:** Schaumburg, Texas 60193

**Company Complaining About:** Comcast

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## **Description**

Internet/TV loose signal, reboots constantly

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**Ticket: # 407150 - over charge**

**Date:** 7/16/2015 1:49:32 PM

**City/State/Zip:** Santa Maria, California 93455

**Company Complaining About:** Verizon

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## **Description**

My internet runs a .68-1.3 speed. I have made many attempt to try to get this resolved. I pay for high speed internet and asked that my bill of 65 monthly be adjusted to the service they are providing. I sometimes daily cannot I log in and consistently get bumped off using this service. My question is what is the definition of high speed and the power required for service. I have spent hours trying to get this resolved, what are my options to get my bill adjusted and reimbursed. I have been told that they do not have the ability for true high speed internet in my neighborhood.

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[Ticket: # 407761 - Internet](#)

**Date:** 7/16/2015 4:43:01 PM

**City/State/Zip:** Howe, Oklahoma 74940

**Company Complaining About:** Windstream Communications

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## **Description**

Our internet is horrible! It will drop all the time, it's very slow and we have to turn it on and off to reboot it.

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**Ticket: # 408034 - Billed for no service - Issue a Centurylink Problem**

**Date:** 7/16/2015 6:13:09 PM

**City/State/Zip:** North Plains, Oregon 97133

**Company Complaining About:** Centurylink

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## **Description**

Billed full price for 3 months where I could use the internet maybe an hour a day during the evening at most. The entire day the DSL link fails and the modem lights just flash and flash.. They sent out 4 technicians who did little more then replace the modem, idle in their trucks then drive away without follow-up. Issue was acknowledged by one Centurylink Tech as being on their end... I emailed Centurylink corporate they said they could clearly see the errors in my connection and would credit my account after a special Data Tech they were to dispatch came out to evaluate the line...That tech never came, and this person said they would contact me back within 24 hours and never did.. Now my service is suspended and nobody at CenturyLink cares... Its horrible. This company should be shut down!

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[Ticket: # 408124 - Loud advertisements](#)

**Date:** 7/16/2015 6:51:45 PM

**City/State/Zip:** Beverly Hills, California 90210

**Company Complaining About:** AT&T

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## **Description**

The advertisements in the month of zen streams from the daily show on the comedy central website are a lot louder than the program

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[Ticket: # 408197 - Fraudulent message blocking use on safari](#)

**Date:** 7/16/2015 7:27:23 PM

**City/State/Zip:** Allen, Texas 75013

**Company Complaining About:** AT&T

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## **Description**

While using Safari, my screen frize with a nessage say to call 1-800-447-8361 for support. This was fraudulent. I was only able to remove it by changing my settings and losing prior saved info.

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**Ticket: # 408975 - email from Jacob Lew**

**Date:** 7/17/2015 10:51:46 AM

**City/State/Zip:** Alamogordo, New Mexico 88310

**Company Complaining About:** Tds

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## **Description**

Received an email from Secretary of Treasury, Jacob Lew, saying he is attempting to contact me to give me \$10,700,000.00 in inheritance money. I am told I have 24 hours to reply. I would like to forward the email for investigation as I do not believe that it is from Mr. Lew but is from someone pretending to be Mr. Lew. Thank you for your attention to this matter.

I have copied the text of the email below:

U.S. Department of the Treasury  
1500 Pennsylvania Avenue, NW  
Washington, D.C. 20220.

Attention: Beneficiary

I want to assure you that there is light at the end of the tunnel after all the disappointment and frustrations that you have gone through in the hands of the fraudsters and impostors. The good news is that you can still receive your inheritance payment valued at US\$10,700,000.00 (Ten Million Seven Hundred Thousand United States Dollars) if you do the right thing. Please do not allow anybody to deceive and defraud you again.

I am the only person with the constitutional power and authority to transfer your inheritance payment. Without my signature no beneficiary will ever receive one cent from the U.S Department of Treasury. All the powers to transfer any inheritance payment belong to me and to no one else. There is only one genuine U.S Department of Treasury secretary and that is me and no other person.

The only way I can prove myself is to transfer your funds into your account within 24hours that you have fulfilled U.S Department of Treasury transfer condition. You have suffered enough in the hands of the fraudsters It is now time for you to see the light and receive your inheritance payment. Stop listening to all the stupid, baseless and senseless stories from the fraudsters as to the reasons why your inheritance payment is being delayed. They are not telling you the truth. The plain truth is that they do not have the power to effect your inheritance payment.

I am responsible for withholding your inheritance payment file, so if you like pay, pay, pay to the fraudsters until you are tired and frustrated of paying, you will still not receive one dollar until you adhere strictly to this genuine U.S Department Of Treasury transfer conditions. Contact the U.S Treasury Department immediately you receive this email if you are serious about receiving your inheritance payment. I will effect your transfer within 24hours that you have contacted me.

As a result of the on-going drive of the Government to update its books and clear payment to all beneficiaries/contractors, I strongly recommend that you promptly respond to this immediate payment notification.

Your response to this email will be highly appreciated.

Sincerely,  
Jacob Lew,  
Executive Secretary,  
United States Treasury Department.  
(C) 2015.

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[Ticket: # 409163 - USAA doesn't respond when I request to remove my email from their system](#)

**Date:** 7/17/2015 11:45:12 AM

**City/State/Zip:** Solvang, California 93463

**Company Complaining About:** Usaa

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## **Description**

I keep getting emails from USAA and I closed that financial (savings) account along time ago. When I did have that account, I had nothing but problems with the account and emails sent from them all the time. I need USAA contacted to remove me from their system. Thank you!

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[Ticket: # 409409 - Comcast blocking port forwarding](#)

**Date:** 7/17/2015 12:57:11 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast is blocking my ability to for me to forward ports -- which is needed for home security monitoring. I have made several calls to them asking for assistance on this point and they have done nothing and are continuing to block this critical functionality.

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**Ticket: # 409905 - COMCAST Harassment and deliberate Disconnected service against my contract terms**

**Date:** 7/17/2015 3:05:52 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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## **Description**

On February 26, 2015, I called COMCAST to inquire how I could downgrade my TV Service. My kids rarely watch TV as they use the internet mostly for their entertainment purposes. The gentleman on the phone stated that I would be charged for every service downgraded because I had signed a 2 year contract. I said 'fine, my contract is up in July, I can wait until then. But note that you will most likely lose me as a customer since you won't downgrade my service without a \$90.00 charge per item downgraded.'. The gentleman said 'that's fine' and we ended the conversation. At no time were any un-pleasantries exchanged by either of us. The phone call was recorded so it can be reviewed. The following day Feb. 27 at exactly 5:06 PM a COMCAST technician came by, as I saw him outside, without me calling for service. At that time, our entire system (internet, phone, and TV) all went out. I called COMCAST to inquire and they stated it was a temporary outage and that it would be fixed by that evening, but that if it wasn't, they would send someone out on Saturday. The service was still off Saturday morning and again I spoke with them on the phone. All they could say was that I was a value customer and someone would come out Monday. I had no service, including access to 911 emergency services due to this outage. At that time, I reviewed the security camera footage which showed a COMCAST employee arriving at my residence and going into the Cable box located in my hedges. At that exact time, I noted that was when I noticed all my services were no longer working. On Saturday Feb 28, I noticed the box was still open. A neighbor of mine, who works in the T-Communications industry, noticed that there was now a T-Splitter on my line with the input of the street connected to the out on the T-Splitter and my home line going into the other out on the T-Splitter. This setup stops all RF. The input on the T-Splitter was capped off with nothing attached to it. This T-Splitter disconnected my service. The T-Splitter is still at my house and I have security video coverage of this event. I believe that after my phone call on Thursday night stating I wanted to reduce my service, COMCAST deliberately sent a technician out to cut off my services yet still billed me. This is clearly harassment and endangered my family by cutting off home contact services to 911 and other emergency services. Again, I have this on video which was installed at my home. I will never trust COMCAST or their Technicians in the future. A company that sends someone out to turn off services without telling the customer because the customer called the night before to inquire concerning downgrading services is disrespectful, harassment, and places lives in danger. I have always paid all bills on time and 100% in full. COMCAST engages in harassment as evidence above with supporting video of the incident. They should be ashamed!! I am attaching a basic photo showing date/time of when the comcast employee deliberately cut my service off.

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[Ticket: # 410046 - privacy obstructon of justice](#)

**Date:** 7/17/2015 3:44:32 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Directv

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## Description

(b) (6) and (b) (6) and (b) (6) and hispanics .

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[Ticket: # 410092 - computer virus](#)

**Date:** 7/17/2015 3:55:44 PM

**City/State/Zip:** San Jose, California 95121

**Company Complaining About:** Comcast

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## **Description**

Chrome web browser locks onto a url and will not allow closing the web browser. Included are some screen shots of the displayed message. Also running AVG virus protect but it appears it does nothing to protect against this adware if that is what it is.

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[Ticket: # 410227 - poor internet service](#)

**Date:** 7/17/2015 4:31:53 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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### **Description**

I have complained to Comcast about the speed of the internet and the poor connectability of the wireless device. They advertised specific speeds and are not holding up on their end of the deal.

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[Ticket: # 410482 - illegal use of radiowaves from neighbor](#)

**Date:** 7/17/2015 5:52:39 PM

**City/State/Zip:** Seabeck, Washington 98380

**Company Complaining About:** Centurylink

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### **Description**

metal objects become magnetized interference with security cameras and wifi, feeling sick and tired.  
excessive hot spots

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[Ticket: # 410552 - Jamaican scam](#)

**Date:** 7/17/2015 6:09:15 PM

**City/State/Zip:** Loretto, Minnesota 55357

**Company Complaining About:** Centurylink

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## **Description**

I was told that I won money and a car. I called the number given to me for more updated info and was charged for several phone calls along with my husband as he also called. Century link filed a fraud claim, said we had to report it to you.

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**Ticket: # 410514 - Text advertisement or scam/phishing**

**Date:** 7/17/2015 5:59:34 PM

**City/State/Zip:** Middleton, Idaho 83644

**Company Complaining About:** Verizon Wireless

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## **Description**

(I'm reporting a text message advertising, every link takes me to this form for some reason. I'm not complaining about my internet) I received a text message from an email address to my personal cell phone advertising a website.

Email sent from: Serafin@totheshine.ml

Message copied entirely: (Support us!) dont miss ~ kwel.me/bd74f4 ~

In researching this spam text message I inadvertently got sent to the website linked. It seems to be a Loan Company. I have never once looked for a loan, with or without this company.

I do not require a response.

---

**Ticket: # 410897 - Frontier refuses to fix issue after repeated attempts**

**Date:** 7/17/2015 10:42:19 PM

**City/State/Zip:** Waldo, Ohio 43356

**Company Complaining About:** Frontier Communications

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## **Description**

Constant, ongoing issues with DSL service. Frontier has been contacted numerous times over the last three years while the problem has steadily gotten worse. Finally, the service has been essentially unusable in the last six to eight weeks. Frontier has been contacted three times in the last few weeks. I've had to purchase a cellular hotspot at \$70/mo just to get functional (extremely capped) Internet. Every single time they put me through the "disconnect everything, reboot, run speedtests, see problems, run line tests" routine only to get to "well there is probably alot of network congestion right now" answer. It is not network congestion, it is a physical problem with the lines they do not want to address. Since I have no other (landline) choice for "broadband" (what a joke) , what recourse do I have as a consumer? Rural Internet in the US is terrible. Here is a speedtest from a few weeks ago when it was temporarily working. <http://www.speedtest.net/my-result/4460127244>

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[Ticket: # 411200 - Google refuses to remove false sex offender URL from my search results.](#)

**Date:** 7/18/2015 10:48:28 AM

**City/State/Zip:** Athens, Georgia 30605

**Company Complaining About:** Google

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## **Description**

Over the last five months I have had to constantly request Google to remove URLs that should not be included in my search results.

For example, currently James Terrance Crisp, a sex offender, has his Homefacts.com URL included in my Google search results. This URL should not be included because of his first name and also because his middle name is not spelled like any of the other Terence Crisp's listed in the results. Although I have asked for removal and an explanation Google refuses to remove the URL.

I was unaware of this URL until I interviewed for a part-time job and the person conducting the interview jokingly said, " I thought you were the other Mr. Crisp, the sex offender, but that's not you pictured. I now wonder how many other part-time employers may have thought the same thing.

In addition to this URL I have also had Michelle Crisp's Public Facebook Profile Inserted into my search results for the last five months. I filed so many complaints with Facebook that they started their own investigation into the matter and now even Facebook is unable to remove the URL.

I recently told John Elstone, a Google+ Top Contributor, in a public forum that I find it odd that each time that I've interacted with his friend, Master Shifu, in the Google Help Forum the URL start up and that I believe he is responsible for this confusion. I actually believe this Master Shifu character, that's his screen name, knows me and has ax to grind.

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**Ticket: # 411240 - email hacking**

**Date:** 7/18/2015 11:29:35 AM

**City/State/Zip:** Salisbury, Missouri 65281

**Company Complaining About:** Chariton Valley

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## **Description**

For several months my (b) (6) has been used by several. Lately (b) (6) has used it and I have several thousand mail demons. I was told the only thing I can do is close the account. (b) (6) was my primary account until last week. This has been a problem for several months, mail redirected twice . Can you get into it, Chariton Valley can and I wish you would find the hackers. Also (b) (6) used to be my primary account but I closed it several years ago and can't reopen it. Since (b) (6) is my call sign I hope you can do something.

---

**Ticket: # 411319 - will not stop sending emails to me that i have click to stop them**

**Date:** 7/18/2015 12:28:26 PM

**City/State/Zip:** Lake Worth, Florida 33467

**Company Complaining About:** Comcast

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### **Description**

receiving emails from media concepts 6224 holy springs rd holly springs, NC 27540 THE REPRESENT NUMERIOUS ADVERTISERS THAT KEEP SENDING EMAILS AFTER MANY TIME OF MY STRIED TO STOP THEM. I HAVE WRITTEN TO THEM ALL TO NO AVAIL. THEY ARE COMPLETELY IGNORING MY CANCELLASTIONS.

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[Ticket: # 411414 - no net](#)

**Date:** 7/18/2015 1:15:22 PM

**City/State/Zip:** Lamar, Colorado 81052

**Company Complaining About:** Charter

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## **Description**

I haven't had internet going on 2 days now! Why do I pay so much to not use it!? I have stuff to do online and yet I can't get anything done. Very frustrating.

---

**Ticket: # 411451 - Comcast's poor service to fix wifi internet service, while continuing to charge**

**Date:** 7/18/2015 1:37:44 PM

**City/State/Zip:** Manchester, New Hampshire 03101

**Company Complaining About:** Comcast

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## **Description**

Comcast is fully aware of the internet problems with wifi in the area I live in. There are many users in the townhouse community I live in. I pay for a bundled service that includes high speed wifi internet, yet my computer cannot 'recognize' my router, yet it does everyone else's here. I frequently lose internet service, it drops out or just freezes and cannot connect to my printer. My printer developed major issues yesterday because of it.

Because I have a security system located on the ground floor, my modem has to be plugged into it directly. This is most frustrating to try to use the wifi for the internet, and it drops out, or usually is slower than DSL ever was. The company sends out servicemen but tell them 'you are going out to Riverwalk Way, it is a troubled area for internet speeds'. Each serviceman tells me they know about it, are really aware of it, yet are dragging their feet on this. One person told me there are 11 'channels' they can use, but don't bother to try out others to help our situation. What I am forced to do (paying top price for the internet) is to move my wireless printer down to my studio and plug it directly in to the modem. Then in order to have the high speed internet, I plug my lap top into this same modem, not wireless, cabled communication directly with both the printer AND my laptop hardwired into the modem, like in the earlier days of the internet. One tech support guy told me to get a really long cable, drill into the floors and run the cable into the above floor, going through a plastered ceiling, hardwood floors and all to get the internet speed I pay for. No. I believe if a company is paid to provide an agreed upon service, receive payment for that service, then they better well provide what they are charging me for use. I will not drill holes into two floors, rig up cable wires just to have internet service, (and at this point it will no longer be wifi) when it is Comcast's responsibility to provide the service they are charging me for. But I believe they know they are the only game in town, why the rush?

I believe that Comcast knows there is a major problem with wifi service, warning their techs when then are sent out on service calls ahead of time to our townhouse community, yet DO NOTHING TO FIX THE SITUATION is not right, It isn't fair. They are complacent and know they are the ONLY carrier in the area (isn't this an anti-trust issue?, Verizon is shut out of NH), they are not pressured to do something about this.

Can't someone help us out? When they say 'they plan on doing something about it' and it doesn't happen and we still pay the high internet rates for high speed wifi, I feel they are cheating the consumer. Even one consumer isn't right. We are at least 45-50 living here. We are also near the (b) (6) stadium and the (b) (6), as well as the (b) sections of the city along the Merrimack river. We pay the highest taxes in the city, get very little in return due to the nature of a condo set up, yet simple a utility service continually dropping out, should not be an on going issue with as I mentioned earlier, no reason for them to fix this or fix it when they ever get around to it. Please help

---

**Ticket: # 411656 - unwanted text messages complaints & on Do Not Call reg since 4/30/15**

**Date:** 7/18/2015 3:47:55 PM

**City/State/Zip:** Houma, Louisiana 70361

**Company Complaining About:** My Wireless Is W/ Verizon But They Are Not Who I'm Complaining About

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**Description**

receiving many unwanted text messages from numerous numbers w/ links to websites. Numbers include: 8587719741, 9313002323, 9033084805, 8142085442. Several connect to a website for loanup1.com. I text back to stop but it continues

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**Ticket: # 412177 - Unwanted Email**

**Date:** 7/19/2015 11:37:39 AM

**City/State/Zip:** Orland Park, Illinois 60467

**Company Complaining About:** Comcast

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**Description**

zacksinvestmentmanagement@zacks.com constantly sends me emails, which I have marked as spam. The link to unsubscribe to their newsletter (<http://www.zacks.com/my-account/my-email.php>) points to a webpage that responds "This webpage is not available. ERR\_CONNECTION\_RESET". Thus, I have no way to stop the emails from filling up my spam folder.

I never remember subscribing to this newsletter, but it is always possible it was included in another subscription.

---

[Ticket: # 412233 - Obsolete modem issued by Comcast](#)

**Date:** 7/19/2015 12:58:34 PM

**City/State/Zip:** Occidental, California 95465

**Company Complaining About:** Comcast

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## **Description**

Our household is an Economy subscriber to Comcast High Speed Internet. Recently, our wifi signal has been intermittently unstable. Notifying Comcast support, we were advised that our Ubee DDM 3513 modem (leased from Comcast) was on Comcast's End of Life list, and that we should request a replacement. Unfortunately, the only replacement offered by Comcast is the Ubee DDM 3513. In other words, Comcast is offering only substandard, obsolete, equipment to its Economy customers.

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**Ticket: # 412787 - Invasion of Privacy and Defamation**

**Date:** 7/19/2015 11:52:48 PM

**City/State/Zip:** New York, New York 10029

**Company Complaining About:** Sprint

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**Description**

For almost two years I have requested the (b) (6) and several colleagues to stay off my Internet connectivity via my cell phone and my WIFI connection. I am still having issues with these individuals here as well as at my employment (b) (6).

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**Ticket: # 412428 - Comcast internet tv not working**

**Date:** 7/19/2015 4:35:47 PM

**City/State/Zip:** Baltimore, Maryland 21230

**Company Complaining About:** Comcast

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## **Description**

Ive been calling comcast for over 2 weeks. My internet keeps going out and my cable gets stuck on one channel. When they check from the office they say its working but i tell them it will go out soon enough. It goes out for 5 hours a day sometimes. My girlfriend and i hav ed homework and we cant do this with no internet. Comcast has sent 3 to 4 different guys to my house and they have done nothing. Ive spoken to supervisors and they ve done nothing. I hate this company with a passion. The one cable guy that came out said he couldnt do nothing because the pole was in my neighbors yard. I told him i had permission. That wasnt good enough i needed written permission. I get that, turns out the tap was in my other neighbors yard and guess what i needed permission again. He takes a picture sends it to his supervisor. Meanwhile ive called and called to find out whats going on finally he says his super says theres to many vines and poison ivy on the pole comcast isnt responsible. I said thats it im done. I would like a whole refund.. i cancelled my service because comcast has the worse customer service ive ever seen. They do nothing to help their customers and its a shame.

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**Ticket: # 412438 - nuisance political spam**

**Date:** 7/19/2015 4:52:26 PM

**City/State/Zip:** Moore, South Carolina 29369

**Company Complaining About:** Patriotvideos.net

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## **Description**

I am being assaulted with nuisance political spam originating from "editor@patriotvideos.net". I have expressly requested that they cease sending such nuisance political spam to my email address to no avail. The "unsubscribe" link is deliberately inoperative on these emails...they are intended to fraudulently paint the recipients as "fringe idiots" with illogical views on most topics discussed. I pose that it is a crime to broadcast such "political nuisance spam" to ANY individual who did not expressly subscribe to this so called newsletter. I am tired of their "militia, white supremacist" rhetoric being forced upon me. Please review and investigate this issue as: 1) a crime, 2) a pattern of deliberate "libel by association", 3) intentional character assassination by "planting" documents and rhetoric to which I am not associated with, 5) deliberate fraud....

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**Ticket: # 412527 - Internet issues**

**Date:** 7/19/2015 6:33:19 PM

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

**Company Complaining About:** Centurylink

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## **Description**

I have had the same issue with Century link for over a month in which I get slow speeds and my internet service drops connection. I have replaced the modem with another one from their company (and was charged full price for it) and I have spent hours on the phone with tech including having 3 techs come to my home. They have even replaced the wires going to my home. They stated the issue was needing some sort of bridge to correct it in my neighbors yard. However, when I informed the tech (the same day only a few hours after he left my home) that my neighbor was available so the work could be finished I never heard back. I have to keep power cycling the modem and am getting speeds of 6-8GB. I am still paying full price for the service but they are a utility company and I should not have to do the work to schedule when my neighbor is available. I want them to come and fix the issue once and for all as all the cables going to my home and inside my home have been replaced, it is something on their side they need to correct.

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[Ticket: # 412654 - Verizon is still spam-blocking my normal emails](#)

**Date:** 7/19/2015 9:26:26 PM

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

**Company Complaining About:** Verizon

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## **Description**

This is a recurring problem, and I see no evidence that Verizon has attempted to correct it. Most recently Verizon blocked as spam an email I forwarded (see attached). As usual, they failed to unblock it through their advertised process for unblocking emails (that has never worked for me). As with previous similar blocked emails, this one had no obscene or other unusual content . Verizon consistently refuses to explain why they block my emails. Their actions seem completely arbitrary. I am getting pretty frustrated, because they don't seem interested in correcting the problem or even explaining to me why they block my emails.

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**Ticket: # 412862 - Consolidate Communications ( surewest )**

**Date:** 7/20/2015 7:14:06 AM

**City/State/Zip:** Overland Park, Kansas 66215

**Company Complaining About:** Consolidate Communication ( Surewest)

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## **Description**

I switch from time warner cable to this company, because they offer \$ 54.95, with all the add come in to 63.95 plus tax, on September 2014 we took vacation for 30 days they offer the plan 31. 74, we never received that price, I called so many times for the bill's correction, I stop payment they cut the services, I was writing and talking with the Office of District Attorney ( Twyla Way), after a few months of written letter, she sent me to BBB (California Richard Luong) again I wrote explain I do not received any correction of my bill. Cindy Martin from Consolidate Communication, call me and she offer to send me the correction of the bill If I pay \$75.00 to restore the service. in the end BBB say I have to talk with them and pay the Bill, they never sent me the bill I request ( and they charge me a disconnect),

Now for a few weeks my internet is very slow, I have a lot of problem with the internet, I call the company they sais disconnect the rotor for a few minutes and connect again, I check the speed and was 0.04, 0.05 and 0.01. I called them and they sent the technician and he was here July 14, I ask for 2 hours leave on my job, but he come in and he change the rotor, but continues the same , I said I have to go back to work, and the next available will be July 23, I was calling to change that day for Saturday on maybe another day after 5:30 PM, but they do not have another available day, I fell very frustration, I can not paid my bill. now I have to pay my bills by phone paying \$2.50 extra. they offer me the internet speed will be 10Mbps.

My resolution is to cancel this plan, this month they increase again \$3.95, even I have the letter that the price will be \$63.75 plus tax.

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**Ticket: # 412892 - SPAM Complaint**

**Date:** 7/20/2015 8:11:42 AM

**City/State/Zip:** Omaha, Nebraska 68127

**Company Complaining About:** Omaha World Herald

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**Description**

I have received numerous emails from worldheraldsubscribers@eblastengine.com. This is a job site I have not used for over 3 years. I unsubscribed on the website. The customer relationship was terminated years ago. The emails in question are not compliant with the CAN-SPAM act as all of the opt-out links in the email footer return the error "The page cannot be displayed because an internal server error has occurred." This error has persisted for over 3 months.

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[Ticket: # 412964 - Loss of internet connection](#)

**Date:** 7/20/2015 9:37:47 AM

**City/State/Zip:** Decatur, Georgia 30030

**Company Complaining About:** AT&T

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### **Description**

AT&T has failed to address my connection issues for weeks. Complete loss of connection for hours and days at a time has affected my work.

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**Ticket: # 413168 - Sporatic internet connection****Date:** 7/20/2015 11:13:40 AM**City/State/Zip:** Spencer, Ohio 44275- (b) [REDACTED]**Company Complaining About:** Frontier Communications

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**Description**

Sometime in 2013 Frontier/Yahoo mail had a problem sending an email to my Frontier email account.

(b) (6) [REDACTED] This email was between 300 and 400MBs and it had an attachment. In discussion with the Frontier techs it was determined that the Yahoo server would not send this size message.

Update to Friday, July 17, 2015 a period of at least two years and the problem has not been fixed. This is the fifth time that this occasion has occurred taking my time to notify Frontier and in turn having them contact Yahoo. On Friday July 17, I emailed Frontier support and advised them that there was a 3.42MB email with an attachment that wouldn't download to my email account.

Understanding that I would not get any help prior to Monday July20, 2015. On the evening of July19, 2015 I shut down my computer; prior to doing this I checked my email. I still had the 3.42MB email on my Frontier email account that would not download. July 20, 2015 9:00am I booted my computer and this email was not on the Frontier server. I immediately email Frontier support and advised them that the email had been deleted. I received an email acknowledgement that they had received the email. Information: My email client is Microsoft Outlook 2007. I have personally checked with Microsoft to see if Outlook 2007 would accept that size email. They have advised me that Outlook would accept any size email.

History: Ever time this occasion has occurred Frontier has taken control of my computer. Then have check to be sure my account has been configured right, it has been. The last time I had this problem, I believe some time in May or June they ran a Ping test. As I watched the ping test I notice and the tech verified that the signal I was getting to my computer was sporadic, and skipping. He mentioned something about an area of high demand. After seeing that my signal skipping, I have determined that this is affecting my Roku hardware. The Roku signal comes from the internet to my router where it is went by Wi-Fi to the Roku hardware connected to my TV. My router, a Linksys has been checked and no problems have been found.

What is happening is that when I select a Roku Channel to play a movie, the movie will start and will run until the signal skips and then the movie has to reload and start again. I tried different channels and two different movies and of the five minutes I watched them at least three minutes were used reloading the movies. I can only attribute this problem to the fact that my signal is skipping. I have reconfigured my Roku with the help of Roku support and we have determined that the equipment is OK.

I would like to be able to have my internet connection and email work right.

---

[Ticket: # 413414 - Email SPAM with no opt out included](#)

**Date:** 7/20/2015 12:16:53 PM

**City/State/Zip:** Austin, Texas 78749

**Company Complaining About:** Time Warner

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## **Description**

I keep receiving emails from info@imggroup.net.

None of them ever include an unsubscribe or opt out option.

I never signed up for the list in the first place. Please investigate. Thanks.

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**Ticket: # 413597 - Internet & Phone & TV Comcast Cable**

**Date:** 7/20/2015 12:56:20 PM

**City/State/Zip:** Princeton Jct, New Jersey 08550

**Company Complaining About:** Comcast

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**Description**

For over two months my internet and phone services goes out several times a day and night. I am missing phone calls and being disconnected while on the phone and internet. I have called them numerous times on this issue and they have been here several times attempting to fix it. On two different occasions during the past 2 months I was told by customer service that someone would be out and NO one showed up. They were not the least bit sorry when I called to see why NO one showed up. Customer Service promises you everything but delivers nothing. Over all the problem still persist..

One tech who came out and attempted to fix it gave me two phone numbers to call him if the problem persisted after he left. I called both numbers a few hours later and got a recorded message saying they were no longer available.

Throughout the course of my first year with Comcast my cable has been completely down for various reason and each time had to wait for nearly a week for someone to come out and repair it.. One time I had to watch TV with an orange screen for 5 days after they sent a single to my box and once again demand was not working so this was their attempt to fix it.. Opp's sorry is all you get and then an appointment a week later for someone to fix it.. I am at wits end with Comcast Cable Company and need your help. Thank you.

(b) (6)

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[Ticket: # 413699 - Broadband not working](#)

**Date:** 7/20/2015 1:22:54 PM

**City/State/Zip:** Indianapolis, Indiana 46241

**Company Complaining About:** AT&T

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## **Description**

I have called AT&T on several occasions about my internet service not working. They have scheduled me an appointment and no technician has come on 3 different occasions. I have called and called and they keep promising a technician will be out the next day. I feel that they personally do not care that I don't have service but it's ok that I pay for service. I've tried to talk to a supervisor and still no luck. I'm at the end of dealing with AT&T internet service.

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**Ticket: # 413800 - INTERNET FAILURES**

**Date:** 7/20/2015 1:54:14 PM

**City/State/Zip:** Lewiston, Idaho 83501

**Company Complaining About:** Cable One

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**Description**

Internet continually fails causing loss of computing interruptions as well as satellite dish interruptions. I have called Cable one numerous times to rectify the problem but we keep getting excuses as to why the failure happens and nothing gets fixed.

I pay for service that is very poor and extremely frustrating. Please help me solve this problem because Cable One will not help.

Thank you for your help.

(b) (6)

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[Ticket: # 413881 - Seagate Technology Blocks Wifif/Hotspots](#)

**Date:** 7/20/2015 2:12:02 PM

**City/State/Zip:** Hollister, California 95023

**Company Complaining About:** Seagate Technology

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### **Description**

Seagate Technology at 10200 De Anza Blvd, Cupertino, Ca blocks/disrupts Hotspots and Wifi.

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[Ticket: # 414670 - billing/ undependable service](#)

**Date:** 7/20/2015 5:44:44 PM

**City/State/Zip:** New Smyrna Beach, Florida 32168

**Company Complaining About:** AT&T

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### **Description**

for what ever reason my bill never make to my address. when ask to email a bill they cant. cant log on to inline account to keep track of the bill to keep service up. always trying to charge a reconnect fee when never was disconnected . does not deliver speeds promised. go's out if its windy hot or rains. volume drops or raises depending on time of day. when addressed they denied any of this. an tell me its all normal which it is not.

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[Ticket: # 414676 - internet viruses](#)

**Date:** 7/20/2015 5:46:10 PM

**City/State/Zip:** Bradenton, Florida 34208

**Company Complaining About:** Bright House

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## **Description**

Is there anything that can be done to stop all the needless viruses online that are requiring money to remove them? Almost everywhere I go on the internet I come across a virus. Can these people be stopped in any way? It's almost enough to make a person want to quit surfing the net forever.

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**Ticket: # 414981 - Verizon Wireless abusive practices**

**Date:** 7/20/2015 7:51:14 PM

**City/State/Zip:** Roslyn, New York 11576

**Company Complaining About:** Verizon

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## **Description**

Verizon installed DSL in my apartment and it did not work from the moment i had it until 2 weeks later when I cancelled my service. I was told that since I cancelled within the first month I would not incur any charges. I was going to be sent a label to return the modem. No BILL or mailing label or was ever sent to me. I called verizon and found out my bill was \$92. I called and complained to customer service and was told by alicia a CS representative at (412) 804-6674 that my bill was to be brought down to \$10 only for the connection for the 2 weeks and that the modem charge and start up fee were to be waived. a week later a collection agency convergent called to collect the \$92. I am not fucking paying for service that did not work. Verizon to force me to pay for service that did not work is criminal and should not be allowed in United States. This will be on my credit report but I will not fucking pay these criminals

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**Ticket: # 415428 - Comcast Data Cap**

**Date:** 7/21/2015 1:45:28 AM

**City/State/Zip:** Douglasville, Georgia 30135

**Company Complaining About:** Comcast

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## **Description**

Every month, our data continues to go above the 300GB allotted data from Comcast Xfinity here in our home west of Atlanta GA. We have exercised all ways of avoiding this 300GB data and according to their online calculator we should not be even near that amount. We continue to ask for a breakdown of usage (similar to those of mobile companies like T-Mobile) but we are always told that there is NO WAY to determine where our data is going. They say there is not a tool that provides them whether our data is being used for downloading, music streaming, movie streaming, or gaming.. We find this UNBELIEVABLE for a company that has a REQUIRED data cap trial and no other providers in our area.

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[Ticket: # 415532 - AT&T doesn't meet its advertised speed.](#)

**Date:** 7/21/2015 8:51:09 AM

**City/State/Zip:** Inglewood, California 90305-(b) [REDACTED]

**Company Complaining About:** AT&T

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## **Description**

I'm not getting the broadband service (broadband speeds) from AT&T that I pay for. AT&T is not giving me access to robust high-speed Internet service.

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**Ticket: # 415798 - illegal antenna/tower**

**Date:** 7/21/2015 11:08:58 AM

**City/State/Zip:** Florence, Oregon 97439

**Company Complaining About:** Charter

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## **Description**

My neighbor to the rear of my house has constructed a large antenna or tower on the roof of their home located at (b) (6). Since the installation of this antenna/tower, my iPhone 6 no longer works in my house. I have also had to replace two routers to my internet as they suddenly stopped working. After spending many hours on the phone with Charter, Linksys and Verizon, none of them were able to correct the problem with my internet devices. Verizon told me they were unable to get a cell phone signal at my home location even with their equipment. As soon as I leave my house and go around the corner, I am able to use my phone. These problems all started after the construction of this antenna/tower. It seems they even had the roof of their house reinforced to support this antenna. I have gone to their house and they do not answer the door. I have lived here 11 years and have never had this problem.

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**Ticket: # 416437 - Internet**

**Date:** 7/21/2015 1:41:56 PM

**City/State/Zip:** National Park, New Jersey 08063

**Company Complaining About:** Comcast

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## **Description**

For over a month I keep getting interruptions in my service. When I try and get on the internet I get error message Server cannot be found. At the same time my on demand for cable tv goes off. I have had at least 8 phone calls to technicians, 2 stops at their store, and 3 service calls to these people. Was called back and told since I live in an older area the lines are being eaten by squirrels and they had numerous complaints in that area and someone would be out to fix problem. Still having problems and I cannot get a straight answer from Comcast on if a service call was ever placed. Every customer service person will give you a different answer. And the whole time you are trying to get answers they are trying to sell you more services when the one you have doesn't even work.

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[Ticket: # 416469 - Phone and internet/computer abuse](#)

**Date:** 7/21/2015 1:52:58 PM

**City/State/Zip:** The Dalles, Oregon 97058

**Company Complaining About:** Gorge Networks

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## **Description**

My mother was called by a company claiming she was being hacked by someone in Russia that was trying to steal \$11,000 USD from one of her accounts. She gave them remote access and then when they tried to get her to pay for a "fix" by charging \$900 on her credit card she refused and they hung up. This morning she could see that they still had access to her computer because they tried to reach her by chat and then her cursor was moving by itself. I have since disabled her remote access.

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**Ticket: # 416537 - Mediacom Cable**

**Date:** 7/21/2015 2:12:38 PM

**City/State/Zip:** Hazel Green, Alabama 35750

**Company Complaining About:** Mediacom

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## **Description**

Mediacom cable is the only cable Internet Service Provider in Hazel Green which is in the rural part of Northern Madison County. I don't have enough fingers and toes to count the number of times Mediacom cable has been off line for over four (4) hours since January 2015. They are a monopoly in rural counties across the USA.

I thought the United States had a law preventing any company from becoming a monopoly.

Quite frankly Mediacom cable is a pain in the butt and that's putting it lightly! Mediacom cable does not compensate the costumer's for any of this downtime.

Mediacom cable's Corporate Office is in Michigan. I'll be lucky if you receive this message before Mediacom cable goes down again.

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**Ticket: # 416569 - jamming of my internet Signal**

**Date:** 7/21/2015 2:26:28 PM

**City/State/Zip:** Brooklyn, New York 11230

**Company Complaining About:** Clearwire

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## **Description**

I have reported this before and I need to do so again. I have been a Clear wire customer for about 4 years now, and have never had problem with my service until recently. My internet service was again jammed or logged into the point that it incapacitated my computer. Outlook would not work; my wireless printer could connect to the computer and obviously I could not get onto the internet. I switched to a non-wireless printer and the computer said it was not installed when I had used it on this very computer a few days prior. Monday, July 13, 2015; Tuesday, July 14, 2015; Thursday July 16, 2015; Friday, July 17, 2015; Saturday 4.00 am- 8.00 am July 18 , 2015 my computer signal and wireless printer were jammed. I could not get my work done as I prepared for an event wherein time was of the essence. Nothing worked! My computer and printers were all completely made ineffective. I was able to complete what I needed to do by copying rather than printing items needed.

There are perpetrators in this area in which I live who are using their some equipment to this intentionally. It often occurs every Tuesday or Thursday when I am at work in my office. Today I am using my Clear HotSpot to do my work. I again would appeal to you to investigate this in the area of Ditmas Park Brooklyn. Especially in the buildings (b) (6) (This is where I live). I suspect that it has to be through one or both of these buildings.

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[Ticket: # 417138 - AT&T is still actively throttling my unlimited data connection. It's unusable](#)

**Date:** 7/21/2015 4:45:17 PM

**City/State/Zip:** Cincinnati, Ohio 45208

**Company Complaining About:** AT&T

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## **Description**

I've received a message from AT&T stating in nearing 4gb of data on an unlimited data account. Since the message my internet pages are unloadable and even worse I can't use my GPS for directions. The map won't load.

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[Ticket: # 417664 - no help from ATT](#)

**Date:** 7/21/2015 7:29:37 PM

**City/State/Zip:** Sedgwick, Kansas 67135

**Company Complaining About:** AT&T

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## **Description**

We have ATT Uverse service which is sub standard. It works only part of the time. We have contacted ATT more than 12 times over the last 3 years. They continually dismiss us, and do not fix the problem. We call, they send a Technician, They claim there is an open in the line at 3000 and 6000 feet and they never return to fix it. We have complained numerous times without the issue being fixed

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**Ticket: # 417796 - Throttling Internet Speeds**

**Date:** 7/21/2015 8:28:36 PM

**City/State/Zip:** Corona, California 92879

**Company Complaining About:** AT&T

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## **Description**

I am a residential user who has been experiencing reduced speeds on my AT&T network. I am paying for MAXPro speed but only get this to the PC connected to the router. Any other device experiences speed reductions as much as 50% or less at times throughout the day. I have complained to AT&T and several technicians have been to the house. I only learned of the potential throttling issue from the last technician who appears to provide technical service issues.

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**Ticket: # 417812 - Comcast Internet Service**

**Date:** 7/21/2015 8:35:33 PM

**City/State/Zip:** East Boston, Massachusetts 02128

**Company Complaining About:** Comcast

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## **Description**

In December 2014 comcast started to charge me for leasing a Internet modem from them after having the service for more than a year and a half but I didn't notice until February 2015 so I called them and told them that since the beginning I've had my own Internet modem and router and ever since that I have been having Internet issues! It's just too much of a coincidence that after I called them about getting reimburse my Internet started to not work properly. I've spent a lot of time with them trying to fix this connectivity issues but I always get the same response maybe it's your modem or router but i purchased a new modem and router and the problem persist.

---

**Ticket: # 417891 - AOL is engaging in fraudulent/deceptive practices**

**Date:** 7/21/2015 9:29:43 PM

**City/State/Zip:** Arlington, Texas 76016

**Company Complaining About:** Aol

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## **Description**

AOL advertises that it provides "free" email service, which I have been using for many years. My account was hacked two days ago and then AOL froze access to the account. However, yesterday afternoon I was able to go to AOL website, change my password, access my account and retrieve my emails. Interestingly, this morning I was getting no emails in my AOL inbox, was informed to call customer support to "reactivate" the account, then told I couldn't get any technical support to find out why my emails weren't being sent from the server unless I signed up for a paid membership. Of course, as soon as I did, my emails "magically" appeared in my inbox. (I will eventually cancel and use another free email provider.) I went to AOL Facebook page to post a comment and was greatly surprised to find a phenomenal number of comments/complaints similar to mine -- people suddenly, for no apparent reason, unable to get their emails. I'm very concerned that AOL is engaged in a deliberate, deceptive, and fraudulent "marketing effort" to turn its free subscribers into paying members. This is contrary to holding itself out as a "free email" service provider. If AOL is deliberately "holding" and not releasing emails from its server in order to force people into paid subscriptions, that is an inappropriate manipulative tactic and needs to be investigated and stopped. If they don't want to provide "free" email service any more, then AOL simply needs to notify its current free customers that they must enter into a paid membership or their email account will be canceled. I tried to file a complaint with the FTC also, under the notion of "unfair and deceptive trade practices", but the FTC form didn't seem set up in a way to handle this kind of complaint. The FTC form was very complex, not consumer friendly, and just didn't allow for this kind of complaint. That's a shame, because I think they should be looking into this as well. This is not an isolated incident. Just check out the number of comments/complaints registered on the AOL Facebook page regarding similar problems experienced by NUMEROUS other consumers

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**Ticket: # 418091 - Dyre Malware Command & Control Servers hosted on Limestone Networks**

**Date:** 7/22/2015 12:03:36 AM

**City/State/Zip:** Charleston, South Carolina 29401

**Company Complaining About:** Limestone Networks

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**Description**

Greetings,

Our company investigates computer crime incidents on behalf of banks and other companies.

We are contacting you to request your assistance in the deactivation of command and control servers being utilized by the Dyre malware family hosted on Limestone Networks. Limestone networks has been unresponsive to multiple requests through multiple contact methods regarding the following C2 IP and port combinations:

(b) (6) - First reported to Limestone Networks 2015-06-29

(b) (6) - First reported to Limestone Networks 2015-07-05

These C2s were identified in network traffic originating from a Dyre malware sample. Please note that when accessed directly using a browser, an HTTP error is returned. This is a deception technique used by the attacker. In fact, the command and control server is online and only replies with valid HTTP codes if it receives encrypted binary data from its bots.

We kindly request your help to investigate and stop this attack by forwarding our complaint to the provider and requesting that they act on the report.

Feel free to reply if additional information or evidence is necessary. We greatly appreciate your assistance in this matter.

PhishLabs Security Operations

soc@phishlabs.com

+1.202.386.6001

<http://www.phishlabs.com>

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[Ticket: # 418220 - ATT practices](#)

**Date:** 7/22/2015 7:56:11 AM

**City/State/Zip:** Graham, North Carolina 27253

**Company Complaining About:** AT&T

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## **Description**

ATT customer care attempts to resolve my issues do not stay in their system and reoccur monthly. After spending HOURS in conversation with them I finally decided to let them cut off my service. After receiving my final threat, they locked me out of my online account (which stores all the billing data) and won't let me have access. I need this information to finalize my last bill which I do not want to remain unpaid.

---

**Ticket: # 418271 - early close of complaint without action; disruption to internet, phone internet, and TV**

**Date:** 7/22/2015 9:16:45 AM

**City/State/Zip:** Sandpoint, Idaho 83864

**Company Complaining About:** Verizon Wireless

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## **Description**

I opened a case and FCC transferred to Verizon. I spoke with Josh at Verizon in Technical Support. He stated a dBm testing needed to be performed at my residence because my disruption was atypical to the network and there was a clear disruption evident. A testing was never performed but Verizon closed the complaint with a letter of opinion and not fact. They failed to send a copy to me. I continued to inquire and follow up and I was finally read the letter over the phone.

Case #300759 was never resolved, testing never performed, and action never taken. This file should not be closed.

My internet availability is disrupted, my phone internet is disrupted, my phone settings are over powered due to the strength of the signal from next door neighbors business set up, and my televisions are disrupted. This is effecting my health and finances.

This needs to be reopened and adequately addressed. I have left messages with Lashelle Lewis of Verizon who wrote the letter but I am receiving no response and no activity. I have attached a chronological list of events and it was attached to the prior file

Since this letter was formatted I have learned from other neighbors that the business owner knew there would be disruption but since most others are on satellite internet, it would not be evident. This is a known problem and needs to be resolve.

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**Ticket: # 418794 - terrible internet service**

**Date:** 7/22/2015 11:49:15 AM

**City/State/Zip:** Coon Rapids, Minnesota 55433

**Company Complaining About:** Comcast

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## **Description**

I lost internet connection 10 times in a four hour period. I counted today since 7 am.

I do all I can to the modem as instructed. No change.

I have been sent different modems which help for a while. Back to terrible connection in a matter of days.

It has become worse since I told Comcast to remove their "Blast Service", which I did not order, from my already outlandish bill of \$149 a month for poor tv programs and terrible internet.

I am not going to call Comcast because it creates more stress to the situation. They will ask if I want to go back to blast service.

Comcast is a scam. I want action on their terrible service.

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**Ticket: # 418870 - STOLEN IDENTITY & HACKED**

**Date:** 7/22/2015 11:59:44 AM

**City/State/Zip:** Madison Heights, Michigan 48071

**Company Complaining About:** AT&T

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### **Description**

I got a laptop as a gift signed up for hotmail now my computer an not go to the website in 1 day! the ping should show what other address is running off my devices but the FCC does not monitor! maybe if you did in back ground would be less stolen idenities! thank you.

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[Ticket: # 419038 - Internet Scam](#)

**Date:** 7/22/2015 12:31:10 PM

**City/State/Zip:** Dover, Pennsylvania 17315

**Company Complaining About:** Comcast

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## **Description**

When using Safari a message comes up repeatedly to call this number for security reasons. Told to call 1-800-447-8361 immediately to restore ipad function

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[Ticket: # 419207 - Comcast Service and billing issues for a business...](#)

**Date:** 7/22/2015 1:12:55 PM

**City/State/Zip:** Fort Lauderdale, Florida 33334

**Company Complaining About:** Comcast

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## **Description**

Our business operations have been significantly impacted by Comcast service issues. We have contacted Comcast at least 2-dozen times over the last few weeks. Most of the phone calls result in wasted hours on the phone, employees hanging the phone up on us or service techs coming out without any resolution to our issues. Most recently (a few moments ago), A gentleman named "Darrell" who would not release his extension or last name, works in the retention department (1:07pm EST 7/22/15) and clearly didn't want to help us fix our issue. Instead, Darrell was happy to tell us that because we are thinking about canceling our contract, there will be a \$3,000 service cancelation fee because we are canceling early! My argument is - Comcast has not met their end of the agreement...we aren't even getting service. We have had MULTIPLE days where our business is completely out of phone service, internet service, servers, etc. Our business operates servers, phone systems and IT operations directly in-house and when Comcast goes down, our entire company goes down with it. Service techs take more than 24-48 hours to come out on most occasions. Telling me that I have to pay \$3,000 to cancel service because I didn't meet my end of the agreement is ridiculous! I pay Comcast bills.....and they aren't providing me the service I'm paying for. It seems pretty cut and dry to me.

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**Ticket: # 419650 - interference with internet signal**

**Date:** 7/22/2015 3:04:36 PM

**City/State/Zip:** Seattle, Washington 98106

**Company Complaining About:** Comcast

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## **Description**

I believe my neighbor who has a very tall screen like satellite on his roof and a dish satellite on ground level facing the house I am renting. I have been having a lot of interruption as though someone is in my computer. the neighbor is doing whatever to spy on me but I can not get any help blocking if that is the case. him getting in through radio frequency. I had to call police because he told me face to face he had a right to know what I am doing over here.Can you please help?

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**Ticket: # 420175 - att scheduling to show for install of internet and not showing; providing false account number to customer**

**Date:** 7/22/2015 5:23:40 PM

**City/State/Zip:** Camp Meeker, California 95419

**Company Complaining About:** AT&T

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## **Description**

Att hazing:

1. scheduling to show for 12 appointment to install internet service and not showing for appointment.
2. providing subsequently customer billing account number to pay a deposit at a retailer 45 minutes away, when presenting account information to retailer to pay att deposit, told account number false. drove 2 hours wasted time and another 1.25 hours on phone to att wasted
3. att lying to customer and abusing him

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[Ticket: # 420521 - unwanted email from Advance Healthcare](#)

**Date:** 7/22/2015 7:10:38 PM

**City/State/Zip:** Highland Park, New Jersey 08904

**Company Complaining About:** Advance Healthcare

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### **Description**

I never did subscribe to these emails and have called many times, sent return emails, etc. and simply can not get the sender to stop sending these emails.

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[Ticket: # 420829 - hacking](#)

**Date:** 7/22/2015 10:26:34 PM

**City/State/Zip:** Ann Arbor, Michigan 48104

**Company Complaining About:** Refused To Give Name. Gave Address That Is Fake

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### **Description**

has malware that attacks computers and freezes screens. requires call to 844-669-3824 to get personal data to unlock screen

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[Ticket: # 420990 - Constant issue with Wi-Fi](#)

**Date:** 7/23/2015 4:20:47 AM

**City/State/Zip:** Plano, Illinois 60545

**Company Complaining About:** Comcast

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## **Description**

Called. Numerous time to complain that my wifi keeps disconnecting. The issue has been continuing since I had the service installed. I started keeping record of every call I made. So far in one month I have talked to 9 tech support reps with one tech coming out to replace wires and splitters. I am on my 3rd modem in the sale month. I am a online collage student and live in a place where being connected through a wired connection is challenging. I am tired of wasting countless hours trying to resolve an issue that I was assured would be fixed.

---

[Ticket: # 421012 - Internet is sporadic](#)

**Date:** 7/23/2015 7:18:44 AM

**City/State/Zip:** Bowie, Maryland 20720

**Company Complaining About:** Comcast

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## **Description**

Internet service has not worked a full 24 hours in 6 months. Got a replacement modem from Comcast 2 weeks ago and the service hasn't worked at all in 3 days. I get an "Out of range" message on all devices in the home, yet the XfinityWiFi signal that I cannot access is visible. Terrible internet service since they bought Time Warner. The service is too expensive to be so unreliable.

---

**Ticket: # 421266 - Centurylink IT Tech Scam****Date:** 7/23/2015 10:25:15 AM**City/State/Zip:** Wolf Creek, Oregon 97497**Company Complaining About:** Centurylink

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**Description**

On 4/16/15, I was having trouble with my internet, so called Centurylink, my provider for tech support. I was transferred to a support technician and he told me that my computer had been hacked by someone from Texas, and that he could fix my problem. He would have to have control of my computer - and since I believed he was from Centurylink, I granted it. He downloaded some malware software and messed around for about 1.5 hr, and then emailed me an authorization for payment to AGA TechExperts, LLC for \$239.00, which I happily paid by check. They advised that this payment was for unlimited, lifetime tech support for any and all equipment in my household - so I thought it was a great deal. Earlier this month, I began having some internet problems again, so I called the direct number they gave me to get some tech support. The person who answered the phone advised that my computer had been hacked by someone in another state - but unfortunately AGA Tech Experts LLC had gone out of business. However this new outfit would fix the hack and protect my computer. He gave me a company name and said it would cost \$160. That is when I became suspicious and called Centurylink to look into this. After telling my story numerous times, and being transferred from department to department I finally had had enough and asked for the legal department. I was transferred, and left a voicemail expecting to be called back, and that has never happened.

Centurylink directly transferred me to this bogus Tech support company, and I gave them \$239.00 for lifetime tech support which was a scam - and I want my money back from Centurylink.

An additional problem has cropped up more recently, I work from home as an RN Case Manager and we are expected to have a certain upload/download speed. I pay for 7 MBs, top speed for my location - but when doing several speed tests, I find that I barely make 2.5 - yet I am still being charged for 7.

Centurylink is my only option for "wired" internet service in my semi-remote service area. Wired service is necessary since we cannot transmit a patient's private healthcare information over wireless network which is a HIPPA violation.

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**Ticket: # 425670 - Comcast Blocking HBO GO**

**Date:** 7/24/2015 11:50:46 PM

**City/State/Zip:** Andover, Minnesota 55304

**Company Complaining About:** Comcast

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### **Description**

Comcast is blocking my ability to watch HBO GO from devices such as PlayStation 4 even though I am paying for the service and it's all completely legal content. It's the only internet provider for my area since the city gets to contact it out. Having no competition allows them to do things such as this with no repercussions.

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[Ticket: # 422247 - i think a jammer is being used](#)

**Date:** 7/23/2015 2:35:35 PM

**City/State/Zip:** Mt. Holly, New Jersey 08060

**Company Complaining About:** Comcast

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## **Description**

I get knock off line when i'm talking on the phone, my radio, its frys all the time it didn't do that before..i go into another room u can hear that someone is using a device that's interfering in the Radio & TV Frequency..i know it ...the people live right next door to me...they r allways listening in on my conversations

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**Ticket: # 423077 - Connection Problem**

**Date:** 7/23/2015 6:48:19 PM

**City/State/Zip:** Madison, Georgia 30650

**Company Complaining About:** AT&T

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**Description**

All afternoon, every time I opened a email, I would receive this message: "Your server has unexpectedly terminated the connection. Possible causes for this includes server problems, network problems, or a long period of inactivity."

When I deleted any and each of the emails, the message popped up before the next email. Since, I was using the internet at the time, there was not a "long period of inactivity".

Therefore, that means there are "server problems" or "network problems".

---

[Ticket: # 423351 - internet keeps cutting out, tying up, and running slow](#)

**Date:** 7/23/2015 9:33:37 PM

**City/State/Zip:** Ottawa Lake, Michigan 49267

**Company Complaining About:** Frontier Communications

---

## **Description**

We are a golf club business that runs credit card processing through the internet; we have customers book tee times directly to our tee sheet via the internet, we send out email confirmations and answer leads for event business, we send out email blasts via the internet, etc. Our internet keeps shutting down daily and runs slow.

---

**Ticket: # 423521 - SuddenLink is essentially jamming all wireless signal in this area.**

**Date:** 7/24/2015 1:27:40 AM

**City/State/Zip:** Seaside, California 93955

**Company Complaining About:** Sudden Link

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## **Description**

SuddenLink is essentially jamming all wireless signal in this area. They have setup repeaters for their cable service in the military housing district of Fort Ord (Zipcode 93955). Their equipment is jamming all cell phone and WiFi service. I have to drive at least 5 to 10 minutes away to get cell service for AT&T. Additionally, I have issues connecting on any 2.4 Ghz frequency band WiFi network. I cannot even make a call to emergency services on my mobile phone due to these repeaters.

---

**Ticket: # 423590 - Unwanted Text Messages**

**Date:** 7/24/2015 7:20:59 AM

**City/State/Zip:** Colorado Springs, Colorado 80921

**Company Complaining About:** T Mobile

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**Description**

I have begun receiving numerous unwanted, anonymous text messages that I would like to stop.

They have been arriving from "9502," "9503," etc. The latest message says the following:

FRostyOneR84@yahoo.ca / bored? / Now Im finished with this look at it My Page...

[http://dis.knowyourplace.tv/?B3D2b-be right back..-FlameC666.](http://dis.knowyourplace.tv/?B3D2b-be%20right%20back..-FlameC666)"

So far I have not responded (nor do I know anyone at this email or named "FlameC666", nor have I requested or authorized such messages). I would be grateful if this could be tracked down and stopped. Thank you!

---

**Ticket: # 423665 - Att wireless data throttling**

**Date:** 7/24/2015 9:41:18 AM

**City/State/Zip:** Campbellsburg, Kentucky 40011

**Company Complaining About:** AT&T

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## **Description**

I received another text telling me that ATT is going to slow my speed. I am a 10+ year customer that did not make any changes to my plan! How can they do this!? Please help!

ATT Free Msg: Your data usage this month has reached 3.75GB. If you exceed 5GB before your next cycle on 08/06/2015, you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit [att.com/datainfo](http://att.com/datainfo) for more info.

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[Ticket: # 423936 - Frequent internet interruptions and dropped calls](#)

**Date:** 7/24/2015 11:39:42 AM

**City/State/Zip:** Middle Island, New York 11953

**Company Complaining About:** Optimum Online

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## **Description**

July 21 2015. Again severe interruptions to hardline conversations. While attempting to contact the NVCV and stalking resource center while engaged in a phone call to report stalking done by a neighbor and her "SUPPORT SYSTEM". The person or people involved have the ability to intercept my calls and i fear are misusing some kind of authority under color or law to deny rights.

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**Ticket: # 424643 - 5 watt radio's, about 40 or more being used at the Cheshire fair every year.**

**Date:** 7/24/2015 2:55:22 PM

**City/State/Zip:** Croydon, New Hampshire 03773

**Company Complaining About:** Our Wireless House Phone

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## **Description**

(b) (6) knows the law he use to have an FCC Freq. license & know the laws. The fair also knows they need a license and laugh about it. They start the 29th of this month to August 2nd, there number is (b) (6). This would be like shooting fish in a barrel for you guys. Call them and stop them from using the radios and fine them. According to your rules, that's a \$2,000.00 to \$5,000.00 fine and they think it's a joke because they been doing it for over 15 years.

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[Ticket: # 426874 - Code Injection / Pop-ups](#)

**Date:** 7/26/2015 11:08:47 AM

**City/State/Zip:** Charleston, South Carolina 29455

**Company Complaining About:** Comcast

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## **Description**

Comcast sending (code injected)pop-up notifications for bandwidth usage.

Comcast claims that we're hitting our network usage cap, an unprecedented number for our household.

Our own network monitoring systems report much less usage. Not even close to the numbers Comcast is claiming.

---

**Ticket: # 425482 - Lake Forrest Outage-** (b) (6)

**Date:** 7/24/2015 8:09:49 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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### **Description**

I am a customer in good standing with Comcast and have had terrible internet service for the past several weeks. Comcast is aware of the multiple outages in the Lake Forrest community and continues to do nothing about it. I have called on three separate instances about the interruption in internet service.

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**Ticket: # 425494 - Comcast Internet service**

**Date:** 7/24/2015 8:20:25 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

It seems like every night around 10pm my internet service goes out. I check the website from my cell phone, using my phone plan's data to access the Internet, and there is a post on the customer page saying "there's an outage in your area" How is that possible EVERY NIGHT?! I can't comprehend how a huge company like Comcast can't seem to get the Internet service working consistently. This is the same story from many in my neighborhood. If you have an option to go with someone else, then you should, because this service is so frustrating and inconsistent. I do my college course work online, and at night when my kids are in bed is my study time, but that always seems to be when they're having an outage.

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[Ticket: # 425546 - cell phone/wifi jamming](#)

**Date:** 7/24/2015 9:10:19 PM

**City/State/Zip:** Charleston, West Virginia 25312

**Company Complaining About:** Motel 6

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## **Description**

I have been at the Motel 6 in Cross Lanes, WV for a week. I can't use my Sprint cell phone for internet. You have to pay the hotel \$3.00 for slowest service and \$5.00 for a "so called" fast service. It is a total scam! As soon as I get 150ft from hotel, my network is fine.

---

**Ticket: # 425556 - Comcast**

**Date:** 7/24/2015 9:15:36 PM

**City/State/Zip:** Noblesville, Indiana 46060

**Company Complaining About:** Comcast

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## **Description**

My wife and I moved 2 months ago and have been having a Comcast nightmare. Our service has been intermittent at best. I've contacted Comcast and every time I get the same nonsense. They tell me to reset the modem, unplug it, yada yada and then OH! It seems there's an issue. We'll have to have a technician come out and waste your time. We've had 1 out and he said everything looks fine. Oh, by the way the pole is messed up. We'll get someone out to fix it. Never appeared. So I asked them again yesterday to help fix it and since then it's been even worse. It's been out most of the day. My wife even tried to use it to help find a place for my sick father to be but couldn't b/c it was of course out. They throttle our service, don't offer our service and then waste our time when trying to fix it. If their service wasn't somewhat reliable, we'd cancel our internet but we need it in our household. My wife is a teacher and everything they do is online.

---

**Ticket: # 425949 - New Customer~ Intermittent Services From Day 1**

**Date:** 7/25/2015 11:30:57 AM

**City/State/Zip:** Miami, Florida 33142

**Company Complaining About:** Comcast

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## **Description**

Comcast technician was late (failed)

Upon arrival, he asked "where will the cable and internet services be". I showed him the television in the living room. Then proceeded to my bedroom, and before I made the the second step, he said "hold up, why are you installing that over there" as if it's his business, or I should make his job easier. I told him " I work form home and this is the best place and also I don't believe you should of asked me that" he walked back to his service truck. Came back upstairs with a pen and some paperwork for me to sign. I told him this is to be completed after the work is done. I refused to sign it, he said thats no longer the case and that I had to sign one before and one after. So I signed the first one, which shows two outlets. I asked what thats means because I only have One cable box and one internet box. He said its for each box. I told him thats more than I was quoted for installation (which was 34.95). I have a copy of the chat if needed.

I informed my Comcast technician of the following things:

\*Cables must be buried if there will be hanging or loose cables which can be hazardous. (This passed)

\*I must have a fast, reliable, and most importantly consistent service and advised my technician that I can not have a splitter used. (Failed) Internet is inconsistent (42-86% packet loss randomly) He installed a splitter, and to tope it off the actual signal coming into the home is weak!

I think thats something the tech should have discussed with me.

I called Comcast several times

First, I spoke with an agent that couldnt understand English- I called to inform them that the tech showed up late, which qualifies for the \*on time Guarantee\* she tried to give me a free upgrade instead, I declined and told her thats not what I was told, and that will actually cost me more money. She chuckled and I asked to speak with a supervisor, and she responed with "okay so you wasnt a different service provider, I said NO, I want to speak with your supervisor, she repeated the same thing two or three more times. Of course at this point I was disgusted, and phonetically spelled out supervisor. (Nightmare) she blind transfer me to a random person. This happen twice, with two different agents. (horrible experience for a new customer) Ara: Operator ID = ; 5 (july10th 14+mins)

I called about 15mins after he left and complained, the internet agent that was assisting me with my desired email account user name, said the box appears \*red\* meaning that the signal is very poor, which sounds like I'm using a splitter. (I wasn't shocked) Then he said I can be pickup a splitter at the retail office, or purchase one from the store (seriously?)

I called the corperate, and an agent by the name of Nick Grondzik isn't to helpful, he guaranteed thats a tech will come out and it will be taken care of. That was July 13th, and I'm still waiting because maintenance crew said all the cables are bad and there was no way this can be fixed by one man. He

said he took pictures of everything and they will have to speak to the manager to determine if this can be done.

july 25 10:50est internet and phone tech support: Migs- operator ID- Mriver071- walked me through basic troubleshooting testing. he reset the box and never called me back. Its as if they're not reading the notes on my account. Perhaps the agents leave no notes on the account but I'm really sick and tired of all this back and forth. My job is on the line here, we struggle to make ends meet, and to think that we might be out of home because of this is inhumane. PLEASE HELP its 15days later, and they have yet to get this together. I used up all my PTO days, 2 of my sick days for this. PLEASE HELP

I have video of a tech guy in the lock box if needed as well.

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[Ticket: # 425953 - ATT limiting our "Unlimited Data" plan](#)

**Date:** 7/25/2015 11:33:44 AM

**City/State/Zip:** Rye Brook, New York 10573

**Company Complaining About:** AT&T

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## **Description**

Hi - I have had unlimited data on ATT mobile for many, many years on 2 lines on our family plan. When I signed up for the plan (and it has never been changed), it was unlimited data with no exceptions. In the recent years (including as recent as July 25, 2015), we received notification that we used 3.75GB of data in the first 3 weeks of our 4 week cycle, and we were threatened via text that if we exceed 5GB of data prior to the end of the billing cycle, AT&T will be slowing down the "speed" of our data. This is not UNLIMITED without conditions, which is what I signed up for and have been paying for for many years. Please contact me for more information. I would like AT&T to stop interfering with our data plan and if they refuse we should receive some sort of compensation, as I ended up splitting up our family phones because of this issue and we have 2 of our lines with a different cellular carrier. We are thus paying more money monthly because of AT&T's unscrupulous practices.

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**Ticket: # 426009 - FIOS TV DVR**

**Date:** 7/25/2015 12:21:12 PM

**City/State/Zip:** Broomall, Pennsylvania 19008

**Company Complaining About:** Verizon Wireless

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**Description**

VERIZON KEEPS CHANGING MY SERVICE WITHOUT MY REQUEST. WHEN I CALL TO FIND OUT WHY, THEY APOLOGIZE AND TRY TO CORRECT, BUT NEVER GETS CORRECTED. I'VE SPENT DAYS AND HOURS TRYING TO RESOVE, BUT THEY MAKE IT WORSE, DISCONNECTING MY DVR'S WHICH I ORIGINALLY HAD. THEY KEEP TRYING TO SELL ME A NEW SERVICE WHICH I DECLINED, BUT THEY KEEP ADDING IT ANYWAY.

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**Ticket: # 426126 - AT&T Uverse & Internet**

**Date:** 7/25/2015 1:47:57 PM

**City/State/Zip:** Zachary, Louisiana 70791

**Company Complaining About:** AT&T

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## **Description**

I called to lower my channels from U300 to basic since my husband and I do not watch tv. The first representative asked me all sorts of questions such as; why are you changing? Why can't you afford your bill anymore? Have you asked the rest of the house hold how they are going to feel about you changing your bill? She did not actually say she was refusing to change my service, but I continuously had to explain why I was lowering my plan. She was rude from the start of the phone call and very unprofessional. Then, I ask her to please transfer me to another representative and she hangs up on me. I then call back and speak with another representative who absolutely refused to transfer me to a supervisor so I hang up. I call one last time and demand I speak to a supervisor and finally got through. The supervisors name was Edward and his ID number was ed7888. It was very clear that he did not care about fixing the problem. Not to mention, not one of these individuals were American making it hard to communicate with them. Never in my life have I dealt with that with rudeness of that severity or such a lack of customer service. I have made up my mind to cancel their services. Dealing with AT&T is absolutely ridiculous. Like I said, never in my life have I dealt with that type of customer service.

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Ticket: # 426151 - Problem with blocking of comcast landline phone and hacker in wifi of comcast.

**Date:** 7/25/2015 2:09:36 PM

**City/State/Zip:** Chico, California 95926

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## Description

Daily we are hacked into and both roommate (b) (6) and my self (b) (6) (b) (6) have had numerous problems with landline phone not working even for 911 and wifi computer problems to the point that I have had to report to the tip on FBI website. Just reviewed on ncjrs.gov to complain to the FCC and it looks like we are hacked into on your site:  
[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824); <https://www.ncjrs.gov/pdffiles1/nij/219941.pdf>; <https://www.fcc.gov/hc/en-us/articles/202654134-VoIP-and-911-Service>.

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**Ticket: # 426162 - unwanted emails**

**Date:** 7/25/2015 2:12:36 PM

**City/State/Zip:** Sacramento, California 95821

**Company Complaining About:** Comcast

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## **Description**

I receive emails of security arming and disarming from a person in TN and i live in CA. I have contacted the company and also the individual many times and still receive the alerts many times a day. Company-XFINITY

(b) (6)

I would like these emails to stop My email is (b) (6) and (b) (6) email is

(b) (6)

Xfinity wont correct this error.

do-not-reply@xfinityhomesecurity.com

XFINITY Home 1-800-XFINITY

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[Ticket: # 426244 - unwanted browser hijacked my homepage and default server](#)

**Date:** 7/25/2015 2:57:54 PM

**City/State/Zip:** Palmetto, Florida 34221

**Company Complaining About:** Verizon

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## **Description**

MyWay or search.myway.com has inserted itself forcing me to use their control system to work my email and other internet contacts and will not allow me to remove it from my Safari homepage.

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**Ticket: # 426485 - Consistent Violator**

**Date:** 7/25/2015 5:48:50 PM

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

**Company Complaining About:** Comcast

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## **Description**

Please investigate email address (b) (6) to that sends constant spam about reduced mortgage rates. There is no unsubscribe link and I never signed up for this so its complete spam

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[Ticket: # 426524 - Comcast Data Caps](#)

**Date:** 7/25/2015 6:13:17 PM

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

**Company Complaining About:** Comcast

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### **Description**

Comcast keeps limiting my internet usage. We stream our TV using Netflix and Hulu and the data caps are limiting our TV access.

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**Ticket: # 426582 - Attention Tom Wheeler Chairman**

**Date:** 7/25/2015 7:31:01 PM

**City/State/Zip:** Strathbogie, Washington 20224

**Company Complaining About:** Foreign Affairs And Trade Ministers Office In Jamaica

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## **Description**

(b) (6) Ministry of Foreign Affairs and Trade also (b) (6) of National Security also (b) (6) Inland Revenue

I come in " Good Faith' after 25 days of waiting for this matter to be resolved and for the necessary paperwork to be complete I am very upset and very hurt and very disappointed I took the liberty with limited energy and as you know I am physically handicapped to make a special appearance in all of your offices and present and share copies of all the documents received it takes five minutes to complete the paperwork call the authorities at hand and have our private auto conveyance returned and not one of you have taken the time to phone me at (b) (6) aside from one Man that has no knowledge of Foreign trade Agreements he is trying desperately for someone to call him (b) (6) (b) (6) at the (b) (6) we were both waiting patiently for one Entity to follow up call us and complete the process and you mean to tell me you would allow a disabled Small entity seed plant to wait 25 days for something that takes five minutes to complete and in fact one is now being told this was to be completed over 6 months or more ago as this is not the first time we have been stopped by men with weapons claiming theft extortion of ones Birth Right God Given Estate on the God Given Road ways paved by ones Ancestors where all has been prepaid you all ought to be ashamed of yourselves now our families are all ill with the flu as a result of the stress and undue harm this has caused our clan we even went to the test of serving all of you a Affidavit outlining how the system is programmed you have an obligation to follow up with any queries within 72 hours of being served to date not one of you have emailed me or phoned me with any questions I am hurt and harmed and I will send this message to the Higher Powers including Almighty God Jehovah and our Ancestors and Forefathers until this matter is resolved I will await your completion of this matter by Monday July 27 2015 and the return of the private auto conveyance this is our Birth Right Estate private Estate you are infringing on you have been served the IDENTITY THEFT paper from the Federal Trade Commission Clearing House Number 44959344 and you are to make one simple phone call to SETTLE AND DISCHARGE THE MATTER AND CLOSE ALL UNAUTHORIZED ACCOUNTS I hold you responsible to finish this so we can remain in honor as I have come to you in Good Faith I did not lien anyone to date here on this Territory by the Grace of God wishing you would remain in honor I matter not because I am a plant seed disabled Small Entity just like you matter God put us on this planet for a reason not to be interfered with and to live in peace with all and that is what I am doing kindly complete this matter in five minutes have the new plates and the EXEMPTION LETTER delivered by courier to SAV LA MAR TAX OFFICE ATTENTION THE MANAGER AND OR (b) (6) I AM VERY HURT AND HARMED BY YOUR NEGLECT and now we are ill because of it my health and well being is very important to our family and me as yours is to you and your family if you had come to me with a matter of this urgency as a Small Entity Genus plant seed rose Advocate I would of dealt with the matter immediately every time I call each of your offices someone is either on lunch or just leaving for lunch or is away that day or in a meeting is this how you want to be treated the Bible Says DO UNTO OTHERS AS YOU WOULD HAVE OTHERS DO UNTO YOU IT IS THE LAW MATTHEW 7:12 you have a responsibility to handle matters of this nature speedily because one is a Small Entity Nation State I would not recommend anyone come to this private corporate nation

state known as Jamaica now due to your tardiness and untimely response to situations that can be handled in five minutes if you are worried about your jobs you are all working hard in not keeping them as this message has gone viral world Entities are reading this petition/affidavit and is paying close attention to all of you and how you treat the disabled in this land it is discrimination and you ought to be ashamed of yourselves and as bad a Canada and The United States may be they are rules set out for those of us that are disabled and trust me when I tell you this fact those that do not adhere and put their Shareholders at risk have to resign it even says so in Her Majesty contracts/mandates you are placing me in jeopardy you have a responsibility to yourselves first your position/company second and to God I like to put God First in all matters you are commanded to assist those that are disabled and different not discriminate against them as your jobs are at stake and their are people lining up to replace you in an instant hence Universities students globally therefore resolve this matter and the return

ones 1999 Toyota Corolla by Monday July 27 2015 and the man next door here that called these Entities with guns to show up at our gate needs to be charged with malicious intent to cause bodily harm this is the third time he has done this to our family his name is (b) (6) EX POLICE OFFICER DISCHARGED probably for some undue harm caused to an Entity and I just learned no one is to interfere with any Entity at their gate unless their is some kind of Harm committed and as you know I was inside my kitchen when my offspring called to tell me men with guns were at the gate committing trespass

kindly have him dealt with also I will wait and continue sending this message Globally until all matters are resolved Settled and Discharged and the Return of the TEN THOUSAND DOLLAR EXTORTION FEE COPYRIGHT INFRINGEMENT TICKET SERVED BY (b) (6) THAT (b) (6) (b) (6) WAS FORCED TO PAY AS IT IS A FELONY TO STEAL FROM SOMEONE WHO DOES NOT HAVE A JOB AND THEIR ARE LAWS FOR THE DISABLED WIDOWS AND FATHERLESS CHILDREN READ YOU BIBLES IN the Name of Almighty God Jehovah All Rights Reserved by: (b) (6) All Rights Reserved Disabled Widow with fatherless offspring took the time and energy to travel while having screws in her hips on both sides a metal plate in her back and two large screws in her ankle she painstakingly went and met with several of the parties above both face to face or on the phone served all parties gave them over two weeks to read and answer back and complete the five minute process to date the disabled widow with fatherless offspring is still waiting and commands these Agents to follow up and complete the process by Monday July 27 2015 thank you

(b) (6), Estate.

Occupant of the Executrix Office.

CC. Face book twitter News papers Globally Federal Trade Commission Anti Trust Department Solicitor (b) (6) FBI Amnesty International and United Nations for human Rights violations as I am being barred from commerce and travel waiting for the return of ones private automobile which is trespass and infringement intellectual property theft trade name theft Secret Trade Agreements as they were to complete this process within five minutes thank you to all Globally for your support and for paying attention to how the disabled plants seeds are treated here on this land

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**Ticket: # 426790 - cell phone interference by google, lsp att, hacker?**

**Date:** 7/26/2015 3:51:20 AM

**City/State/Zip:** Burr Ridge, Ill, Illinois 60527

**Company Complaining About:** AT&T

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## **Description**

I have been getting getting mail with just the headers( 2n Amment ) yet mail comes thru no content. This is small issue but part of overall complaint. Siri does not responde with any helpful answers to any problems! My cell phone is always a scrambled mess, preventing my communications, especially with wife who has been Ill with Cancer, after operation! My list of icons are scrambled. Messages not connected to server..not true, as I am! Att put in new U-Verse month ago. Plenty problems then most cared for. I get a square window on screen that prevents my doing anything.i have Verison could be part of problem? When I complain on Google Get messages "get over it" have apple 4s and Mac Pro. Problems recently 3-4 weeks. Can't seem to rectify. Changes to passwords force my making a change. Don't known who is responsible, but use for long te & apple Classes taken.

---

**Ticket: # 426839 - Comcast Data Cap/Intermittent Disconnects When Nearing Cap**

**Date:** 7/26/2015 9:33:48 AM

**City/State/Zip:** Port Wentworth, Georgia 31407

**Company Complaining About:** Comcast

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## **Description**

The Comcast/Xfinity data cap "test program" that has been going for over two years in the Savannah, GA area limits customers' monthly data usage to 300GB/month. There is no option to pay for unlimited data, there was no poll, survey, or explanation on how they reached the 300GB limit, and no way to avoid fees if one goes over the cap. I pay for the highest tier of service offered by Comcast for home usage, and I frequently get intermittent disconnects at the end of the month when I near the data cap. Comcast customer service has no explanation of why the service continuously gets interrupted. I live in a new house in a new subdivision with new wiring and a new modem, so equipment is not to blame.

---

[Ticket: # 426968 - Complaint](#)

**Date:** 7/26/2015 1:13:49 PM

**City/State/Zip:** Taylor, Michigan 48180

**Company Complaining About:** AT&T

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## **Description**

Dear Maim/Sir,

I called AT&T and told them about the problem they did nothing about it. I said, do I have to contact FCC and my attorney they were quite as a mouse. They knew something was going on. I also told them there was a white truck said at&t around 10:00am - 11:00 am in the back four of us saw it. We asked why he was here for because the rooms were locked because it was a weekend.

---

[Ticket: # 426987 - Content injection](#)

**Date:** 7/26/2015 1:38:21 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

Comcast is intercepting and injecting javascript into non-TLS web requests to create a mechanism of account notification and advertisement placement.

This causes some websites to behave improperly and interferes with the normal operations of devices. It also increases the amount of data requested by the device with is then levied against the user's data allocations to generate alternate revenue streams.

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[Ticket: # 426990 - email re "suspicious activity" on my account](#)

**Date:** 7/26/2015 1:52:04 PM

**City/State/Zip:** North Manchester, Indiana 46962

**Company Complaining About:** AT&T

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## **Description**

I believe this may have originated from a facebook friend request from a person with whom I had been friends for years. She contacted me and said she had been hacked. On 7/25/15 I received an email from "facebook security" saying that they had detected suspicious activity on my acct. "...will disable your account w/in 24 hrs. if you do not respond." They gave phone# 844-442-4416. They said my network access protection was not working. They could fix it online for \$500 and asked for my checking acct #. When I said I needed to check w/ my computer specialist, I was pressured to make an immediate decision, because my network would crash. The person I spoke with had an Indian accent and said his name was "Steven Smith". I hung up to call my computer man, and the person called back in 20 minutes and pressured me again. My computer man arrived and assured me there was no problem and it was all a fraud.

---

## Ticket: # 427294 - The NSA keeps hacking ALL of my computers

**Date:** 7/26/2015 8:06:08 PM

**City/State/Zip:** Oroville, California 95966

**Company Complaining About:** Various Locations

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### Description

Hello my name is (b) (6). I am having trouble with the NSA remote hacking my computers and other Electronic harassment they have and continue to conduct on my property which include BUT NOT LIMITED TO:

- Files ownership taken over by anonymous admin accounts
- Files I don't uses are constantly being modified
- Downloads halted
- Downloads corrupted
- Internet Connections cut off
- Internet driver/adapters deleted
- User profile status demoted from admin to standard user
- Blocked emails
- System restore points are always deleted
- Keyboard keys type incorrect letters and numbers
- Mouse and keyboard input drivers wont connect or disappear
- Mouse moves by itself and opens programs
- System and registration files are replace with dummy files.
- Constant page re-directions to false or dead web pages.
- Not having any ability to save any changes i make in my settings

I by no means a computer novice. I have used computers ALL of my adult life. I have had computer experts look at my machines programming and are always confused about how my computers could be in such conditions. I have had to make it a priority to study programming and often find solutions to the changes being made to my computers but then something else always goes illogically wrong. I have to reformat my hard drive and reinstall my operating system every 1 to 3 months because my computers become unusable. As a test and having the peace of mind to have a working computer I can rely on, after I reinstall my OS I would never actually ever connect some of my computers to the internet. I would still have the same issues, connected or not. This is high level remote harassment technology.

I know its the NSA because I have had my computer freeze many times and had the speakers take over. I received Many death threats stating that if I dont get off the computer and the internet then I would be slowly killed with directed energy weapons.

I am a novice political commentator with a hobby radio show with some radical views and knowledge of covert government agendas. I am working hard so that one day I might be able to have a real job some day. Life is miserable enough as is and I dont need to be put down any further. I use my computer and web for my research and I need this harassment to stop.

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**Ticket: # 427536 - Monthly internet issues.**

**Date:** 7/27/2015 4:39:21 AM

**City/State/Zip:** Cape Coral, Florida 33914

**Company Complaining About:** Comcast

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## **Description**

I get packet loss issues monthly. It has nothing to do on my end and i don't know if Comcast is doing anything to fix it. When i last had a technician out i was told that its one of the electric companies using Chinese hardware (i'm not kidding) that's interfering with the node in my area. I included a source as well that outlines the problems my city has had. Thank you.

<http://www.nbc-2.com/story/10685601/cape-coral-warns-comcast-to-clean-up-its-act>

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[Ticket: # 427537 - Hodges Directory](#)

**Date:** 7/27/2015 4:39:45 AM

**City/State/Zip:** Wales, Massachusetts 01081

**Company Complaining About:** The Wireless # Belongs To The Lady Who Owns My House. I Don't Know It. She Is Not The Problem.

---

## Description

Someone has either stolen my identity or maliciously put me in the Hodges directory online as living in SD. I have NEVER been in that state and I am the only one in the country with this name. I am listed as being on (b) (6) with a phone # of (b) (6)

---

[Ticket: # 427633 - BLOCKED ACCESS to internet mail](#)

**Date:** 7/27/2015 9:26:59 AM

**City/State/Zip:** Millville, New Jersey 08332

**Company Complaining About:** Yahoo.com

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## **Description**

Yahoo.com is purposely blocking access to customers' email/online accounts. It refuses to offer an explanation of its actions. It refuses to offer assistance. It purposely is locking consumers into a "loop" of useless "fixes". It purposely provides no live customer assistance. I, and many, many others, believe this to be retaliation for the internet being classified as a public utility by the FCC, and Yahoo is therefore purposely, and intentionally interfering with consumers' access to their accounts.

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**Ticket: # 427732 - CenturyLink**

**Date:** 7/27/2015 10:26:22 AM

**City/State/Zip:** Beaufort, South Carolina 29907

**Company Complaining About:** Centurylink

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### **Description**

She recently had CenturyLink install DSL. The service worked fine with the drop line, until they buried it. Now, the service shuts off every day around 8 o'clock. They claim it's something in her house, but it isn't. They continue to bill, but refuse to do what's necessary to have her service work properly.

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## Ticket: # 427744 - PORNOGRAPHERS AT LAGUARDIA AIRPORT TERMINAL B AND MARINE TERMINAL THERE

**Date:** 7/27/2015 10:29:29 AM

**City/State/Zip:** Glen Cove, New York 11542

**Company Complaining About:** Charter

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### Description

I had the opportunity to witness a video recorded, very violent homicide involving a group of unattractive white females that are all homeless or of very poor upbringing/currently in poverty recorded inside of Terminal B at LaGuardia Airport in the area of Flushing, Queens County, New York City, New York, United States. The victims were (b) (6) aka (b) (6) aka (b) (6) (b) (6) of the States of Florida, Virginia and New York, United States. The attackers were a group of jaundice infected, closeted homosexuals that were former military personnel, all dishonorably discharged and/or medical discharge, whom were of oriental nationality disguising themselves as whites, Hispanics, blacks. I was not shown evidence of those assaults and sexual assaults till yesterday, Sunday July 26, 2015 New York, USA. The names of (b) (6) (b) (6) (b) (6), (b) (6) (b) (6) (Soviet), fashion industry makeup artist of the name (b) (6) something (white male, elongated face, speaks with a lisp, he has a goatee around his mouth on his face/facial goatee/closeted queer), (b) (6) (b) (6) (the actor) were all witnessed as being there, participating in those extremely violent assaults against those whom camp out at that LaGuardia Airport at night due to homelessness/poverty/unable to afford appropriate housing. I had been shown evidence of a slightly portly in appearance white female that was shot in the back of her skull where her assailant fired off a shotgun to the rear of her head, killing her instantly, then afterwards, an oriental homosexual male had proceeded to violate that dead woman's body via forced intercourse. You can also hear the voices in the background of a bunch of teens and young children laughing, making snide comments about the dead woman's body/the appearance of her body, and they were laughing at the comments all of them were making about how unattractive the woman was. The most vocal of them all, two oriental females (their voices sounded female) of the name (b) (6) and (b) (6). You can also hear them addressing each other via those names while they had watched that dead woman's body being violated/raped. That happened, from what I had seen yesterday from the evidence, that happened either at the terminal where the Marine Terminal is located at LGA airport, or at the Terminal B baggage claims area near the Air Canada section. The name of (b) (6) supposedly, orchestrated the entire fiasco that resulted in the violent death of multiple females that night, including a few black women that were assaulted and raped before that white woman had been attacked and died. They recorded the crime on video and audio and had transferred that data over cellular phone carriers using touch-screen mobile phones to transmit video data over their cellular/wireless lines, in addition to texting each other very criminal things about on-goings there. (b) (6), the entire (b) (6) from the City of Virginia Beach, Virginia, (b) (6) (whom had faked her own death in January 2001), (b) (6), (b) (6) (b) (6) were also there. The only person that attempted to stop those attacks were the fashion makeup guy known as (b) (6) and (b) (6). Unfortunately, their attempt at fully stopping those crimes were not 100% successful, from what I had been shown yesterday. (b) (6)

(b) (6)

VERIFIED AS TRUE AND ACCURATE  
DETAILS OF EVENTS THAT HAD ALREADY TRANSPIRED. THE PORNOGRAPHER IS A  
PHOTOGRAPHY EXPERT THAT SELLS/DISTRIBUTES VERY GRAPHIC IN SEXUAL TONE  
PHOTOGRAPHS OF COUPLES HAVING INTERCOURSE WITH EACH OTHER IN PRINT FORM  
AND ON THE INTERNET. CC (b) (6) TO REMEDY AND EXECUTE THE GUILTY.  
THE PRIMARY PERSON INVOLVED IS A HOMOSEXUAL BLACK MALE THAT HAD BEEN IN THE  
UNITED STATES (b) (6) IN THE 1980'S.

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**Ticket: # 427746 - PORNOGRAPHERS AT LAGUARDIA AIRPORT TERMINAL B AND MARINE TERMINAL THERE**

**Date:** 7/27/2015 10:30:34 AM

**City/State/Zip:** Glen Cove, New York 11542

**Company Complaining About:** Charter

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**Description**

I had the opportunity to witness a video recorded, very violent homicide involving a group of unattractive white females that are all homeless or of very poor upbringing/currently in poverty recorded inside of Terminal B at LaGuardia Airport in the area of Flushing, Queens County, New York City, New York, United States. The victims were (b) (6) aka (b) (6) aka (b) (6) West of the States of Florida, Virginia and New York, United States. The attackers were a group of jaundice infected, closeted homosexuals that were former military personnel, all dishonorably discharged and/or medical discharge, whom were of oriental nationality disguising themselves as whites, Hispanics, blacks. I was not shown evidence of those assaults and sexual assaults till yesterday, Sunday July 26, 2015 New York, USA. The names of (b) (6) (b) (6) fashion industry makeup artist of the name (b) (6) something (white male, elongated face, speaks with a lisp, he has a goatee around his mouth on his face/facial goatee/closeted queer), (b) (6) (b) (6) (the actor) were all witnessed as being there, participating in those extremely violent assaults against those whom camp out at that LaGuardia Airport at night due to homelessness/poverty/unable to afford appropriate housing. I had been shown evidence of a slightly portly in appearance white female that was shot in the back of her skull where her assailant fired off a shotgun to the rear of her head, killing her instantly, then afterwards, an oriental homosexual male had proceeded to violate that dead woman's body via forced intercourse. You can also hear the voices in the background of a bunch of teens and young children laughing, making snide comments about the dead woman's body/the appearance of her body, and they were laughing at the comments all of them were making about how unattractive the woman was. The most vocal of them all, two oriental females (their voices sounded female) of the name (b) (6) and (b) (6). You can also hear them addressing each other via those names while they had watched that dead woman's body being violated/raped. That happened, from what I had seen yesterday from the evidence, that happened either at the terminal where the Marine Terminal is located at LGA airport, or at the Terminal B baggage claims area near the Air Canada section. The name of (b) (6) supposedly, orchestrated the entire fiasco that resulted in the violent death of multiple females that night, including a few black women that were assaulted and raped before that white woman had been attacked and died. They recorded the crime on video and audio and had transferred that data over cellular phone carriers using touch-screen mobile phones to transmit video data over their cellular/wireless lines, in addition to texting each other very criminal things about on-goings there. (b) (6), the entire (b) (6) from the City of Virginia Beach, Virginia, (b) (6) (whom had faked her own death in January 2001), (b) (6) (b) (6) were also there. The only person that attempted to stop those attacks were the fashion makeup guy known as (b) (6) and (b) (6). Unfortunately, their attempt at fully stopping those crimes were not 100% successful, from what I had been shown yesterday. (b) (6)

(b) (6)

VERIFIED AS TRUE AND ACCURATE  
DETAILS OF EVENTS THAT HAD ALREADY TRANSPIRED. THE PORNOGRAPHER IS A  
PHOTOGRAPHY EXPERT THAT SELLS/DISTRIBUTES VERY GRAPHIC IN SEXUAL TONE  
PHOTOGRAPHS OF COUPLES HAVING INTERCOURSE WITH EACH OTHER IN PRINT FORM  
AND ON THE INTERNET. CC (b) (6) TO REMEDY AND EXECUTE THE GUILTY.  
THE PRIMARY PERSON INVOLVED IS A HOMOSEXUAL BLACK MALE THAT HAD BEEN IN THE  
UNITED STATES (b) (6) IN THE 1980'S.

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**Ticket: # 427760 - CenturyLink Broadband**

**Date:** 7/27/2015 10:36:58 AM

**City/State/Zip:** Beaufort, South Carolina 29907

**Company Complaining About:** Centurylink

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## **Description**

The company has CenturyLink for broadband. The Internet service is inconsistent. The company has sent out a tech and has replaced the wireless modem over 3x and the service didn't improve. The service would not stay on. She hired an independent IT company come out to diagnose the service. They disabled the wireless feature on CenturyLink's modem, and set up a separate wireless router. This fixed the broadband problem at her job. A CenturyLink tech came out that evening and was upset that the independent IT workers meddled with the pre-existing connections. He undid all the work that she'd paid to have done, and ultimately the service would not work. She called the IT service again, paid \$285 for them to diagnose and remedy the service, and they were able to revive the service, but the it is still inconsistent. CenturyLink blames equipment, even though she gets equipment from them. She has new computers, still they have no remedy. She believes its their wireless modem, which is also deficient at her home.

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**Ticket: # 427786 - Comcast**

**Date:** 7/27/2015 10:49:26 AM

**City/State/Zip:** Ellettsville, Indiana 47429

**Company Complaining About:** Comcast

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## **Description**

I have been dealing with bad internet for the last 9 months I have been hung up on I have been running around there's been 3 technicians out here a month ago they put a drop line across the road and promised it would be buried its been a month they called me Friday and told me they'd be out Saturday to bury it they never showed up somebody showed up this morning and they had assured me they were going to bury a new line and not the one that had been run over I just watched him out my back window they just buried the cable that had been sitting in the road and had been run over. I just had all I can take of it.

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[Ticket: # 428151 - Internet having issues](#)

**Date:** 7/27/2015 12:37:43 PM

**City/State/Zip:** Lake Oswego, Oregon 97035

**Company Complaining About:** Frontier Communications

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## **Description**

My phone and internet has been very problematic the last 2 months. Made multiple calls to Frontier and sent e-mails. They've sent out tech's 3 times and the issue still persist's. no body will return my call's or e-mail's.

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[Ticket: # 428796 - Unsolicited spam from political candidate](#)

**Date:** 7/27/2015 3:38:23 PM

**City/State/Zip:** Palo Alto, California 94303

**Company Complaining About:** Verizon Wireless

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## **Description**

On Monday, July 27, 2015, I received two unsolicited text messages from a supposed political candidate (b) (6). The text messages informed me that I would be responsible for paying for the associated message and data rates. The text message used an auto-dialer, which is banned under federal law.

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[Ticket: # 428798 - possible interference](#)

**Date:** 7/27/2015 3:38:41 PM

**City/State/Zip:** Bridgeport, Nebraska 69336

**Company Complaining About:** Wild Blue

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### **Description**

as i was filing out a form for dvd by mail the letters were changing the internet out here goes thru the bridgeport community center in bridgeport ne 69336

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[Ticket: # 429924 - Comcast issues](#)

**Date:** 7/27/2015 10:47:52 PM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

countless times I call and have live chats, where it ends with them saying " the signals are good and there is no problem" which is always a lie. When they do send a "tech" all they do is come check with the meter to see if the signal is working and leave. That is however if they don't get caught trying to leave an appointment which has also happened before. This company has gotten away with shady business practice for too long and it needs to change.

---

**Ticket: # 429984 - Cablevision Hiding Results of Latest Service Call: Is this legal?**

**Date:** 7/27/2015 11:57:05 PM

**City/State/Zip:** Holbrook, New York 11741

**Company Complaining About:** Cablevision/optimum

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## Description

sharon.bowers@fcc.gov

CECRDESK@cablevision.com

July 26, 2015

TO:

Sharon Bowers

Consumer Information Center, Director

Consumer Inquiries and Complaints Department

Federal Communications Commission

Consumer and Governmental Affairs Bureau

445 12th Street, SW

Washington, DC 20554

FROM:

(b) (6)

Cablevision Account Number: (b) (6)

Re: Cablevision Hiding Results of Latest Service Call: Is this legal?

File number: 13-C00545533-1

Re: Fifth Request:

FCC Complaint:

Cablevision's Arrogance Continues, Please Rescue Me From These Amateurs

Email CC To:

Cablevision

Email: CECRDESK@cablevision.com

Dear Ms. Bowers:

I'd appreciate it if you'd open an investigation into Cablevision's latest service call outside my apartment building May 2015, which Cablevision refuses to talk about.

The service call was ordered by Cablevision's Help Center after numerous Cablevision tech's there documented a weak signal problem -- originating outside my apartment building -- resulting in poor TV, Internet and telephone service to my apartment.

The problem persists to this day.

Essentially, Cablevision's spokesperson on this matter, Marian O'Hagan, Director of Cablevision's Executive Customer Relations, refuses to discuss what their field tech found when he/she supposedly inspected the cable wiring outside my apartment in May 2015.

Moreover, Cablevision's O'Hagan refuses to discuss if any repair work was done in May 2015 to repair the weak signal problem -- a problem that was documented by their own call center techs (please see below, 'Documented Proof of Service Problem').

I have to think it's illegal for Cablevision to:

1. Promise to do a service call to find and repair the root of a problem documented by their own Call Center Reps
2. Then simply sweep the problem under the rug and refuse to provide any information about what their field tech's found in the field, and what -- if anything -- they did to fix it.

Essentially, if that were legal, Cablevision could promise to make any number of service calls and do nothing while they continued to collect hefty fees for the services they don't render.

Put another way: I don't know of any ethical company that promises to go out and fix a problem for you and then refuse to discuss what they did, if anything, to fix it.

Bottom line: As of today, July 26, 2015, I am still experiencing an intermittent weak signal resulting in poor TV, Internet and telephone service.

Sincerely,

(b) (6)

#### Documented Proof of Service Problem

=====

The following Cablevision tech's at Cablevision's Call Center did a test of my line and confirmed that the signal running to my apartment was weak and was negatively impacting my Internet, phone and TV service:

May 19, 2015

>Fred, ID: 6707

"Slow connection"

"Problem coming from outside the home"

>Test: 1:05 a.m.

>Also saw same problem 6 hours ago

>Andy, ID: A7B

"Verified: Your phone does not work"  
Outside: Tools show outside problem

May 10, 2015

>John, 3583, 11:30 p.m.  
"Weak signal"

May 11, 2015, 12:11 a.m.

>Faizan, 6143  
"Weak signal"

May 11, 2015

>Urn, 5714, 12:30 a.m.  
"Weak signal" poll, 1 hour, 6 hour, 24 hour

May 11, 2015

>Bill, 6833, 1:35 am.  
"Weak signal" poll, 1 hour, 6 hour, 24 hour

May 11, 2015

>Amado, 5433, 1 p.m.  
"Weak signal" 6 hours

May 11, 2015

>Akinola, 5403, 1:08 p.m.  
"Weak signal" 24 hours

May 11, 2015, 4:10 p.m.

>Frank, FKM  
"Weak signal" 6 hours, 24 hours

May 11, 2015, 4:30 p.m.

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[Ticket: # 430029 - Who's creating dad carm for financial profit](#)

**Date:** 7/28/2015 1:52:32 AM

**City/State/Zip:** Belleville, New Jersey 07109

**Company Complaining About:** Time Warner

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## **Description**

Often time a person demise is faked in order to justify creating and giving bad carma to other individuals that they and others do not like for whatever reason, so they may profit financial and person gain. All to often these types of conspiracies are linked to ancient ongoing namesake feuds and ancient ethnic cleansing wars.

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**Ticket: # 430513 - Comcast failure to fix intermittent issues with my service**

**Date:** 7/28/2015 11:08:59 AM

**City/State/Zip:** Houston, Texas 77038

**Company Complaining About:** Comcast

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## **Description**

I've had comcast since April 2015 and my Internet goes out everyday at 9:20am and between 3 and 5pm. I've made numerous calls to comcast techs about it, changed out modems, and 6 techs have come out all unable to fix the issue. They are purposely sending techs out at the wrong times so they aren't able to catch it while it's out and claim they see nothing wrong although the system shows them what times everyday that it drops. The last few techs have already informed me that maintenance needs to come fix it because a tech can't, yet when I called supervisors they sent another tech that couldn't fix my issue. They promised to fix the issue the last 2 time to no avail. I have been promised by several supervisors to get the issue handled and the last 2 weeks at least 3 techs have come and my issue isn't fixed. According to the comcast guarantee on their site I have not received all the credits I'm suppose to receive either, mostly just offers for free 3 months of Starz or showtime....that doesn't fix my Internet issue! I'm paying a nice size bill for service I'm not satisfied with at all. Even some of the supervisors have lied and not gotten the proper people out here to do the work. I've spoken with a supervisor named Doris in tech support, a field supervisor named Robert, and today a supervisor named Richard Smith in tech support. I am very displeased with my service and their response time and unwillingness to do what's necessary to get the proper people out here to fix the issue.

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**Ticket: # 432965 - Spam**

**Date:** 7/29/2015 9:09:15 AM

**City/State/Zip:** Rio Rancho, New Mexico 87124

**Company Complaining About:** Centurylink

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## **Description**

I keep getting unsolicited spam emails from (b) (6), return emails vary but the latest is (b) (6) I have unsubscribed when the email had the link. Most emails I receive do not even have an unsubscribe link but I have responded asking them to stop. I have made at least four unsubscribe requests but they will not stop. In the latest email they provided a telephone number

(b) (6)

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**Ticket: # 432995 - Comcast Internet service in Atlanta, GA 30315-**(b) (6)

**Date:** 7/29/2015 9:20:46 AM

**City/State/Zip:** Atlanta, Georgia 30315-(b) (6)

**Company Complaining About:** Comcast

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## **Description**

I run a home business. My family and I have been Comcast XFINITY customers since they started doing business. For at least a decade, I have made numerous complaints about the same exact issue, been without internet service for days, weeks and months at a time while still being charged for it. They have been on service calls over 50 times to our home and never do anything to fix the problem. The problem is the way they originally wired our street. Every house on our street, that I am aware of, has this same exact problem. Yet, they refuse to help us. It would be too much money or effort, I am guessing. Even though by now, I'm sure we have broke even in the amount of man hours, service calls, gas etc that they would rather pacify us with instead of actually fixing the problem. We are a small business and a household. I have a child and my mother, who is a paraplegic in our home. I'm afraid to even leave sometimes because my handicapped, elderly mother would have no way to contact me or my husband or son, should anything happen. This problem has effected every area of lives. Our ATT bill is outrageous because of running the internet off of our personal hotspots and we have lost hours, money and clients because we cannot transfer files due to a bad connection that is rigged up with 15 splitters that are weakening everyone's signal. Hiccups in service is normal. A decade of robbing a family and small business is irresponsible and should be considered a criminal act, if it is not already. Can someone PLEASE help us?! Please. I would like my money back for all unconnected hours, as well as the phone bills that are clearly me using data at my own address for internet service even though, I am continuously getting charged for something I am not getting. I would like to keep contributing to my property taxes by making money instead of throwing it away. I definitely work hard enough. This has been going on for years with no resolution for millions of people in the Metro-Atlanta and Atlanta City areas. Can someone please help us? They bully us and are too big to go up against, clearly, or I wouldn't be typing this to you now- by way of my cell phone. Thanks in advance for you time, efforts and concern. The whole city thanks you.

Sincerely,

(b) (6) and family.

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**Ticket: # 430901 - At&t internet package billing and service**

**Date:** 7/28/2015 12:57:30 PM

**City/State/Zip:** Jensen Beach, Florida 34957

**Company Complaining About:** AT&T

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## **Description**

I purchase \$89 package for Internet 18mb speed and TV at installation the technician said the service would need to be upgraded to work proper that AT&T need to run another second line to support service he could not do this but put the order in let it be said my service is interment at best I have call waited for service work that never has gotten done since sept 2014 then att decided to upgrade my services never requested and add that to my bill I have called the next months bill would say thank you for upgrade an the bill was doubled they finally credit my account for some of this upgrade I offered resolution to end service months ago I was called and told they would bill me for full contract and ruin my credit if I did canceled my service I have refused to pay a pro rated month ahead for service not received they shut it off for weeks at time I pay and am being billed for service not on I paid a bill of \$168 on July 6 and have received a dicounect notice again for non payment on July 12 and final dicounect for July 29 my service is interment at best an now they are billing me every 2 weeks for 1 months service besides the credit they I never received for the services that do not work the time I spend waiting for the service people to show up and fix the line they put work order in monthly and att never fixes it my bills with tax ect \$109. And as of dec were averaged \$209 now ther at \$133 it is what ever they seem to want to tack on then tell me I received a credit if I say anything they dicounect and charge me more then give me a credit and the bill is still higher then it should be and I am to say thank you

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**Ticket: # 431034 - Ransom Ware**

**Date:** 7/28/2015 1:31:34 PM

**City/State/Zip:** Tulsa, Oklahoma 74112

**Company Complaining About:** AT&T

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## **Description**

On Monday 7/28/15 my computer began beeping and I was transferred to a "page" that said I had a virus/Trojan/malware and had to call 855-758-6054 (TRJ.DealWare.Stealth). I was told the only remedy was to pay these thieves and home invaders to fix what they had just broken. I informed them I was reporting them to the FCC and, after rebooting several times, was able to get my internet connection working again...at least for now. This is truly abusive and outrageous. Please put these jerks out of business. Thank you.



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**Ticket: # 431240 - Comcast 300 GB Data Cap**

**Date:** 7/28/2015 2:27:09 PM

**City/State/Zip:** Clarkston, Georgia 30021

**Company Complaining About:** Comcast

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### **Description**

We are regularly hitting our monthly data cap even though our router says we barely break 200 every month. Is this viable for comcast to push the data caps onto us the customer? Also we get throttled around 90% usage and movie watching becomes impossible.

---

**Ticket: # 431370 - Fraud with Comcast. Made promises, took our \$\$ now they do not want to deliver**

**Date:** 7/28/2015 2:55:54 PM

**City/State/Zip:** Roswell, Georgia 30076

**Company Complaining About:** Comcast

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## **Description**

Have had Comcast for 6 to 7 years for our business. Last august sold my home where the service existed. Was moving to a temporary location so I called Comcast and asked what could be done. We wanted to keep our phone #'s and email addresses but until I moved back into a perm residence did not need the internet portion of the service. They agreed, quoted me a price for those the services, phone #'s and email accounts and I moved. Everything seems to have been fine until a month ago when problems with out email started. After dozens of calls to Comcast tech dept, then billing then other clowns they are claiming something totally different. They no longer want to provide the email servic unless we get internet from them. This is completely different than what I was PROMISED last year. These departments have been blowing us off for two weeks and passing us on to another dept that blows us off. They have impacted our business in a very bad way. Our web email is with them along with our emails. How do they get away with this??

thx

(b) (6)


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**Ticket: # 431452 - Scam Pop Ups**

**Date:** 7/28/2015 3:14:32 PM

**City/State/Zip:** Watsonville, California 95076

**Company Complaining About:** AT&T

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## **Description**

My Safari browser application was frozen when this “pop-up” message/alert appeared on my screen. When I called the phone number provided in this alert, I was directed by a person to follow his instruction to a point whereby he could take over my computer and (search out) this malware that supposedly had invaded my computer. I declined this directive, and chose to go to Apple support directly on my own where I was informed by a legitimate Apple employee regarding this scam operation that I had encountered.

The two attached files are what pop-uped on my computer screen.

---

**Ticket: # 431806 - ATT**

**Date:** 7/28/2015 4:20:48 PM

**City/State/Zip:** Richmond, Kentucky 40475

**Company Complaining About:** AT&T

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## **Description**

I have been a customer of ATT for over 10 years. I have had their internet service for over 5 years at my home. Friday July 24, 2015 I called ATT to cancel my home phone because it was too expensive and we do not use it. The ATT agent tried to talk me into keeping it at a discount rate. \$19.99 instead of the \$40 I pay now for only basic phone line. I said no there was no discussion of my internet or it being affected. He not only cancelled my home phone but also my internet. When I realized this I called ATT July 26, 2015 the person I spoke to said I had to wait till Monday morning and he would call me back between 8-8:30am. He never called so I called ATT they said I need to get new service and call the sales dept, they told me that I could not get new service till the cancel request was completely processed and to call back later or the next morning. Which I did now Tuesday July 28, 2015 to be told that I can no longer have my internet service at my house because they closed my port and someone else picked it up. It is a different story depending on who I talk to. One will say my bill is past due which is why it was cancelled, or that I have to pay my bill which isn't due till August 3 and NONE of it is past due. My internet was cancelled by them as a mistake on their part and they are punishing me for their error. Everyone tells me it will be fixed but when it comes down to it no one will do it. I run my business out of my home I need the internet daily and it is important to my business and family that I can run my business efficiently.

---

**Ticket: # 432010 - Failure to Maintain Broadband Connection****Date:** 7/28/2015 5:15:45 PM**City/State/Zip:** Arlington, Virginia 22209**Company Complaining About:** Comcast

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**Description**

Since February of 2015, I have had internet speeds less than the advertised rate of 50/5mbps. I have paid extra for the Internet Performance package (sample bill attached). My speed is often below 5/5mbps. I have had at least 3 service techs report to my residence, and all 3 stated that the cable line needed to be replaced as it is faulty and causing interference on the reception of broadband/cable. After each visit, the tech planned to schedule a time to have a new line replaced, which would require minor construction, and each time there was no follow up appointment.

The last of these appointments occurred on July 13, 2015. The technician requested the information for the condo owner in order to set up the appointment and it was provided (attached). Received no response to my follow up email sent July 20, 2015. I called comcast on July 23rd and they stated a technician had to come out yet again to confirm the same problem. When I explained that the issue was with setting up the appointment, they elevated the request and stated they would call me back - comcast did not return my call. On July 28, 2015, I called again and Comcast stated that the only way to setup the minor construction was to have a tech come out and put an order in, now for the fourth time. A tech was scheduled to come out on July 28, 2015 between 1pm and 5pm under ticket number 030647352 -- no technician showed up. Spoke with comcast again and they had to schedule another technician appointment for Saturday, August 1, 2015.

For the past 5 months, I have been receiving internet services well below the advertised rate and with no resolution to correct the interference caused by a faulty cable. I am not sure if Comcast is trying to avoid the cost of minor construction to replace the cable, and or providing below advertised speeds at premium speed rates.

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**Ticket: # 432343 - Comcast**

**Date:** 7/28/2015 7:03:35 PM

**City/State/Zip:** Miami Lakes, Florida 33018

**Company Complaining About:** Comcast

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## **Description**

Comcast went to my grandmother's neighbor's house to fix his internet. The box is in between her house and her neighbor's house. Around 12 noon, her internet and television went out, and because she has MagicJack, her phone went out as well. She called Comcast a total of 9 times. And they hung up on her every single time. So she went to ask the neighbor if he knew anything and this is what he told us. When Comcast went to fix his internet, the technician got electrocuted by her cables. The technician called his supervisor who told him to DISCONNECT my grandmother's cables and told the neighbor not to tell her anything. We've had a lot of problems with Comcast before but this is by far the worst they have EVER treated her. She is 71 years old and the only thing that she has to entertain herself is the television and internet. And they still ask her to fill out a survey for their "EXCEPTIONAL SERVICE"! She is so mad that she almost started crying.

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**Ticket: # 432611 - Throttling**

**Date:** 7/28/2015 9:13:05 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19134

**Company Complaining About:** AT&T

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## **Description**

I have unlimited with AT&T and they continue to throttle me to the point that I can't even use my phone other than a paperweight. I have called and complained about the issue. All they say we are sorry and try to convince me to change planes. That does not work for me. The hole point I got with AT&T at the time was the word unlimited data!!!! I explain that the word unlimited is exactly that unlimited. NO barriers NO caps NO limit. This is the third time I have put a complaint about AT&T throttle issues. The phone is useless when this happens. I give you permission not to change anything but to see my AT&T bill cycle and what ever else to help make them stop this throttling nonsense and Honor our unlimited.

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[Ticket: # 432734 - AT&T UVerse Internet constant outage/interference](#)

**Date:** 7/28/2015 10:55:16 PM

**City/State/Zip:** Nashville, Tennessee 37209

**Company Complaining About:** AT&T

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### **Description**

AT&T UVerse internet is useless during the evening. Crawling slow speeds, constantly dropping signal, etc. cannot get someone in phone to check on issue from AT&T.

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[Ticket: # 432738 - malware](#)

**Date:** 7/28/2015 10:57:46 PM

**City/State/Zip:** Waco, Texas 76704

**Company Complaining About:** Time Warner

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## **Description**

I cannot get coupon titan off my computer and I cannot contact them. will you contact coupon titan and have them remove their virus from my PC. I am concerned about identity theft and damage to my PC. I am attaching a copy of their virus to this email.

---

**Ticket: # 432919 - Signal Strength**

**Date:** 7/29/2015 8:35:12 AM

**City/State/Zip:** Churchton, Maryland 20733

**Company Complaining About:** Verizon Wireless

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## **Description**

I cannot connect to a work related continuing education class from home. The class is located at jonpuryear.com recorded classes/24hour EMT Refresher. I can connect to the class from work. The owner can connect from Hawaii where he was on vacation. I tried connecting from home the Libraries in Deale and Annapolis MD. Firefox, Explorer, Chrome, and Safari browsers were used. Unable to connect to the site were noted in Chrome and Explorer browsers. No response when hitting the forgot password link in Safari and Firefox. No other complaints in the US per (b) (6) Verizon states speed test is within normal limits. I have not contacted Comcast why I cannot connect from ther libraries. Even though we live in a rural area, shouldn't I be able to connect from home too?

---

[Ticket: # 433136 - Internet phone service block](#)

**Date:** 7/29/2015 10:20:47 AM

**City/State/Zip:** Omaha, Nebraska 68144

**Company Complaining About:** Cox

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## **Description**

Wed July 29 9:07AM

I have Cox Internet and use Ooma internet phone service. My wife and I are both looking for work and Cox has continuously blocks our phone service at there server. I know this because It is the only web sight that I can't connect to.

I use a torrent to go around there server and I connected to Ooma just fine! The last time I talked to Cox they said they don't block internet services, but when I told them I went around there server and connected to Ooma 2 minutes later the connection was made. This is unfair practice and abuse of there power. I don't want Cox phone service!

---

[Ticket: # 433165 - twc blocking ports or makeing them time out so no webcam or http. ftp or any other kind server will work](#)

**Date:** 7/29/2015 10:34:10 AM

**City/State/Zip:** Cincinnati, Ohio 45211

**Company Complaining About:** Time Warner

---

## **Description**

here we go again this is 3ed complant as they refuse to comply to fcc laws

I can prove that they are bocking ports and also never got any letters from them or never been told what ports being block as this is 3ed complant in 90 day I think its about time something is done other then just takeing the word of them why wont u alow me prove to u they blocking the ports it is very simple to do u use team viewer I can show u what looks like when port is open then we swich ports if all set same will work but dose not they only open ports I requested but as I paying top doller for there service and there only ones I get internet from I stuck I need them to end and come compliant to fcc laws see past complants I also want to add to this complant twc giving fed goverment information with our warrant or do process, information being given to nsa, now as far as I understand do process is still required to get my information and the user agreement dose not include giving my data to no one

---

Ticket: # 433313 - (b) (6) continues to send me messages n facebook despite my request not ot

**Date:** 7/29/2015 11:10:07 AM

**City/State/Zip:** Bridgeport, Connecticut 06610

**Company Complaining About:** Boost Mobile

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## Description

my page is public due to fb logistics, my original time line is private, he has no access to it, but despite of how much I tell him to leave me alone and that his comments are not welcome he doesn't stop. I am at the verge of suicide over this and he knows you FCC wont do anything. This is third complaint.

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**Ticket: # 434057 - Attention Tom Wheeler**

**Date:** 7/29/2015 2:22:34 PM

**City/State/Zip:** Strathbogie, Washington 20224

**Company Complaining About:** This Is A Matter Dealing With The Minister Of National Security To Stop Interference By Transport Authority And Police

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## Description

(b) (6), Estate.

Occupant of the Office of Executrix.

Federal Trade Commission Clearing House Number 44959344

thank you

Attention all deputies and Administration

I come in " Good Faith" to say thank you after 28 days our automobile was finally returned home to our private domicile here in this territory known as Jamaica and we simply wanted to say thank you to all of you for your support while we await new diplomatic plates and an Exemption letter from the Minister of National Security and the Minister of Foreign Affairs and Trade and whatever else we may require to travel in peace we have sent a petition to command the agents to have all prepared and delivered to us by Friday August 1 2015 as I am done dealing with these types of issues as most or all of you know I have been writing now for a number of years maybe closer to sixteen years and I am tired now I am in need of rest and joy and peace with my clan and offspring we long to go to our homes in Canada and have just sent word to have all those returned to us now thank you all again and we will keep you posted once all is received and all is restored and we receive full restitution reparations and remedy thank you again.

Very truly yours

by: (b) (6) Of the (b) (6) All Rights Reserved

(b) (6), Estate.

Occupant of the Office of Executrix.

Federal Trade Commission Clearing House Number 44959344

thank you

see the below attachments to protect the Transport Authority from liability issues from one here that being said I did tell (b) (6) whatever the Authorities do abroad is up to them as I have no control over thank you again for all your support and guidance.

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[Ticket: # 434065 - Comcast isn't trying anymore](#)

**Date:** 7/29/2015 2:25:43 PM

**City/State/Zip:** Princeton, Illinois 61356

**Company Complaining About:** Comcast

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## **Description**

I've been dealing with Comcast since I moved in to my house 3 months ago and my internet has had the same problems since then. I've swapped out all the equipment I possibly could at my house and it's happening on more than 1 computer on more than 1 type of connection, so I know that it has to be something on Comcast's end that they just won't fix. I have all brand new cabling and line going into my house, thinking that it was a problem with the wiring in my house but it's not.

The lady at corporate said she was going to call back, and that was a couple days ago I haven't heard from her since then.

---

[Ticket: # 434148 - Verizon actively blocking Google/HTC Nexus 9 from accessing their network \(700MHz Block C\)](#)

**Date:** 7/29/2015 2:50:38 PM

**City/State/Zip:** San Mateo, California 94402

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon is preventing the Google/HTC Nexus 9 (LTE Tablet) from accessing their network. I feel this is a violation of the 700Mhz Block C open access rules.

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[Ticket: # 434648 - jammer usage](#)

**Date:** 7/29/2015 4:48:28 PM

**City/State/Zip:** Decatur, Georgia 30032

**Company Complaining About:** T Mobile

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**Description**

continued usage of jammer device after agent visited home

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**Ticket: # 434598 - Radio Interference**

**Date:** 7/29/2015 4:37:15 PM

**City/State/Zip:** New York, New York 10022

**Company Complaining About:** Unknown

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### **Description**

Our Company The Fifth Ave Business Improvement has an FCC license call#WPGS637. Recently our transmissions are being interrupted by another company. Please advice what can we do Thank You

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[Ticket: # 435005 - spam](#)

**Date:** 7/29/2015 6:20:26 PM

**City/State/Zip:** Allegan, Michigan 49010

**Company Complaining About:** Charter

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## **Description**

receiving unsolicited mail from...usmail@expediamail.com

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[Ticket: # 435255 - Find attached a copy of my BBB complaint against Comcast.](#)

**Date:** 7/29/2015 7:32:26 PM

**City/State/Zip:** Columbus, Indiana 47203

**Company Complaining About:** Comcast

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## Description

a month ago, I received an unsolicited call from a comcast representative who proceeded to tell me that my modem was approaching its "end of life" period. I've been using this modem on a number of different networks, Comcast's included, previously. I declined the representatives offer to sell/rent me updated equipment, and the rep stated before hanging up that "Due to my outdated modem, i may experience outages of service." I scoffed because i had had no major problems before. The very next day, I received the first outage. I continued receiving outages, at first two or three a week, for a half hour or so, but they steadily began increasing in both duration and quantity. In the past week, I haven't had 24 hours of solid uninterrupted connectivity. My suspicions were immediately raised by the fact that my router shows an incoming signal of the same size and makeup every time i get an outage. I never receive this signal without immediately getting an outage, and I never experience an outage without first getting this signal. My guess is that it's a remote shutdown signal. It is my belief that comcast is intentionally shutting down my service in order to make me think my modem is having connection issues, thus forcing me to rent their equipment. Every time I called to complain, the Tier 1 tech support person read off the same script, tried the same "solutions" that never worked, and then repeated the "it's your modem, not our fault" line. I rebuffed them every single time. Finally, after a month of the constant bickering and back and forth, I went out and spent 170 dollars on a new modem. Lo and Behold- NOTHING CHANGED. If anything, the outages have gotten worse since Saturday July 25. I called Comcast's tech support again on Monday, July 27, this time filled with indignation. They had spent a month lying to me, intentionally interrupting my service because they were mad that I wouldn't give them more money for things I didn't want or need. I refused to talk to T1 tech support, telling them that they had proven consistently unable to help me, and demanded to speak with Tier 2 tech support. I was elevated to Tier 2 and spoke with Deanna, Employee ID# 1587210. It took her about forty five seconds to realize that not only could she not contact my modem, she couldn't even contact Comcast's own repeater in my area, PROVING that the fault was with their networks, not my modem. I received an escalation ticket ER030642899, and Deanna offered to dispatch a technician to my house on tuesday between the hours of 7 and 8 p.m. The technician never arrived. When I called back, the computer system claimed i had an appointment for thursday. When i confronted the newest comcast tech i had the displeasure of speaking with, they said that my escalation ticket had been done "in house" and that the technician had been manually scheduled for tuesday, explaining why the computer screwed up the date. I wasn't interested. I also requested a phone number I could use to bypass tier one tech support and their inane, deaf computer directory. The tech provided the number 855 308 9452. I came home from work today to find out my internet was out yet again. I contacted Customer Service to lodge yet another complaint, demanded a technician be dispatched, and received a promise that a technician would arrive between 7 and 8 p.m. tonight. I am still waiting on that tech. I also had myself transferred to Comcast's billing department, where i once again complained about the quality of service, the outright lies I had been fed by comcast employees, and the fact that I had spent 170 dollars on a piece of equipment they spent a month telling me i needed. Because of Comcast's shady, unethical and illegal business practices, their derisive, abusive opinion of their paying customers, and their only driving force being

corporate greed, I am out more than 170 dollars and paying for internet service that is even less reliable than a cheesecloth condom.

#### Desired Resolution / Outcome

Desired Resolution:

Billing Adjustment

Desired Outcome:

Given that I'm out nearly 200 dollars in internet payments and the cost of the modem, I demanded Comcast offer me something to make up for the triple-digit expense. The woman on the phone was extremely unhelpful and quoted policy like a parrot, offering only to credit me one month of service "for the outages I had already experienced." When I asked her if her company owed anything more for the constant and widespread lies, the unethical business practice, and the dismissive nature of their entire customer support department, she said simply "Unfortunately I can only offer to credit you one month of service." I demand Comcast cough up some kind of remuneration for the abuses I have been forced to endure over the last month from their combination of inept tier 1 CSRs, lying tier 2 CSRs, no-show field techs, suspicious outages, and horrifically unreliable service. I'm out 200 dollars because of them and a 30 dollar, one-month credit (for the same shitty service I shouldn't have to pay for in the first place) is simply unacceptable.

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[Ticket: # 435655 - consistently poor internet service.](#)

**Date:** 7/29/2015 10:30:28 PM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

I have repeatedly experienced interruptions in my internet service provided by Comcast. over the last several months. It is becoming worse with 2 outages of over 6 hours in the 3 weeks. It is becoming more and more common for my internet connection to stop briefly several times a day. I check my router and all connections and that is not the problem. I have called Comcast to complain and all they offer is some small refund for the hours of outage. The smaller daily interruptions are even more annoying than the big outages. I live in the Lake Forest Subdivision outside Lacey Washington in Thurston County.

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**Ticket: # 435817 - Comcast - bad service**

**Date:** 7/30/2015 1:02:42 AM

**City/State/Zip:** Lacey, Washington 98503

**Company Complaining About:** Comcast

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## **Description**

I am unhappy with our internet service. It just seems to be getting worst over the years. We have Comcast internet, Cable and phone. We do not really have an issue with the phone service (we don't really use it) But the cable has been going in and out lately for no apparent reason. The internet service is something. I may be using it on my phone or tablet and all of sudden I no longer have service. I feel all the cable companies are so busy trying to get consumers to switch from one to another that they really do not care about customer service and or how the product works or don't.

Thank you, (b) (6)

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[Ticket: # 435820 - malware from cdn.freefacie.com](#)

**Date:** 7/30/2015 1:12:33 AM

**City/State/Zip:** Las Vegas, Nevada 89173

**Company Complaining About:** Cdn.freefacie.com

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## **Description**

This internet company has locked up my PC with Explorer malware claiming I need to unnecessarily update Java software when it only wants to install over a dozen malware trojans to track my browsing and force marketing on me. I can no longer use my Explorer browser because of it. I want the FCC to make it remove this malware.

---

[Ticket: # 436251 - Spam w no unsubscribe from etsy.com](#)

**Date:** 7/30/2015 11:17:29 AM

**City/State/Zip:** Emeryville, California 94608

**Company Complaining About:** Comcast

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## **Description**

Spam and no way to unsubscribe etsy.com

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**Ticket: # 436653 - Yahoo is deleting our Inbox email without delivering**

**Date:** 7/30/2015 12:51:45 PM

**City/State/Zip:** Aiken, South Carolina 29803

**Company Complaining About:** Atlantic Broadband (no Complaints About Them)

---

## **Description**

This complaint is against Yahoo Corp., 701 1st Ave, Sunnyvale, CA 94089 (408) 349-3380. Several times the last 2 years and again this last week, I suddenly stop getting my Inbox email. I usually get at least 10-12 a day (I still get Spam OK), often 20-30. When I research this problem online, it seems MANY other Yahoo email users are having the same problem. Despite their offer and implicit guarantee to deliver email reliably, they provide no explanations, no fixes, and nothing except a 7-day maximum recovery form, which results in NOTHING. This is serious. We all rely on Inbox-level email for social transactions, business activities, and everything from relaying serious mental conditions, including suicide gestures. My own daughter is missing, and I don't know if she's emailed me, if she got my emails to her, or if the police are trying to find me. Yahoo does NOT provide any way to input this problem that reaches a human, and we only get the usual troubleshooting suggestions for any problem. I'm a retired computer expert, and I can tell you YAHOO is the ONLY POSSIBLE cause of this problem and they are showing no social responsibility whatsoever.

---

**Ticket: # 436768 - Comcast blocking HBO Go access on Playstation systems**

**Date:** 7/30/2015 1:18:06 PM

**City/State/Zip:** Redmond, Washington 98052

**Company Complaining About:** Comcast

---

**Description**

Hello,

Around may I filed a complaint (No. 257323) about Comcast blocking HBO Go access on Playstation systems.

I received an email from the FCC regarding my ticket , but I did not receive a written reply from Comcast. I waited much longer than the estimated 7-10 days for the written reply. Its been about 2 months since I received the FCC reply.

I am re-filing this complaint in an effort to get an answer from Comcast. Why is Comcast THE ONLY carrier that blocks HBO Go on Playstation systems?

I am paying for internet, for HBO and I own the Playstation system. There should be no technical limitation to this. I am being denied access to a service I am paying for from every angle.

I cant switch carriers because my apartment complex has some kind of deal with Comcast.

Please send Comcast a message that this is terrible treatment of paying customers.

Thank you,

(b) (6)

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**Ticket: # 436886 - High tech harrassment, criminal activities**

**Date:** 7/30/2015 1:47:00 PM

**City/State/Zip:** Phoenix, Arizona 85034

**Company Complaining About:** Sprint

---

### **Description**

For months now, I have been harrassed through high tech avenues, I started researching through my phone company, then apple, the intergovernmental office of Phoenix, local law enforcement & then to the FCC.... Who has sent me back to my phone company.... Please, help ... Thank you... I suggest monitoring all connections to (b) (6), for starters...

---

[Ticket: # 436931 - Data throttling](#)

**Date:** 7/30/2015 1:57:23 PM

**City/State/Zip:** Borger, Texas 79007

**Company Complaining About:** AT&T

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## **Description**

I signed up with att to receive unlimited high speed data. And now they are slowing down my data once I reach their 5 gigabyte threshold. I've called att several times and they tell me that's the way it is and there is nothing that they will do about it. I asked them to release me from my contract and they refuse.

---

[Ticket: # 437381 - Comcast Data Caps](#)

**Date:** 7/30/2015 2:54:06 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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### **Description**

I think it is unfair for Comcast to implement data caps in certain markets and in other markets get unlimited access.

---

[Ticket: # 437485 - Comcast injecting its own content into web pages I view](#)

**Date:** 7/30/2015 3:17:46 PM

**City/State/Zip:** Palatine, Illinois 60074

**Company Complaining About:** Comcast

---

## **Description**

Comcast is injecting its own content into web pages I view using their internet service when they feel they have something important to say. They intercept and modify the contents of other folks' websites to include messages about quotas and copyright infringement. The injected notice takes the form of a box that obscures the content of the original site, and is completely under Comcast's control as to whether or not I am allowed to remove the box. They refer to this as "in-browser notification."

Comcast should not be allowed under any circumstances to modify the content of the sites I access to inject their own content, no matter what that content may be.

---

**Ticket: # 437564 - Continuous Internet Issues**

**Date:** 7/30/2015 3:37:50 PM

**City/State/Zip:** Mathis, Texas 78368

**Company Complaining About:** AT&T

---

**Description**

We are having issues with our internet on an almost weekly basis.

Internet Down(Chevy store) 7/15/2015

Ticket # 54282227

Internet Down(Chevy store) 7/22/2015

Ticket # H82522367

Internet Issues(Chevy Store) 7/30/2015

Ticket # H83610762

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**Ticket: # 437623 - SushiLeads.com malware virus**

**Date:** 7/30/2015 3:51:34 PM

**City/State/Zip:** Las Vegas, Nevada 89173

**Company Complaining About:** Sushileads.com

---

## **Description**

SushiLeads malware cannot be uninstalled and constantly interferes with pop ups in my browsers, even freezing up my PC. In Explorer, the uninstall codes shown are illegible, and their instructions to uninstall the sushileads extension do not even appear in Chrome or Firefox.

---

[Ticket: # 438078 - Gamesdesktop.com malware](#)

**Date:** 7/30/2015 5:54:39 PM

**City/State/Zip:** Las Vegas, Nevada 89173

**Company Complaining About:** Gamesdesktop.com

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## **Description**

This malware internet provider provides no way to permanently uninstall its Trojan virus software. When I try to uninstall it automatically reinstalls other viruses, and I have to keep uninstalling them daily. Their website offers no way to contact them for assistance and only offers downloads of more malware.

---

[Ticket: # 437824 - virus](#)

**Date:** 7/30/2015 4:31:15 PM

**City/State/Zip:** Monessen, Pennsylvania 15062

**Company Complaining About:** Comcast

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**Description**

wants me to call 1-855-495-4100 to clear virus

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[Ticket: # 438054 - Someone claiming to be from Microsoft sends a virus message to my computer](#)

**Date:** 7/30/2015 5:46:18 PM

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

**Company Complaining About:** Does Not Have Name But Uses Microsoft

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## **Description**

I get an error message that ties up my computer about an error trying to update Windows Defender, which I have turned off, telling me to call 1-855-584-1733 the person who answers doesn't speak english very well and says he is from Microsoft and wants to help me fix the problem. I know not to allow him, but I now have to restart my computer to get rid of the message and regain control of my computer. when I run my anti virus nothing is found. This message usually is attached to one of my regular emails.

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[Ticket: # 438812 - Internet drops randomly](#)

**Date:** 7/30/2015 10:50:54 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19106

**Company Complaining About:** Comcast

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## **Description**

I was trying to stream myself playing an online game, and suddenly I lost connection to multiple applications including TeamSpeak and Steam.

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**Ticket: # 438365 - Comcast charging for non usage of Internet**

**Date:** 7/30/2015 7:39:51 PM

**City/State/Zip:** Stone Mountain, Georgia 30083

**Company Complaining About:** Comcast

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## **Description**

We are being charged for 150 gb of Internet in one month since their cap is 300gb based off of their information we have used 450gb for one month we are out of the house 9 hours m-f and have been out of town for 6 days on vacation during this month I called them to request them to show where our internet is being used we are a house hold of 4 2 adults and 2 kids one 5 and a 1 year old it is impossible that we have used so much data since we do not use WIFI i feel we are being cheated especially when the policy tech stated that they have the right to reserve that information from customers. But what they don't realize is that I would like to know where my hard earned money is going and I'm a person that like to keep her bills in order do not like this surprise charge that they are applying. Based of the conversation with the rep from Comcast they can charge as much as they want and not having to prove that charge is legit, for Comcast being such a big company I think that they are hiding information from the customer I really would like this looked into. Thank you

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Ticket: # 442625 - privacy on domestic wire tv oler tv's amd higher income homes in gated comm. and club houses and their tv's and visitor or public television FTC taps

**Date:** 8/2/2015 1:06:43 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Walmart

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## Description

(b) (6)

The description section contains two lines of redacted text. The first line is a thick black bar with the text "(b) (6)" in red at the beginning. The second line is another thick black bar.

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[Ticket: # 438889 - Sudden lag spikes](#)

**Date:** 7/30/2015 11:34:58 PM

**City/State/Zip:** Buffalo, New York 14215

**Company Complaining About:** Time Warner

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## **Description**

Every time we stream videos or playing online video games, there is a sudden packet loss, causing lag spike and internet unavailable in a few seconds. This happens frequently in every few minutes especially during peak hours.

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**Ticket: # 438895 - Time Warner's Unfair Business Ethics**

**Date:** 7/30/2015 11:38:35 PM

**City/State/Zip:** Los Angeles, California 90008

**Company Complaining About:** Time Warner

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**Description**

When I visited Time Warner's website to check prices and upgrade availability on the side of their website was the option of a "Free Modem Swap". I choose to swap my old modem. After I received the modem, installed and everything was set up my internet was blazing fast, almost up to what I am paying for.

Here is the issue. Over the first two months I have the modem I notice my internet seems to get slower and slower, it was a very very subtle handicap that got worse day by day, week by week. At the end of the second month I could not stream Netflix and surf the internet at the same time. I didn't even have that issue with my old modem.

I called Time Warner and they let me know that they didnt have my new modem registered for the first month and to get everything fixed they have to add on \$5 a month for using their modem. Even though a price mark up was not advertised on their "Free Modem Swap".

Essentially they crippled my internet enough to the point I had to crawl back to them instead of initially letting me know of the price mark up.

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[Ticket: # 438904 - Internet Throttling/Denial of service](#)

**Date:** 7/30/2015 11:55:20 PM

**City/State/Zip:** Simi Valley, California 93065

**Company Complaining About:** AT&T

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## **Description**

Several times per week the internet (download specifically) in my home will be throttled down to below 10% of what I am paying for or cut out completely. I know this is not an issue on my end as my abilities to upload are unimpaired as well as my abilities to communicate through the intranet of the home. When I call in to AT&T to complain about the issue I am connected to a man (admittedly nice) in India that is completely incapable of solving these issues or even passing my complaint on to a higher point in the company.

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[Ticket: # 442730 - xbox enforcement team abuse](#)

**Date:** 8/2/2015 3:25:07 PM

**City/State/Zip:** Hanna City, Illinois 61536

**Company Complaining About:** Microsoft

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### **Description**

Was banned from xbox live for reporting suspect players or known cheating players in worl of tanks

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**Ticket: # 438970 - Cox Communications breach of data integrity**

**Date:** 7/31/2015 12:53:53 AM

**City/State/Zip:** Parma Heights, Ohio 44130

**Company Complaining About:** Cox

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## **Description**

Cox Communications will purposefully intercept and inject their own data into HTTP data streams in order to add their own (at the time of writing) javascript from a non-HTTPS source in order to display alerts. Alone, this is a man in the middle attack on their own subscribers. Because this injected data is being served over HTTP, the possibility of another mass DDoS like the one inflicted on Github's servers earlier this year is not far from the realm of possibility. (Ars Technica article: <http://bit.ly/1M0HVeW>)

Cox Communications provides no way to opt out of this extremely intrusive interference of service. Not only are they failing to properly deliver the data requested by the client, they are interrupting the work of users and developers.

Furthermore, Cox has started to charge subscribers bandwidth overage fee, which quickly adds up to much more than their next 'tier' of service while providing no advantages. Cox does this as many of their subscribers drop their cable TV services and move to internet streaming as a replacement.

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Ticket: # 439039 - CUT INTERNET CABLES IN NEW TOWNHOME AT (b) (6)

Date: 7/31/2015 2:34:01 AM

City/State/Zip: Denver, Colorado 80201

Company Complaining About: Centurylink

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## Description

I WANT YOU TO KNOW ABOUT THIS COMPLAINT TO RESEARCH AND IDENTIFY THE NAME OF WHO SABOTAGED MY NEW TOWNHOME'S BUILT-IN NETWORK CABLE WIRING BY CUTTING ALL THE CABLES BEFORE I PURCHASED AND MOVED-INTO THE NEW TOWNHOME LOCATED AT (b) (6) -- IMPORTANT INFO. FOLLOWS: THE SABOTAGER SLICED OR CUT A BUNDLE OF MORE THAN NINE THICK NETWORK CABLES WITHIN MY TOWNHOUSE'S 1ST FLOOR COAT CLOSET, WHERE THEY WERE SUPPOSE TO BE ACCESSIBLE FOR CONNECTION; THE NETWORK CABLES WERE INSTALLED AND RUN WITHIN THE WALLS OF MY TOWNHOME SO THAT I WOULD HAVE DIRECT ACCESS TO THE NETWORK HUB IN OUR NEIGHBORHOOD AND TO ENABLE A HOME OFFICE. THE TOWNHOME DEVELOPMENT IS CALLED "(b) (6)" ALSO CALLED "(b) (6)". THE TOWNHOME WITH THE CUT CABLES IS LOCATED AT (b) (6), AND HAS SINCE BEEN PURCHASED BY SOMEONE ELSE NOW; HOWEVER, I HAVE NO DOUBT THE EVIDENCE (THE CUT CABLES) ARE STILL THERE TO SEE WITHIN THE 1ST FLOOR COAT CLOSET ON THE RIGHT-MOST WALL AS YOU OPEN THE DOOR, AND THE CABLES ARE CUT AT A DIAGONAL SLANT, AS I RECALL. MAYBE THE TOWNHOME'S CURRENT OWNER OR REAL ESTATE BROKER WOULD LET AN FCC INVESTIGATOR SEE THE CUT CABLES. THE SUPERINTENDENT FOR THE TOWNHOME DEVELOPMENT WAS (b) (6) OF LITTLETON, CO AND HASTINGS, NE; AND THE BUILDER WAS (b) (6), OWNER OF (b) (6) THE FIRST TELEPHONE AND INTERNET PROVIDER WAS EXCLUSIVELY QWEST COMMUNICATIONS (NOW CALLED CENTURYLINK), BECAUSE THE LOCATION WAS SUBURBAN OR RURAL (SINCE IT WAS BUILT ON OLD FARMLAND) AND COMPETITORS WOULD BE ALLOWED AFTER THE FIRST YEAR. "(b) (6)" OF "METRO DENVER, CO" AND NOW OF COMMERCE CITY, CO INSTALLED THE WIRING FOR LIGHTS; AND "(b) (6)" OF THORNTON, CO INSTALLED THE HVAC SYSTEMS AND (b) (6) THE OWNER OF (b) (6) LIKELY KNOWS SOMETHING ABOUT THE NETWORK CABLES AND WHO DID THAT, OR THE NAME OF THE QWEST INSTALLER WHO WAS ASSIGNED TO OUR AREA, FOR INSTALLATIONS, ETC. IN LATE NOVEMBER 2003, WHEN I HAD TO HAVE QWEST COMMUNICATIONS COME OUT TO MY HOME TO ENABLE A BASIC TELEPHONE, THE REPAIRMAN WENT RIGHT TO MY COAT CLOSET AND HE HAD HIS SHOES DIPPED IN ORANGE CLAY FROM SOMEWHERE AND ALMOST DESTROYED MY HOME'S CARPET...SO I DO KNOW THAT HE WAS MALICIOUS, BECAUSE WE HAD NO ORANGE SOIL OR CLAY, AND MY HOME'S CARPETING WAS OFF-WHITE. I'D LIKE TO KNOW THAT QWEST INSTALLER'S NAME FOUND AND RECORDED WITH YOU IN ASSOCIATION WITH THIS COMPLAINT. THE CABLES WERE CUT LIKELY BETWEEN MARCH 2003 - NOVEMBER 2003 TIMEFRAME, WHEN THE TOWNHOUSE WAS BEING BUILT TO COMPLETION, AND I MOVED IN AFTER NOVEMBER 20, 2003 AS I RECALL. MY INSPECTOR FROM COYLE INSPECTIONS WAS AN ENGINEER WHO DID NOT NOTICE OR NOTE THE CUT

NETWORK CABLES. THE CUT NETWORK CABLES WERE A GREAT LOSS TO ME -- BECAUSE I HAD TO USE DIAL-UP FROM 2003 - 2010. THE LOSS SLOWED MY ABILITY TO GET THINGS DONE AND COULD HAVE JEAPORDIZED MY SAFETY, IN COMBINATION WITH THE TELEPHONE PROBLEMS I HAD, INCLUDING QWEST DISCONNECTING MY TELEPHONE FOR NO REASON ON CHRISTMAS EVE 2006 OR 2007, AND LOSING MY VOICE MAIL MESSAGES FROM JOB CALLBACKS, ETC. FOR EXAMPLE, I CHECKED MY VOICE MAIL FROM A TEMPORARY JOB SITE, AND WHEN I GOT HOME, SOMEONE DELETED MY MESSAGES. QWEST EMPLOYEES WHO KNEW ME INCLUDED: (b) (6) (MARRIED TO (b) (6) (b) (6) OF ARVADA, CO); (b) (6); (b) (6) AND HER FRIEND (b) (6) WHO SOLD LINE INSURANCE FOR QWEST FROM 1987 TO LATER YEARS. PEOPLE SEEN IN MY HOUSE BEFORE CLOSING THAT WERE NOT SUPPOSED TO BE THERE INCLUDED (b) (6) (NOW KNOWN AS (b) (6) OF LITTLETON, CO MARRIED TO (b) (6), AND THE ELECTRICIAN CHAD TOLD ME THAT, WHEN I ASKED HIM WHO PULLED-DOWN THE LIGHTING IN MY ENTRYWAY AND IN MY GUEST BATHROOM, AND DID OTHER VANDALISMS. LATER, CHAD THREATENED TO PUNCH ME FOR FINDING OUT THAT HE LEFT A LARGE HOLE BEHIND MY FIREPLACE WHERE THE HEAT ESCAPED FROM MY TOWNHOME). PLEASE FIND AND STOP WHOEVER VANDALIZED AND SABOTAGED MY INTERNET CONNECTIONS THAT I WAS SUPPOSED TO HAVE. THANK YOU IN ADVANCE FOR YOUR TIME, WORK AND HELP IN THIS MATTER...WORKING THIS COMPLAINT THROUGH TO RESOLUTION IS VERY IMPORTANT WORK.

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**Ticket: # 439071 - Comcast bandwidth shaping and throttling.**

**Date:** 7/31/2015 4:15:23 AM

**City/State/Zip:** Sammamish, Washington 98074

**Company Complaining About:** Comcast

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## **Description**

I have constant issues streaming online content and netflix. However, if I perform a speediest through any major speed test website, it shows I am getting upwards of 50 megabits throughput. Since full HD 1080p only requires about 3mb/s throughput, it is obvious that if I can't stream a simple 720p video on youtube or even a standard non-HD title on netflix, that throttling is happening. Especially if while these online services are "buffering" and having other streaming issues, I can concurrently perform a "speed test" and get, once again, over 50 megabits/second in traffic data speeds.

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[Ticket: # 439249 - Service Interruption](#)

**Date:** 7/31/2015 9:32:36 AM

**City/State/Zip:** Chicago, Illinois 60642

**Company Complaining About:** Comcast

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## **Description**

When I woke up this morning I needed to get on a conference call with work and be logged into my computer. I attempted to log in to the wifi, but for some reason it had been reset. I was unable to reset the connection because when i went through the prompts on Comcast's website I kept getting error messages. I called Comcast customer support but I couldn't wait on hold because I had to rush in to work. I made the client I was supposed to talk to very mad and will probably lose a lot of money for my company and myself. Our service is very unreliable and Comcast has done nothing to make it better.

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**Ticket: # 439631 - DATA CAPS**

**Date:** 7/31/2015 11:26:46 AM

**City/State/Zip:** Diboll, Texas 75941

**Company Complaining About:** Sudden Link

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### **Description**

Please remove data caps on internet usage at home. I am a gamer and data caps punish me for doing what i love as a hobby because i use alot of data to download updates and play games ona regular basis. i shouldnt have to choose between doing what i love and being forced to pay extra money i may or may not be able to afford because im using something i ALREADY paid for.

REMOVE DATA CAPS. THATS BACKWARDS THINKING! WE NEED A FORWARD THINKING SOCIETY DAMNIT!

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[Ticket: # 440168 - Comcast Internet limits](#)

**Date:** 7/31/2015 2:03:44 PM

**City/State/Zip:** Nashville, Tennessee 37207

**Company Complaining About:** Comcast

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### **Description**

Comcast, which rarely delivers Internet at the speed which they have promised, has now been to limit my monthly data usage to an unacceptable degree.

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**Ticket: # 440317 - Hacking**

**Date:** 7/31/2015 2:47:18 PM

**City/State/Zip:** Dickinson, Alabama 36436

**Company Complaining About:** Consumer Did Not Say

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## **Description**

There is a neighbor who has figured out how to hack into (b) (6) satellite by using her computer. In other words she can hack into other systems by using her computer. (b) (6) is having interference with her satellite, her radio, and laptop. They are in their personal homes doing this. (b) (6) doesn't have internet service and the neighbor' internet service is automatically picked up when I opened up my laptop.

---

**Ticket: # 440552 - Blocked by T-Mobile from using data on my device**

**Date:** 7/31/2015 3:53:59 PM

**City/State/Zip:** Weston, Florida 33332

**Company Complaining About:** T Mobile

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**Description**

My family has purchased a family plan from T-Mobile for 4 lines of unlimited phone/text and 2.5GB of data per line.

We started using 3 lines with smart phones for phone/text/data and 1 line with tablet for data only.

After several months of use (approximately 4 months), T-Mobile blocked usage of data on tablet. it does allow tablet to navigate to one website - tmobile.com. This shows that the company is capable of allowing this device to continue to use internet but want to double charge customers and because of that are blocking the usage of 2.5 GB of data I paid for.

After calling T-Mobile to resolve this issue, their solution was to cancel the 4th line which would increase monthly plan payment by \$20 (this was optional as stated by the T-mobile representative) and then add new line for additional \$10 that which has 3 GB of data for the tablet.

Warning, emotional part: This non-sense needs to stop! I feel completely ripped off because they CAN allow (and have in past) for the data to be used on tablet but not anymore. customers should be able to use data they paid for on device of their choosing without being artificially limited by companies. next thing we know, we won't be able to use wifi calling feature on wifi connected to internet because phones are not allowed to use cable internet.

Who knows, may be this will give electricity company an idea that customers can plug-in refrigerators into power but force customers to pay extra for using heat or air conditioning when those are connected.

please help!

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[Ticket: # 440844 - Phone and Internet hacking](#)

**Date:** 7/31/2015 5:36:59 PM

**City/State/Zip:** Rochester, New York 14626

**Company Complaining About:** AT&T

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## **Description**

My landline, and cell phone are tapped. My calls are forwarded to an unknown entity who pretends to be the person or service that I am trying to contact. My computer, iPad are hacked. My emails are deleted before I can even see who sent them. It does not matter what carrier I use . The issues are always the same. I have contacted customer service and technical support with no changes ever. My security systems are bypassed at my home. My surveillance camera's data is deleted. I have taken all these issues to local law enforcement, and contacted the NYS Attorney General. No one has provided any assistance, even though I have provided photos of people in my home, and DNA evidence. My German Shepherd was even murdered! AND NO ONE WILL HELP ME. My life has been raped in every arena, AND NO ONE WILL INVESTIGATE!

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**Ticket: # 441399 - Unfounded Listing of Small Business on Spamhaus Blacklist**

**Date:** 8/1/2015 3:12:55 AM

**City/State/Zip:** Bristow, Virginia 20136

**Company Complaining About:** Spamhaus

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**Description**

I operate a dog walking business in Northern Virginia called (b) (6). Earlier this week an organization called "spamhaus" blacklisted my IP address (b) (6). As a result of this action much of my email traffic started to be rejected when sent to Microsoft email addresses, Comcast and others. This greatly impacted my ability to do business.

I run a legitimate small business and I do not spam. I contacted my host to research the issue. They did a full scan of my systems and found there was no malware or any spam coming from my VPS host IP: (b) (6). This is a dedicated IP address and not shared. I contacted spamhaus to get my listing removed, but they refused to work with me and required my provider contact them.

It was determined spamhaus was blocking a range of IP addresses: (b) (6) in their listing. There was a spammer in that range that the provider (b) (6) disabled. However, by blocking an entire range of IP addresses spamhaus blocked my host that never sent any spam, and greatly disrupted my business. It is now 6 days later and they continue to block my servers.

To recap:

I run a dog walking company and I am not a spammer

My server never sent any spam or had any malware installed that was sending spam

Spamhaus blocked my non-spamming server and caused damage to my business.

I'm all for eliminating spam, but this indiscriminate action needs to stop. Spamhaus must be forced to justify the IPs they are blocking.

I am hopeful someone will help address this matter for all the small businesses that are impacted like mine who spamhaus ignores and damages with impunity.

Regards,

(b) (6)

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[Ticket: # 441482 - cox 'communications](#)

**Date:** 8/1/2015 9:22:27 AM

**City/State/Zip:** Virginia Beach, Virginia 23455

**Company Complaining About:** Cox

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### **Description**

On June 4th, I switched my cable service from Cox Communications to Verizon Fios and turned in my equipment to Cox. On July 25th, Cox came on to my property and cut my service to Fios, put a device on the line that rendered it unusable an a lock on the box. I did without service for two days until Fios could come and trouble shoot the problem because we were unaware what Cox had done. It took the Fios tech 3 hours to figure out the problem and fix it. Now Cox has sent me a bill charging me for service I did not receive which I refuse to pay.

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**Ticket: # 441489 - Unwanted text messages**

**Date:** 8/1/2015 9:29:46 AM

**City/State/Zip:** The Villages, Florida 32162

**Company Complaining About:** Centurylink

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## **Description**

The company Loanup.com erroneously has my mobile telephone/text number and sends texts to me constantly. They think they are texting a person named (b) (6). I went to their url, loanup1.com and tried to hit the stop area but nothing happens. I am not about to enter their website. Please contact this scam business and make them comply with FCC rules and make them stop texting me. BTW, I have entered my mobile and land lines on the do not call list.

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**Ticket: # 452235 - Comcast refusal to fix Internet service, continuing to charge for Internet service**

**Date:** 8/6/2015 12:44:46 PM

**City/State/Zip:** Bedford, New Hampshire 03110

**Company Complaining About:** Comcast

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## **Description**

Ikea Inventory:

For over a year in a half we have endured poor and often nonexistent internet connectivity with our premium (and quite expensive) Blast! Internet provided by Comcast. Several times I have called Comcast about the problems we are having: our internet drops out and cannot be restored for days, it works in only one room of the house, duplicate and unworkable networks appear and disappear, the Internet connection stalls and fails, or any of the other myriad problems that have never been resolved. Because Comcast has denied that the signal they provide to our residence is weak and unstable, we have done what they have recommend and have replaced the routers in our house twice; we have hardwired our computers to the modem; and I have personally dedicated much of my time to the job that we pay Comcast to do - that is, figure out the reasons for problems in our internet connectivity and try to fix it.

Last week, we finally were able to convince Comcast to send a technician out to our house here in Bedford, New Hampshire. The technician (the only thing I remember about him is that he is from Brazil) came on Thursday, July 30 to troubleshoot our Internet problems. At first he speculated that the problems may have been regarding our router, which is not Comcast's responsibility. He then examined the modem and found the signal to be very bad, which is certainly Comcast's problem. He went into our basement and examined the connection there and found it to be bad; he then went outside to examine the meters around the house and found the connection to be bad. He came back in and told me that the signal to the house is very weak and that Comcast would send technicians over to our house either later that afternoon or on the following day, July 31, to see if it was a problem with the cable that connects to the street or if it had been damaged by weather. He pulled out his phone, had me sign my name on the screen, told me he had created a ticket and then left.

No one from Comcast came later that afternoon, nor, as promised, by the next day, either. No one from Comcast has been in touch with us at any point this week, so I decided to call Comcast to see what had happened. I first spoke with a woman named Diamond, who was friendly (as many Comcast staff seem to be) and apologized for Comcast having failed to send out someone as promised. She then connected me to Sylvia, which is where the problem with Comcast reached its peak.

Sylvia first asked for me to go look at the MAC ID for our Motorola Surfboard modem, which I did, and asked for the name of the router, which I provided. She asked me to unplug the router, as I had done many times before, whether at the behest of a Comcast employee on the phone or on my own. I explained to Sylvia that I had done this before, and the problem is not that I needed to reset the router, but that sometimes it would work and sometimes it wouldn't, sometimes it would drop and sometimes it would slow to a crawl and then stop. I also noted to her that I didn't want to go through

this again, that I was just trying to figure out what happened to the technicians I would told would be coming. She ignored that, so I figured I would go through the process again and reset the router, because that's what she wanted, and she seemed to be trying to help me.

I reset the router and the Internet was connected in my kitchen, which was great, but it wasn't connected outside or up the stairs, which is part of the problem and one of the reasons why Comcast had sent a technician last week, and why that technician last week told me more Comcast technicians would come to fix things the next day. However, Sylvia insisted that the problem was with my router, that it wasn't a Comcast problem. I said to her that, at the behest of Comcast, we've twice replaced our router and I have gone through these same steps dozens of times that she was making me go through again. She continued to say that it was a problem with our router because the connection appeared fine to her (of which I have no proof other than her word), ignoring that the local Comcast franchise had sent someone out last week.

We continued this circular, unproductive discussion. I would tell her that we had just had a technician out last week and I was only trying to figure out why they didn't show, she would say that the Internet is fine right now, I would say that it is fine now but it stops working momentarily, she said to call them back when it stopped working, I said to her that that is exactly why they had sent out a technician, etc. Eventually I asked if she could connect me with someone who would help me, and she said no one could help me. To restate that: I asked if she could connect me with someone who would help me and she refused to connect me with someone who could help me. She then told me we have to go because we have reached a resolution on this call and she has to go help another customer because we had run over our allotted time.

The only resolution reached was that Comcast felt it was fine to continue to refuse to fix a problem they had, after much prodding, agreed to see to. Comcast then found a way to not fix that problem, and I have no recourse and Comcast refuses to fix what they are contracted to fix. We continue to pay large amounts of money each month for our internet connection, we have never been delinquent on a payment, and yet Comcast refuses to provide a proper connection to the Internet.

I believe Comcast is proceeding in bad faith. Comcast has no incentive to help us or be truthful because we are completely dependent on them for our Internet connection, and we continue to pay for that bad connection. As someone who works from home and depends on a good Internet connection to do his job, I find it to be very distressing that Comcast refuses to help us and, plainly, seems to be manipulating our signal into whatever will make them not responsible for helping us. That may not be true - I hope it is not - but it is certainly the impression that I have received from my interactions with Comcast, especially from the most recent call, and I find I have no other recourse than to file a complaint. I've tried to find a pleasant resolution to our problems, but this most recent call has shown that, between Comcast and me, I am the only one who has an incentive to find that resolution.

I apologize for the length of this complaint and I thank you for your time.

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**Ticket: # 441759 - village of cleveland misrepresented on site : [clevelandil.com](http://clevelandil.com)**

**Date:** 8/1/2015 1:07:49 PM

**City/State/Zip:** Colona, Illinois 61241

**Company Complaining About:** Mediacom

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## **Description**

the website known as clevelandil.com is falsely representing itself as clevelands site, providing false and misleading information regarding the village. the owner of this site is mike erickson. request is to change the name of site or shut it down

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**Ticket: # 441784 - Comcast Data Caps****Date:** 8/1/2015 1:23:06 PM**City/State/Zip:** Covington, Georgia 30016**Company Complaining About:** Comcast

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**Description**

Hello, I am writing to the Commission today about my deep concerns about the data capping policies currently being enforced by Comcast Corporation in certain broadband markets (including my own). As you know, this company has re-implemented their 250-300GB/month caps on residential cable internet connections for a select few markets, including the one my family currently resides in. Although I understand that it is an expensive business to run, I find it hard to believe that a company that made \$64.657 billion in 2013 alone cannot afford the upkeep. Companies like Comcast claim that this is done to prevent network congestion, but the fact of the matter is that data caps are dealing with total monthly bandwidth usage, not speed. For a family of my size (5 people), running many different Internet-connected devices with many high-bandwidth applications (HD downloads, streaming, video game downloads, etc.), a mere 300GB is a joke. The Internet has become so necessary to our daily lives (despite what Commissioner O'Rielly has recently said here: [http://transition.fcc.gov/Daily\\_Releases/Daily\\_Business/2015/db0625/DOC-334113A1.pdf](http://transition.fcc.gov/Daily_Releases/Daily_Business/2015/db0625/DOC-334113A1.pdf)) that the idea of having it limited or being charged extra is ridiculous. In a perfect world, I could simply switch providers to another that cares more about its customers (something Comcast has made very clear they do not). However, I only have 2 options for Internet service where I live: 1. Comcast Cable (up to ~125Mbps, my current service) or 2. AT&T DSL (up to ~15Mbps, not even broadband by the latest FCC rules). I need to have access to high speeds, so Comcast is currently my only option. The second part of my point here is that Comcast appears to have ulterior motives for limiting monthly Internet usage by its customers. As we all know, Comcast also is a major provider of traditional terrestrial television service, something that many are now calling a dying industry, and NBCUniversal, a company that produces a multitude of traditional TV entertainment sources. The Internet is beginning to offer a serious alternative to traditional Cable/Satellite TV service (with the recent launch of HBO Now and similar services), and it seems to me that Comcast and others are limiting my Internet usage to prevent us from "cutting the cord," so to speak. I would love to get rid of my expensive Cable TV bill and switch to Internet provided TV, movies, etc. (through set ups such as a local NAS box and HTPCs ("Home Theater PC")), but with the current cap of 300GB/month that is not feasible. Comcast has a clear conflict of interest here (being the owners of NBCUniversal and providers of traditional TV), so I just want the Commission to continue to do its job (as it recently has with Title II reclassification) and put a stop (or at least try) to restrictive data caps that hurt competition for entertainment and force consumers to cut corners on their monthly downloading.

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[Ticket: # 441917 - Repeated requests to remove my email address](#)

**Date:** 8/1/2015 2:37:06 PM

**City/State/Zip:** Cape Coral, Florida 33991

**Company Complaining About:** Comcast

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## **Description**

I have unsubscribed repeatedly and asked multiple times to be removed from their list.

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**Ticket: # 441936 - Wireless Interference - Neighbors Router****Date:** 8/1/2015 2:57:23 PM**City/State/Zip:** Pflugerville, Texas 78660**Company Complaining About:** Neighbor

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**Description**

My neighbor's router "(b) (6)" over the past couple days has been changing channels every couple of minutes. My router is on channel 11, and their router is normally on 6. Since Thursday, July 30, 2015, their router has been changing between different channels constantly. When it gets on a channel above 6 it creates interference with my wireless devices in my household that drops my bandwidth or disrupts it completely. My next door neighbors were out of town this weekend, and I'm not sure if they purposely did it when they left or if their router was experiencing technical issues. I noticed that they came home today, Saturday, August 1, 2015, and the router has stopped switching channels. This draws me to two conclusions. A -- they purposely were doing it as a disruption while they were away. B -- The router was experiencing technical difficulties and upon return fixed or restarted it. However, upon the router staying on a channel now, it is on the channel I am normally on, 11. Because of this I have had to switch to channel 1, which is a congested channel where I lose about 10Mbps of wireless speed from channel 11. I have tried channel 6, and it is even worse than 1, resulting in an average of 20Mbps loss. Based on the power levels of the signal of "(b) (6)", and the fact that the router stopped changing channels within an hour of my neighbors return, I have drawn the conclusion that it is my next door neighbor's router.

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[Ticket: # 442021 - Internet Outage](#)

**Date:** 8/1/2015 3:53:51 PM

**City/State/Zip:** Mathis, Texas 78368

**Company Complaining About:** AT&T

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## **Description**

Internet is completely down again

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**Ticket: # 442233 - 100% packet loss**

**Date:** 8/1/2015 7:50:49 PM

**City/State/Zip:** Miami, Florida 33173

**Company Complaining About:** Comcast

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## **Description**

Comcast will not help me resolve this 100% dead spot to connect to IP's in Denver. They say they only sell a gateway and that the broken equipment is not theirs. I asked them to REPORT it if they cannot fix it- they refused.

Attached is a transcript of my conversation with their techs as well as some images of my ping tests showing where the problem is originating from.

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**Ticket: # 442380 - Cox communications****Date:** 8/1/2015 11:07:25 PM**City/State/Zip:** Tucson, Arizona 85705**Company Complaining About:** Cox

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**Description**

Welcome to my experience with Cox Communications in Tucson, Arizona. About a month ago (July 10th), I put in a request to transfer my service to the new house I was moving into on August 1st (today). I was sent a confirmation email. All was well, until I was forgotten about. They conveniently forgot about my transfer.

That same day (July 10), I communicated on the Cox online chat that I wanted to downgrade my internet and add a cable package. The guy I chatted with (Albert I believe?) is the ONLY reason I haven't reported my experience earlier. He answered all of my questions and got me exactly what I needed as far as starting my service. The only thing he could not do for me was request that my cable boxes not be sent to my old house, but picked up at a Cox location. He did, however, give me the number of someone who could do it right away. So I immediately called them.

The lady on the phone said that I was all set, there will be no shipment to my house. Next day, 4 boxes showed up at my old house...which was embarrassing, considering I don't even live there anymore.

I also specified that I wanted to do a self-install, not a pro-install. I didn't want to pay \$40 to plug my router into my wall. It was actually suggested to me when I asked for cheaper options.

I kept getting emails about my "technician appointment," but when I called to report the mix up, I was ASSURED that no one would be coming to my house. In fact, I was assured of this every single time I called...which was 6 times.

This morning, I got a call from José, saying he was about 5 Minutes from my house. How hard is it to understand the word "NO"?!? After telling him not to come to my house, I got a call 2 hours later from the same idiot saying "I'm about 5 minutes from your house." WHAT?! The same guy. Not a different technician. Again, I had to tell him "Stay away from my house!"

Today, I had to call customer support because the internet wasn't working, and that's how I found out that my transfer was overlooked. He tried to troubleshoot the problem several times, and on the last time, he said "It should come on in about 15 minutes. I will call you back in 15 minutes to check and see if it worked." Well, it's been 7 hours, and I still have not gotten a call back.

About an hour ago, it started working, but it was painfully slow. As in 2000s MSN Dial-up slow. Needless to say, I'm frustrated.

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[Ticket: # 442447 - roommate hacking blocking my internet](#)

**Date:** 8/2/2015 2:42:25 AM

**City/State/Zip:** Laurel, Montana 59044

**Company Complaining About:** Charter

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## Description

(b) (6) [REDACTED] hacking/blocking my internet for his own amusment he's also got letters himself for hacking or stealing music from charter hes usen his phone/laptop and his imac to watch or hack what i'am doin

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**Ticket: # 442465 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 8/2/2015 7:40:46 AM

**City/State/Zip:** Frederick, Maryland 21705

**Company Complaining About:** Comcast

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**Description**

Could you address the food and beverage debate.

There are members of media closely listening to the area of my body which is the stomach, listening to the noises, then beginning a confrontation with me. Could you remove the surveillance around the stomach area.

I feel as if I have digestive issues, and I need to eat food, which will help me to walk into the bathroom. I'm inflicted with obstacles, because there are members of media closely listening to the stomach area.

I haven't had a bowel movement in awhile, and I need to eat food, which will help me to have a bowel movement.

With the stomach area upset, members of media are even more trying to control what food I eat.

I feel harassed by members of media. I'm unable to eat food in peace, drink beverages, there's the surveillance around the stomach, and the Neurology, and members of media annoyed by ALL of the food I'm eating within my apartment.

I do not agree with how I'm being debated to as a minority person.

Could you please address the situation.

Could you please dialogue with President Obama, Congress, The District Court Of Maryland, Homeland Security Of Washington and The Civil Rights Department Of Justice.

Could you please close the monitoring

I just looked at the name of the compliant. I thought I clicked on the radio community, which my complaints are television & radio, under the radio category. I looked up and just realized the compliant is internet.

There are members of media cyber bullying me all day. I surf the internet on a AT&T Samsung Infused phone, and the battery is being drained by members of media. The phone is being clicked off, then clicked back on again.

Last year, there was a block placed to one area of the phone, where I was unable to recharge the battery. My brother has the same phone, and I approached him most of last year, and I borrowed his battery. I borrow the battery from his phone, to place in my phone, to surf the internet, and he places my battery in his phone to recharge.

I continue to surf the internet with his battery. I continue to approach him about the battery. I need to preserve the AT&T Samsung Infused phone, which has many apps on the phone I downloaded, internet activity under the Google company.

My father and brother bought a new phone last month, which is A AT& T Nokia Lumia 635 phone. I have been surfing the internet on the phone. I continue to surf the internet on the AT&T Samsung Infused phone.

Could you not allow the media to observe me along the internet. Especially to shopping websites.

Could you allow the Congress to study my internet activity.

Could you close the monitoring.

Yesterday, my cable was clicked off. There was a No Signal sign, and the incident began an arguement between my father and I. He felt I bothered the cable box. I was watching a cable channel, and I was unable to click to another channel with the remote. I pulled the cords from the wall socket, and there was a No Signal sign there for more than 20 minutes.

I called Homeland Security Washington, and placed messages to the answering machine, then I called Comcast. They talked with me on the phone, and helped me to restore service.

Could you not allow the media to tamper with the cable boxes within the living room and my bedroom.

Could you close the monitoring.

---

**Ticket: # 442642 - Cox Data Caps--Cleveland Area**

**Date:** 8/2/2015 1:29:07 PM

**City/State/Zip:** Olmsted Township, Ohio 44138

**Company Complaining About:** Cox

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### **Description**

Cox will be instituting data caps for Cleveland customers starting October 15th and will charge customers . I believe that this practice is unfair to consumers who should be able to use any amount of data for a service that they are already paying a high cost for. I was told by multiple Cox employees that they started telling new Cox customers of this practice but I started my service after this date and was never told of the data plans or surcharges that could be charged to my account. I urge you to investigate Cox's plan to implement data caps on their customers.

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[Ticket: # 442739 - ISP blocking access to paid content provider](#)

**Date:** 8/2/2015 3:34:13 PM

**City/State/Zip:** Leesburg, Florida 34788

**Company Complaining About:** Comcast

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### **Description**

Comcast/Xfinity actively blocks NNTP traffic in Leesburg, Florida thus denying the bandwidth purchased from Comcast/Xfinity.

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**Ticket: # 442799 - Abuse from CENTARRA-NETWORKS**

**Date:** 8/2/2015 4:44:39 PM

**City/State/Zip:** Atchison, Kansas 66002

**Company Complaining About:** AT&T

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**Description**

Masses of incoming spam mail sent to clients. Requested to stop and they continue to send the junk.

From: (b) (6)  
Sent: Sunday, August 02, 2015 4:42 PM  
To: 'abuse@Centarra.com' <abuse@Centarra.com>  
Subject: Stop sending spam to our server from your networks!

Asking Kindly to stop!

Direct violation of federal law.

<https://www.ftc.gov/tips-advice/business-center/guidance/can-spam-act-compliance-guide-business>

Return-path: <CVS50-Survey-Rewards@owlsradio.eu>

Envelope-to: (b) (6)

Delivery-date: Sun, 02 Aug 2015 16:10:09 -0400

Received: from (b) (6)

by server.air-america.com with esmtp (Exim 4.85)  
(envelope-from <CVS50-Survey-Rewards@owlsradio.eu>)  
id 1ZLza8-0002g7-Cm

for (b) (6) Sun, 02 Aug 2015 16:10:06 -0400

Date: Sun, 02 Aug 2015 13:16:37 -0700

Mime-Version: 1.0

From: CVS \$50 Survey Rewards <CVS50-Survey-Rewards@owlsradio.eu>

Message-ID: <7f91b8d4a7f02ca42b1ebb537ad9e987.16146418.17317544@owlsradio.eu>

LI-Do: 17317544j\_17317544ld\_d17317544

To: <(b) (6)>

Kh-Aqrcw: 7f91b8d4a7f02ca42b1ebb537ad9e987a\_16146418y-  
7f91b8d4a7f02ca42b1ebb537ad9e987vj

Content-Type: multipart/alternative; boundary="16146418\_17317544\_16146418"

Subject: Do you want a \$50 CVS Gift Card? Redeem in 24 Hours, #16146418

X-Spam-Status: No, score=2.4, No

X-Spam-Score: 24

X-Spam-Bar: ++

X-Ham-Report: Spam detection software, running on the system "server.air-america.com", has NOT identified this incoming email as spam. The original message has been attached to this so you can view it or label similar future email. If you have any questions, see root\@localhost for details.

Content preview: CVS wants to give you \$50 Voucher, Use in 24 Hours exclusively here - <http://details.owlsradio.eu> Pizza's above average, but the reason

I give this place 5 stars is the beer selection. The selection isn't overly expansive, but they have some stuff that... I agree with many of the other reviews...I had passed by this place many times. It's not much to look at from the outside. Inside has a lot going on...from... Chatham's is an excellent establishment for you to try. ..\* Food selection - Menu includes both healthy selections and traditional bar food. However, each... I took my family here on a Saturday night. The decor and atmosphere are typical for a Japanese hibachi place - darker, detailed, and sophisticated. The bar... Amazing ambiance. And finally - soju :) ..Bulgogi was delicious!..Can't wait to come back :D I'd give this a 3.5..We're not locals and typically rely on Yelp restaurant reviews when we travel...I guess I expected more, but honestly it wasn't bad...The... They make good food o7f91b8d4a7f02ca42b1ebb537ad9e987 [...]

Content analysis details: (2.4 points, 5.0 required)

pts	rule name	description
0.0	URIBL_BLOCKED	ADMINISTRATOR NOTICE: The query to URIBL was blocked. See <a href="http://wiki.apache.org/spamassassin/DnsBlocklists#dnsbl-block">http://wiki.apache.org/spamassassin/DnsBlocklists#dnsbl-block</a> for more information. [URIs: owlsradio.eu]
0.0	HTML_MESSAGE	BODY: HTML included in message
0.0	HTML_FONT_LOW_CONTRAST	BODY: HTML font color similar or identical to background
1.1	DCC_CHECK	Detected as bulk mail by DCC (dcc-servers.net)
1.3	RDNS_NONE	Delivered to internal network by a host with no rDNS
0.0	T_REMOTE_IMAGE	Message contains an external image

X-Spam-Flag: NO  
X-airamerica-MailScanner-Information: Please contact the ISP for more information  
X-airamerica-MailScanner-ID: 1ZLza8-0002g7-Cm  
X-airamerica-MailScanner: Found to be clean  
X-airamerica-MailScanner-SpamCheck: not spam, SpamAssassin (not cached, score=-0.004, required 5, BAYES\_00 -1.90, DCC\_CHECK 1.10, HTML\_FONT\_LOW\_CONTRAST 0.00, HTML\_MESSAGE 0.00, RDNS\_NONE 0.79, URIBL\_BLOCKED 0.00)  
X-airamerica-MailScanner-From: cvs50-survey-rewards@owlsradio.eu  
X-Antivirus: AVG for E-mail 2015.0.6086 [4392/10360]  
X-AVG-ID: ID21F4E0C1-16A03104

Whois IP (b) (6) Updated 1 second ago  
#  
# ARIN WHOIS data and services are subject to the Terms of Use  
# available at: [https://www.arin.net/whois\\_tou.html](https://www.arin.net/whois_tou.html)  
#  
# If you see inaccuracies in the results, please report at  
# <http://www.arin.net/public/whoisinaccuracy/index.xhtml>  
#

#  
# The following results may also be obtained via:  
#  
<http://whois.arin.net/rest/nets;q=198.52.207.132?showDetails=true&showARIN=false&showNonArinTopLevelNet=false&ext=netref2>  
#

# start

NetRange: (b) (6)  
CIDR: (b) (6)  
NetName: CENTARRA-NETWORKS  
NetHandle: NET-(b) (6)  
Parent: NET-(b) (6)  
NetType: Reallocated  
OriginAS: AS40440  
Organization: Centarra Networks Inc. (CN-80)  
RegDate: 2014-10-10  
Updated: 2014-10-10  
Ref: [http://whois.arin.net/rest/net/NET-\(b\) \(6\)](http://whois.arin.net/rest/net/NET-(b) (6))

OrgName: Centarra Networks Inc.  
OrgId: CN-80  
Address: 2323 Bryan Street, Suite 1120  
City: Dallas  
StateProv: TX  
PostalCode: 75201  
Country: US  
RegDate: 2013-05-22  
Updated: 2014-10-20  
Ref: <http://whois.arin.net/rest/org/CN-80>

ReferralServer: [rwhois://rwhois.centarra.com:4321](http://rwhois.rwhois.centarra.com:4321)

OrgNOCHandle: NOC13126-ARIN  
OrgNOCName: NOC  
OrgNOCPhone: +1-469-729-8632  
OrgNOCEmail: @centarra.com  
OrgNOCRef: <http://whois.arin.net/rest/poc/NOC13126-ARIN>

OrgTechHandle: TECH741-ARIN  
OrgTechName: TECH  
OrgTechPhone: +1-469-729-8632  
OrgTechEmail: @centarra.com

OrgTechRef: <http://whois.arin.net/rest/poc/TECH741-ARIN>

OrgAbuseHandle: ABUSE3746-ARIN

OrgAbuseName: Abuse

OrgAbusePhone: +1-469-729-8632

OrgAbuseEmail: @centarra.com

OrgAbuseRef: <http://whois.arin.net/rest/poc/ABUSE3746-ARIN>

# end

# start

NetRange: (b) (6)  
CIDR: (b) (6)  
NetName: NET-[  
NetHandle: NET(b) (6)  
Parent: NET(b) (6)  
NetType: Direct Allocation  
OriginAS: AS36137, AS40440  
Organization: Avante Hosting Services Inc. (AHS-136)  
RegDate: 2013-03-08  
Updated: 2014-10-15  
Ref: [http://whois.arin.net/rest/net/NET-\(b\) \(6\)](http://whois.arin.net/rest/net/NET-(b) (6))

OrgName: Avante Hosting Services Inc.  
OrgId: AHS-136  
Address: 100 King Street West, Suite 7070  
City: Toronto  
StateProv: ON  
PostalCode: M5X 1E3  
Country: CA  
RegDate: 2012-04-12  
Updated: 2013-12-29  
Ref: <http://whois.arin.net/rest/org/AHS-136>

ReferralServer: rwhois://rwhois.centarra.com:4321

OrgNOCHandle: NOC12565-ARIN

OrgNOCName: Network Operations Center

OrgNOCPhone: +1-214-635-4626

OrgNOCEmail: @centarra.com

OrgNOCRef: <http://whois.arin.net/rest/poc/NOC12565-ARIN>

OrgAbuseHandle: ABUSE3391-ARIN

OrgAbuseName: Abuse Group

OrgAbusePhone: +1-214-635-4626

OrgAbuseEmail: @centarra.com

OrgAbuseRef: <http://whois.arin.net/rest/poc/ABUSE3391-ARIN>

OrgTechHandle: TECHN1105-ARIN

OrgTechName: Technical

OrgTechPhone: +1-214-635-4626

OrgTechEmail: @centarra.com

OrgTechRef: <http://whois.arin.net/rest/poc/TECHN1105-ARIN>

# end

(b) (6) [Redacted]

(b) (6) [Redacted]

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**Ticket: # 443095 - Charter Internet sucks**

**Date:** 8/2/2015 11:59:23 PM

**City/State/Zip:** Clarksville, Tennessee 37042

**Company Complaining About:** Charter

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### **Description**

I am forced to purchase charter internet because of where I live, if I could I would take my business elsewhere, I had it once before for a year and it was garbage then, nothing but problems, now once again I'm paying for Internet that never works, in the last two hours alone I've been kicked off line 15 times, charter constantly claims there is nothing wrong with my service but I'm sorry getting kicked offline all night sucks, I have had good service before after the first time I left charter and I wish I had options now to leave them, they are a monopoly and as a consumer it is not fair I have to pay my hard earned money for garbage.

---

[Ticket: # 443147 - Abusive harassing threatening texts](#)

**Date:** 8/3/2015 1:43:20 AM

**City/State/Zip:** Brooklyn, New York 11224

**Company Complaining About:** Superior Auto Collision

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### **Description**

A business owner is sending me thousands of menacing messages per day containing threats to ruin my life nude pictures porn drug use ,slowing down my phones performance and device storage

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[Ticket: # 443225 - Internet Quality Issues](#)

**Date:** 8/3/2015 9:15:27 AM

**City/State/Zip:** Atlanta, Georgia 30309

**Company Complaining About:** Comcast

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## **Description**

We are receiving internet service from comcast business but there is high latency and dropped packets. We have opened numerous support requests. Unfortunately, nothing has been done. Comcast claims they are doing a node split to improve the service, however it has been many years and we are still experiencing the same issues.

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**Ticket: # 443317 - Internet Service Provider**

**Date:** 8/3/2015 10:23:25 AM

**City/State/Zip:** Seville, Ohio 44273

**Company Complaining About:** Time Warner

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### **Description**

I called Time Warner to cancel service and I was put through non stop questioning. I expressed several times I just want to cancel my service but that did not stop the badgering. After approximately 7 or 8 minutes I gave one more warning to cancel my service. The agent went right back to badgering questions. I advised him I would be filing a complaint because he would not cancel my service. I have stopped automatic payments on the account & will not pay any further bills. My account is still not set up for cancellation.

---

[Ticket: # 443466 - Cox email via Outlook constantly asking for email password](#)

**Date:** 8/3/2015 11:07:18 AM

**City/State/Zip:** San Marcos, California 92078

**Company Complaining About:** Cox

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## **Description**

Pop up for user name and password constantly. Cannot get any work done because pop up takes focus while typing (twice while typing this sentence). I end up not having email open. Forums say there is another server they can move accounts to in order to prevent this constant nuisance.

---

**Ticket: # 444053 - Not receiving the cable and internet service i'm paying for!**

**Date:** 8/3/2015 1:36:13 PM

**City/State/Zip:** Sharpsburg, Maryland 21782

**Company Complaining About:** Comcast

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## **Description**

I have been having issues with cable and internet service for 1 year and 11 months that has interfered with my (b) (6). The (b) has had to get involved to settle issues caused by internet issues that have effected progress in the program. I want what i'm paying for!! I want the issues resolved and some money reimbursed for the services I have not received all this time!!

---

**Ticket: # 444399 - Antietam Cable Data Cap**

**Date:** 8/3/2015 3:00:58 PM

**City/State/Zip:** Hagerstown, Maryland 21740

**Company Complaining About:** Antietam Cable Television

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**Description**

About 4 months ago, Hagersown, MD local cable company Antietam Cable Television ( [antietamcable.com](http://antietamcable.com) ) instantiated a new internet plan for its customers that tiered internet usage, capped data and throttled speed. By default, \*all\* customers were set to the lowest tier and asked to pay more for the same quality of service they had been receiving for years.

<http://www.antietamcable.com/internet/packages-and-pricing>

This is anti-consumer, and because there is no competition in the area (not that we would welcome Comcast) they are getting away with this. The internet is a freedom many people take for granted, and to have that service devalued by some corporation looking to make some extra money from its customers is not only biting the hand that feeds, but it ought to legitimately be illegal.

Please make data caps illegal. Access to the Internet ought to be a human right, and no other freedom is limited to a certain quantity or quality of use.

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[Ticket: # 444944 - Internet blocks](#)

**Date:** 8/3/2015 5:34:06 PM

**City/State/Zip:** Glendale, Colorado 80246

**Company Complaining About:** Centurylink

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### **Description**

Comcast has blocked my CenturyLink access to the net, and left an ongoing "invitation " to switch carriers. I have no access to the net.

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[Ticket: # 445118 - verizon lowered internet speed due to copyright material](#)

**Date:** 8/3/2015 6:40:50 PM

**City/State/Zip:** Garden Grove, California 92844

**Company Complaining About:** Verizon

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### **Description**

My 10 year old nephew went on the internet, downloaded and watched "Spiderman 2" on his mom older phone. Now Verizon lowered my internet service speed saying that it's a copyright infringement.

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**Ticket: # 445148 - I Comcast Internet service**

**Date:** 8/3/2015 6:50:47 PM

**City/State/Zip:** Lakewood, Colorado 80232

**Company Complaining About:** Comcast

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## **Description**

We have had sporadic Internet service for months. Called Comcast and after several calls 10 or more and home repair visits 5 or 6 it has not been resolved because they keep sending out a different tech that has to completely restart the search for the problem. We had a Comcast tech that finally came out and knew what the problem was too much noise coming thru on the outside lines, but didn't have enough time to replace all of the old wires outside and made an appointment for us so that he could come and complete the work. On the followup email, they had also included the charge for what he was going to do. Comcast sent out another tech so that they would have to start all over again. Again requested the same tech come and complete the work, but again they sent someone else and still no Internet service and they don't even tell the tech what was uncovered so that they could repair the problem. After numerous calls, they still say that the signal is very poor but they are not willing to communicate the necessary information to their techs to fix the problem. We are still charged the same amount for very poor service and after 6 weeks of calls and waiting for techs to come the problem is still not fixed.

---

[Ticket: # 445670 - WISP operating in licensed spectrum without license.](#)

**Date:** 8/3/2015 11:25:43 PM

**City/State/Zip:** Chestertown, Maryland 21620

**Company Complaining About:** Altius Communications / Bridgemaxx

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## **Description**

On or about August 8, 2015 we began investigating a complaint from Altius Communications/Bridgemaxx of alleged, deliberate interference they claimed we were causing them. Upon further investigation, spectrum analysis and research regarding equipment they installed we learned they are using equipment broadcasting on 3680mhz without the required FCC license and registration. We further investigated, located and confirmed they are indeed operating equipment in the license spectrum without any license or even pending application with the Commission.

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**Ticket: # 445547 - Comcast's illegal practices****Date:** 8/3/2015 9:52:19 PM**City/State/Zip:** Everett, Washington 98203**Company Complaining About:** Comcast

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**Description**

I have been working for months, several hours at a time on just one call most times trying to get comcast to follow the law (and common decency!) to no avail. Not only does this affect my internet, but phone and cable that's bundled w/it as well. They are about to shut my service to all off in less than 2 days leaving me no access to any service-I can't call 911 or my children cannot use the 'net for school (I, as well as one of my kids have disabilities that make it nearly impossible to run across town to a library to use it!) because they refuse to adhere to the contract I agreed to (I specifically said when asked if I agreed to service "If things are as you say they are" because I know how Comcast does business!) they have lied, cheated and charged (so attempting to steal.) for things that they shouldn't have, still are doing so! When I tried to cancel under the 30 day money back guarantee when I learned of the scam that was pulled they promised to fix it and compensate me for the whole mess if I stayed, so I did-then I found that to be a lie. They will not do anything but continually charge me for services I didn't agree to, they had a breach of contract and mine was null & void so they shouldn't be charging me! The BIGGEST PROBLEM is that they have removed ALL competition in my area (years ago)so I am left with no alternative! They've told me they're aware of that, so they have me in a position where it's basically "Pay up at whatever rate we make up-or else." Direct TV,Dish and frontier (the last 2 are subsidiaries I think they said? So interconnected) are the other TV providers and EVERY ONE of them sub contract through comcast for phone and internet, so they have a monopoly! I am WELL below the poverty level and as such, cannot fight them~ this is fundamentally wrong! What can be done? If they legally had no contract with me (as it was termed one way and they charged a total other price and then gave lower service than promised also and I only agreed to service IF I was given what I signed up for-I wasn't so NO contract, this is all over the phone so a verbal contract) how can they charge me? Plus they brought new equipment I didn't ask for, said too bad...and refused to take the old stuff (during install when I moved) saying I must return it all though I am disabled and cannot do that easily at ALL then proceeded to cancel my account at one apt. and then open a new one here with added charges from the 'old account' that are bogus,alter my rates and the package w/o my knowledge or consent ...this SAME thing is happening to people everywhere I now found when I searched, something needs to be done to stop these criminals! They have lobbyists working to ensure they get away with this and I for one am sick of the injustice so I am filing a complaint.

Also thought it might be interesting to ask if this is true~ they (3 reps and 2 supervisors all said) claim the 'franchise fee' (for having an office in my area) of 4.75/mo. and several other monthly fees such as 'regional sports fee' (I don't watch or participate in a sport!) and a local channel fee are all mandated by the FCC for each customer to pay in addition to the other fees I know are government involved-regulatory, FCC, taxes, etc. Does the FCC force that?

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**Ticket: # 445583 - Blocking my personal hotspot**

**Date:** 8/3/2015 10:07:55 PM

**City/State/Zip:** Las Vegas, Nevada 89103

**Company Complaining About:** T Mobile

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### **Description**

I am staying at the Rio suites in Las Vegas and somehow, they are blocking me from using my hotspot on my phone to connect my tablet to it.

I am wondering if this is allowed or not.

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[Ticket: # 445718 - Internet Throttling](#)

**Date:** 8/4/2015 12:25:38 AM

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

**Company Complaining About:** Comcast

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## **Description**

I switched to internet only from Comcast in January of this year. Recently our internet speeds have dropped dramatically. I pay for 100 Mbps and am only receiving 20 Mbps. Nothing from a technological standpoint has changed on my which leads me to believe that Comcast is now throttling my Internet.

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**Ticket: # 445808 - Hacking of my FaceBook account**

**Date:** 8/4/2015 7:11:52 AM

**City/State/Zip:** Cape Canaveral, Florida 32920-(b) [REDACTED]

**Company Complaining About:** AT&T

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### **Description**

I have been told from many of my friends that my account has been hacked requesting 'to be friends with me' when in fact I am already friends with them

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**Ticket: # 445817 - CenturyLink - Lack of service, lies, failure to correct**

**Date:** 8/4/2015 7:47:08 AM

**City/State/Zip:** Hillsborough, North Carolina 27278

**Company Complaining About:** Centurylink

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## **Description**

Over the past 2 weeks, my connections speeds have crawled to below 100kbit/s on a 512 line. After multiple calls, I got one technician out who did seemingly nothing, and the problem resolved for maybe one hour. Then, the speeds dropped. Since then, I have called multiple times to receive empty promises of supervisor contact, further field techs, seemingly contradictory statements and rules that apply to phone techs. Attached are two phone calls with CenturyLink. Neither of them resulted in any further contact on their part, by phone or in person.

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**Ticket: # 445847 - Signal Failures - NOT RESOLVED!**

**Date:** 8/4/2015 8:46:19 AM

**City/State/Zip:** Binghamton, New York 13903-(b) (6)

**Company Complaining About:** Time Warner

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## **Description**

Modem & WiFi equipment owned was assigned by the "you can purchase lists";

The call-in's on signal failure report "nothing out in your area, please reboot!" I do this several times a day. I have tried equipment checks, signal resets, call-in resets and found in your recent article in Raleigh NC Paper that our signal is only 15-18 Mbps - NOT available for High Speed Internet! I tried the higher Mbps for one-month - it was worse! Disconnections of the contract resulting in poor server service. There is nothing but muscling customers into a service that old-lines, poor connections, over-loaded signal reception collapses are not helping in my services. I have tried in-service checks on all lines - replacements, replacements of their equipment - I want this company found liable! It is above criminal - it is terrorist to pressure seniors into using their higher prices - "Mbps's" that do NOT work and in the right setting should be compromised only when it is wrong equipment on the owner's choices. Reply - please - this is my last effort to contact you. . . while the Internet Company allows my typing - for five minutes.

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[Ticket: # 446113 - website locked up my computer](#)

**Date:** 8/4/2015 10:50:59 AM

**City/State/Zip:** Fort Pierce, Florida 34949

**Company Complaining About:** Comcast

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## **Description**

computererror.org

I accidentally clicked on a link that I thought was youtube but it was an add and opened up "computererror.org" which said I needed to call the number on the screen to protect my computer. I could not close the browser window or close the message on my computer. I had to shut down my computer. I don't think malicious websites like this should be allowed.

---

**Ticket: # 446614 - Deceptive 800 phone numbers**

**Date:** 8/4/2015 12:51:55 PM

**City/State/Zip:** Webster, New York 14580

**Company Complaining About:** Red Techno

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**Description**

My Ipad2 was blocked while using it. It showed this 1-800-447-8361 to call for Apple Security. We called and wasted \$199.99 and got our computers compromised. The other number they directed us to was 1-800-307-4396.

Both of these numbers are bad - deceptive.

(b) (6)

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[Ticket: # 446654 - Internet Connectivity Problems](#)

**Date:** 8/4/2015 12:58:48 PM

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

**Company Complaining About:** Comcast

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## **Description**

Connection goes down the moment an attempted connection is made through phone or computer.

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**Ticket: # 446708 - Virus Hackers**

**Date:** 8/4/2015 1:14:28 PM

**City/State/Zip:** Phoenix, Arizona 85023

**Company Complaining About:** Cox

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### **Description**

Some company called lowrate has hacked my computer telling me that there is a virus and to call 855-286-0309 toll free to perform a virus check. Everything is locked up by these freaks. I am sure calling them will give them an avenue for further espionage. So I have refused to call the number. In the meantime I can do nothing with my computer. Please stop these guys.

---

**Ticket: # 446788 - Internet Service Interruptions**

**Date:** 8/4/2015 1:36:39 PM

**City/State/Zip:** Ocean View, Delaware 19970-(b) (6)

**Company Complaining About:** Mediacom

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### **Description**

Daily interruption of my internet service when i call they have me power down the modem and the internet restores they can not find the cause for the loss of service

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**Ticket: # 447094 - FaceBook**

**Date:** 8/4/2015 2:44:24 PM

**City/State/Zip:** Grass Valley, California 95949

**Company Complaining About:** Suddenlink

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### **Description**

I have tried numerous times to Deactivate my FaceBook account and it just keeps cutting me off and will not allow me to Deactivate.

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[Ticket: # 447141 - David Manning's messages on Youtube](#)

**Date:** 8/4/2015 2:53:45 PM

**City/State/Zip:** Sumter, South Carolina 29151

**Company Complaining About:** Farmers Telephone

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## **Description**

A black man, (b) (6), has a series of derogatory messages about black people on Youtube. All of them are infuriating, derogatory, debasing and false! If white people are not permitted to do this, why is he being allowed to do it? I think Youtube should remove him from their site completely.

---

**Ticket: # 447771 - Bad Internet Service from AT&T**

**Date:** 8/4/2015 5:36:57 PM

**City/State/Zip:** Dallas, Texas 75211

**Company Complaining About:** AT&T

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## **Description**

Hello,

I have AT&T U-verse as my internet provider. I have had an ongoing problem with connection issues. It gets to the point that I can no longer stream music or even watch Netflix with out it being cut off during playback. I have had servicemen come to my house several times and the issue will be fixed, but only for a few days (or a few hours). AT&T either cannot or will not fix the problem. I am not getting the service from them that I pay for each month. Also, twice over the last few years, my service will suddenly be cut off. When I call an agent about the issue they will immediately tell me that if I buy one, specific AT&T modem from them (\$100) they guarantee that my internet will be turned back on. There was no option to have a serviceman come out. I had to pay the money to continue my service but their business practice should be illegal.

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[Ticket: # 448286 - Quality of service](#)

**Date:** 8/4/2015 7:47:56 PM

**City/State/Zip:** Dothan, Alabama 36301

**Company Complaining About:** Comcast

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## **Description**

I am paying for a plan over 750mbps with Comcast Xfinity, yet find that they have locked it down to 0, hoping no one would notice I presume. On top of this, internet service across my whole city, Dothan, AL, often goes down in large patches for large amounts of time, yet when customer service is called, no explanation or help is offered. I don't think it is right to constantly have issues and lock your customer down with no explanation. I have been trying to get through to a customer service representative that will hear me for over an hour.

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[Ticket: # 448493 - SPAM Email](#)

**Date:** 8/4/2015 9:39:48 PM

**City/State/Zip:** Columbia, South Carolina 29212

**Company Complaining About:** Time Warner

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### **Description**

Receiving SPAM messages about every 5 minutes all day long, some hours even more.

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**Ticket: # 448522 - scrambling signal**

**Date:** 8/4/2015 9:58:56 PM

**City/State/Zip:** North Huntingdon, Pennsylvania 15642

**Company Complaining About:** Not Really Sure I Would Have To Be At Camp.

---

## **Description**

We have a trailer at (b) (6)

(b) (6). They advertise internet which is fine but the internet is awful. We can possibly get a hot spot from Xfinity but unfortunately the campground internet company, the guy stays at the campground, scrambles signals so we can only use his. Is this legal?

---

[Ticket: # 448672 - Comcast and internet outages.](#)

**Date:** 8/5/2015 1:22:08 AM

**City/State/Zip:** Lake City, Florida 32024

**Company Complaining About:** Comcast

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## **Description**

Last night, I faced an additional internet outage in a large series of outages in my time since moving to my residence in Lake City. I have not always contacted Comcast support when I have an outage, but when I have, I've typically been disappointed in the result. This past night, however, Comcast's customer support did tell me that they've had several internet outages in my area, more than is normal, in the relevant timeframe. I did some very, very preliminary research, and realized this fact may not have been true. Checking Comcast internet outage heatmaps over the past day indicates that Comcast internet outages are a constant thing affecting very large areas with great frequency. Are internet outages something the FCC regulates? What is being done to ensure Comcast provides consistent services with as few outages as possible? What penalties do internet service providers like Comcast face for an excessive number of internet outages?

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[Ticket: # 448677 - Unwanted emails](#)

**Date:** 8/5/2015 1:27:33 AM

**City/State/Zip:** East Troy, Wisconsin 53120

**Company Complaining About:** Ebonyline

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## **Description**

I have I subscribed from this company's emails MULTIPLE times yet I still receive emails from them. Even after I threatened to report them and someone replied stating that they would remove me from their list. The company is Ebonyline.com

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**Ticket: # 448826 - Electromagnetic Interference****Date:** 8/5/2015 9:20:37 AM**City/State/Zip:** Minneapolis, Minnesota 55438**Company Complaining About:** Comcast

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**Description**

I loaded a few mapping applications within my web browser yesterday on my personal computer at work. As the applications loaded, my ham radio, which was inadvertently left on and tuned to 121.5 MHz (as I monitor after shutting down aircraft I have flown) received electromagnetic interference on the guard frequency. I reloaded the site which I believe was based on Google Maps and the interference came back. I think someone encoded an interference signal into some web sites to modulate a poorly shielded ethernet cable. This could be used to disrupt emergency communications.

---

[Ticket: # 448880 - unsolicited emails from cotap](#)

**Date:** 8/5/2015 9:55:17 AM

**City/State/Zip:** Alameda, California 94502

**Company Complaining About:** Cotap

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## **Description**

Many members of our email domain have received these unwanted unsolicited emails from a company called CoTap. Email comes from cotapmail.com and their company domain is cotap.com. There are numerous reports from other people about email spam abuse on the internet.

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**Ticket: # 449024 - Complaint- PC Support**

**Date:** 8/5/2015 10:51:33 AM

**City/State/Zip:** Brecksville, Ohio 44141

**Company Complaining About:** Microsoft Partner

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## **Description**

Received an error message on my PC advising to call tech support.

Called 877 930 2527 to request why this message was on my PC and was advised that my PC was in trouble and they needed to remote into my PC to run diagnostic.

When I refused them access the tech proceeded to call me B@#%h, C&\*T etc .on the phone. Asking for a Supv, I was connected to another tech who laughingly did the same. Was then transferred to another tech who repeated the offensive language.

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[Ticket: # 449225 - no service](#)

**Date:** 8/5/2015 12:01:13 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19151

**Company Complaining About:** Comcast

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## **Description**

Tech was suppose to come out last week , and leave new box. Service work for few days then everything went out was told to go get new box. Did still no service. Given appt for 8-5-15 between 12-4 change to 8-7-15 . Explain. Work from home and school. Need service, and will not be in town. Now my job in jeaporardy. Because i told them i would has service today. To late to travel to office.

---

**Ticket: # 449708 - DC Public Library**

**Date:** 8/5/2015 2:01:54 PM

**City/State/Zip:** Washington, District Of Columbia 20001

**Company Complaining About:** Cable One

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## **Description**

August 5, 2015

Dear Sir,

Today at the DC Public library branch on L St. NW and New Jersey avenue I was researching female genital mutilation in Africa. First I tried a search on youtube and sure enough several video clips came up. I watched one of these video clips and was shocked to see that youtube apparently showed this very bizarre ritual where a young African girls had her vagina sliced by a razor. I then went to amnesty internationals website and read an article about this "practice" in some African Countries. After further thinking about what I saw I then complained to the library staff at this library branch. The library employee I questioned and showed the location of the particular clip I watched told me that I needed to be careful about what I searched for on youtube's website. I thought this was a rather strange response from a librarian so I decided to complain to the FCC. Let me explain further.

Yes, I searched this topic on youtube and on the internet, however the reason I wanted to research this topic had more to do with me learning about Africa and the people who live there not to do with something that could possibly be labeled as pornographic. Anyways in response to the librarian's warning about researching something of this nature -well I came up with several topics that showing graphic detail may not be advisable under any circumstances , here are some of them: child abuse, war crimes, rape, sexual crimes and so on. It should be at least possible to research these topics and still NOT be provided with such graphic detail! Furthermore , this has not been the first complaint I have had about the DC Public library's internet filter. I also have searched on you tube for pictures of women wearing bikinis and have noticed clips posted on this website that seem to advertise sex between humans and animals. I object ANY federally funded library allowing this on there internet! At this moment it is possible to view the most outrageous examples of human depravity at the DC public library. It is not possible to find out who is the real US president or how to get a federal job or how to find out about federally funded aid programs that are designed to curb unemployment and help job seekers. I am NOT putting my name simply because the library is currently stocking newspapers that say the USA has a black president by the name of Barack Hussein Obama! To tell you the truth it sounds like the "energy crisis" all over again. Who knows how this complaint will be twisted in the age of some mythical black presidency??

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**Ticket: # 450010 - Streaming Video Interruptions****Date:** 8/5/2015 2:37:09 PM**City/State/Zip:** Sierra Vista, Arizona 85636-(b) [REDACTED]**Company Complaining About:** Comcast

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**Description**

We have Comcast at two locations(CO,NM) and Cox(AZ) at one location. We have smart TV's at one Comcast location(CO) and ROKU sticks at the other Comcast location(NM) and the Cox location(AZ). Our streaming video/music - ROKU enabled Netflix and Pandora is constantly getting disconnected or buffers at all three locations. We believe the Cable Internet providers are blocking the signal received through our routers or slowing the signal so as to interrupt the receipt of programming. We have complained. The cable providers try to increase download speed, but none of this does anything to improve service. We think there is a conspiracy to impede our transition away from bundled services. We are trying to purchase streaming programming separate from the cable providers while using the cable provider internet services. We are experiencing great difficulty in making this transition to A La Carte programming.

---

**Ticket: # 450115 - Widespread internet outages Comcast****Date:** 8/5/2015 2:51:04 PM**City/State/Zip:** Seattle, Washington 98146**Company Complaining About:** Comcast

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**Description**

There are currently nationwide internet outages for Comcast, including myself in Seattle, WA. I have called cust serv at 1-800-COMCAST where the reps INSISTED there was no "reported outage" and instead tried to blame my modem as the reason I had no internet. When I pressed, I was transferred to billing, because I demanded a refund. Again I was met with the run-around where the rep insisted there was no "reported outage." After I supplied the rep with the website, downdetector.com, which clearly shows the outage, I was hung up on. Note: I previously complained about the outage several days prior and was given a credit for 2 days' worth of internet. This is a continuing and ongoing issue whereby Comcast refuses to acknowledge the problem and I demand an explanation and a credit to my account for a full months' service due to the to the fact Comcast is hiding the truth about a nationwide outage, blamed me instead for my personal outage, for having to spend over an hour on the phone on two separate occasions where the agents outright refused to admit to the outage, and for HANGING UP on me when I supplied evidence to the outage. This is outrageous!

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**Ticket: # 450183 - Verizon Teathering Manipulation**

**Date:** 8/5/2015 3:06:22 PM

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

**Company Complaining About:** Verizon Wireless

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**Description**

I have a verizon phone and plan that has unlimited 4G and the tethering add-on. Yet when I actually go to use the tethering, pages will timeout, or not load. When loading pages on the phone, they work fine. It is only on tethering when the internet is degraded.

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**Ticket: # 452389 - Microsoft interfering with internet**

**Date:** 8/6/2015 1:17:51 PM

**City/State/Zip:** Valley View, Texas 76272

**Company Complaining About:** Microsoft

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## **Description**

on Aug 6,2015 Microsoft installed windows 10 on my computer. the installation deleted my internet explorer and replaced it with Microsoft Edge. I don't like the Microsoft Edge and tried to re install Internet Explorer-- only have the screen turn red with a long message and vocal announcement that my computer had a virus. Ordered me to call Windows support and services at 1 844 685-8287. I ma sadly aware of such scare scams. the only way to end this announcement was to close the window. I retried several times and each time got the warning. When i tried to got o Yahoo.com andeach attempt I got almost the same warning "Windows firewall warning , almost the same verbal warning .only a different phone no. 1 855 419 5278.

Those 2 scare tactics only occur when i try to use internet explorer or yahoo. Microsoft wants it's customers to only use Microsoft Edge or Bing , Google Chrome. I tried calling but with the 90 minute wait I went to Microsoft's website and the Q&A and found many other customers have had the same problem with these scare screens. The only way they could have gotten my computer was when Windows 10 was installed. Th e only purpose they serve is to keep Window 10 customers from using any other home page or browser other than what Microsoft wants them to use

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[Ticket: # 452681 - Internet stopped working](#)

**Date:** 8/6/2015 2:35:13 PM

**City/State/Zip:** Portland, Maine 04102

**Company Complaining About:** Time Warner

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### **Description**

Time Warner Cable had an outage through the entirety of our service this past month and is refusing to credit us for the weeks of lost service.

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[Ticket: # 452856 - Internet blocks](#)

**Date:** 8/6/2015 3:24:34 PM

**City/State/Zip:** Glendale, Colorado 80246

**Company Complaining About:** Centurylink

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### **Description**

Comcast has blocked my CenturyLink access to the net, and left an ongoing "invitation " to switch carriers. I have no access to the net.

---

[Ticket: # 452895 - Complaint already filed on wednesday august 5th 2015](#)

**Date:** 8/6/2015 3:32:08 PM

**City/State/Zip:** Bethalto, Illinois 62010-(b) [REDACTED]

**Company Complaining About:** AT&T

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### **Description**

AT&T called my sister on her home phone about this complaint. This is harassment. They did not call me about this. The phone # on the account is (b) (6) [REDACTED].

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**Ticket: # 453182 - Verizon unwilling to provide secure US Server to access client's US-based credit union**

**Date:** 8/6/2015 4:43:28 PM

**City/State/Zip:** Tampa, Florida 33624

**Company Complaining About:** Verizon

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## **Description**

Verizon is my internet provider in my home. For several months, I have been unable to access my credit union's website: [www.sccu.com](http://www.sccu.com) through my home's Verizon internet connection. Prior to that time, I was able to access the website. I have no difficulty connecting to other websites. I am also able to connect to [ww.sccu.com](http://ww.sccu.com) from other US locations.

My credit union has informed me that they block access to connections from international servers. I believe Verizon is using an international server as one of their legs for the connection, (a Chinese server) and that is the reason why my credit union is not allowing the connection. I have been unable to get Verizon to change this practice, and as result, I am being denied the full use and benefit of the internet through that service. I need to have Verizon change the route of my connections so that I am not having to go through an international server which will be blocked by my credit union. I have been told that there is at least one other person who is experiencing the same problem with the Verizon internet connection with the same credit union, and that this matter has been escalated to Mr. Ray Sherrow, a high level executive at Verizon. However I am still not able to get resolution of this issue.

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**Ticket: # 453195 - Cable Subscription Fraud/Identity Theft**

**Date:** 8/6/2015 4:46:50 PM

**City/State/Zip:** Dallas, Texas 75235

**Company Complaining About:** Comcast

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## **Description**

I checked my credit report today on Credit Karma and found a fraudulent collections account with Credit Protection Associates,LP via Comcast Cable Communications. I contacted the agent chat function and "April" assisted me with finding out the details of this account. We both discovered that the name "(b) (6)" (which is being used to represent me supposedly) was used for 159 illegal cable subscriptions. When I asked for a copy of the complete results, the chat was ended in a rude fashion. I have never ordered any kind of cable service anytime in my life and not recently for that matter. This is an outright scam to collect a fraudulent debt.

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**Ticket: # 453378 - Comcast Cable/telephone/internet**

**Date:** 8/6/2015 5:32:55 PM

**City/State/Zip:** Shreveport, Louisiana 71118

**Company Complaining About:** Comcast

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### **Description**

I have had 4 apts in the past 6 months for comcast to come out and rerun a line that's damaged and causes our system to have problems and operate poorly. I have been hung up on, cursed at, and called a liar! I am looking for help in dealing with this issue. I do not know what else to do. Thanks

---

**Ticket: # 453428 - Internet service**

**Date:** 8/6/2015 5:54:34 PM

**City/State/Zip:** Chandler, Arizona 85248

**Company Complaining About:** Cox

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## **Description**

Three weeks+ without reliable service. Four technicians out to the house to verify issue is with the lines down the street. No follow up from Cox, have to call back to find out what and why my internet still does not work. Call tech support and they just tell me they have to send another tech out to the house. The issue is with the service to the house not inside the house according to the last three techs that whet

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**Ticket: # 453576 - Vivint interference**

**Date:** 8/6/2015 7:04:05 PM

**City/State/Zip:** West Haven Ct, Connecticut 06516

**Company Complaining About:** Comcast

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## Description

This is in regards to the alarm company named Vivint.com I had taken a service out with them on 8.25.2014 when installing the alarm into my home on the second floor they had done a lot of damage to the place when installing this wireless alarm system. They first off have damaged my back door by chipping away at the door frame on the back window almost breaking the window. Then they had managed to drill holes in the door way deeper than needed almost hitting electric wires and network wires. I was not happy they seen the damage that was \$600.00 dollars to fix and paint the gouges to the walls from the lady that shut the back door, when leaving the lock she was installing hanging out hit the sheetrock wall. Also the damaged the back door. This related to a lot of damages \$600.00 for paint. Damages to the door are over \$1000.00 dollars to replace a back steel door.

We had to repaint the whole kitchen costing \$600.00 dollars they paid \$200.00 dollars for the damages to just the paint they would not pay anything else. The major complaint here is the interference to the alarm that locked me out of my home on 7/31/2015. After having surgery to my (b) (6) they just shut down my (b) (6) in my (b) (6). I have a disability and told them I went outside to place the garbage in the can at 12am in the morning after I returned I was locked out. They said there was nothing they can do to give me my front door code to get in. Although they can see the installer code I had to break a window to get into my home.

They had shut my alarm monitoring off without notice. I paid them on 7.4.2015 100.00 dollars to restore the service they did not put the service back on until 7/31/2015. I asked them about the alarm history and that I see no history at all only the last couple of days until 7/31/2015. I have enclosed pictures of this.

I showed Vivint alarms snapshots of the Xfinity wifi that is supposed to be downstairs that is a wifi coming through on my alarm with the DNS servers on my network ip addresses without the ip addresses from my network it is not my wifi. Please see snapshots on enclosed pictures of history and improper connections to a wifi that I don't know who it is. My ip addresses are (b) (6) to (b) (6) You will see the ip addresses of a (b) (6) With my DNS of (b) (6)

This could be a compromise in the security the Comcast man here today with ticket number cr491335180 alex from Comcast and the other tech that was at my door said this is not safe to have a connection to a wifi that's not secure because the wifi named xfinitywifi is from the first floor below me belonging to a Victoria Oliver he said. Well I said why is it in my alarm they don't know although things were missing from my home as well as damages to my cpanel servers and computers I am not accusing anyone at all because I don't know who is doing this so the alarm company also said they don't know this is very poor for an alarm company.

They did not seem to care at all with my problem. They were also charging me for devices that I did not have on my plan. I seen allot of complaints with this company 1,300 complaints at [http://www.consumeraffairs.com/homeowners/apx\\_alarm.html](http://www.consumeraffairs.com/homeowners/apx_alarm.html)

I think this about sums it up and I would like to get a complete refund from this company plus the damages to my home and have this investigated.

My number is (b) (6) .

This is also in regards to repeated clicking on my phone line that's been going on for over a year. I have many case complaints with vivint and Comcast.

I have a bad back and I try my best to make wordpress web designs and adobe graphics.

Please feel free to contact me for any further questions.

Also please tell me how I can submit the files this form is not working I will try again pictures are uploading funny.

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**Ticket: # 454015 - Cox Internet Disservice**

**Date:** 8/7/2015 12:30:56 AM

**City/State/Zip:** Irvine, California 92604

**Company Complaining About:** Cox

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### **Description**

I paid for the highest tier internet speeds and the speeds vary wildly, rendering any game play or video enjoyment unobtainable. When contacted to resolve they put me on hold for over 3 hours and transferred me 3 times, at one point telling me they would call back and not following through.

---

**Ticket: # 454025 - Unsolicited spam text messages**

**Date:** 8/7/2015 12:39:38 AM

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

**Company Complaining About:** AT&T

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**Description**

On August 7, at 12:26am I received a spam text message from the number 786-499-4482. The message was sent in a group message, with other numbers with a "786" and "305" area code. After a search, I discovered these numbers are located in Miami, where I have never resided. My area code is "734" in the Metro Detroit area. The message read as follows "Get Lyft, the most welcoming, affordable, and memorable ride in town. Here's \$20 toward your first ride [https://Lyft.com/i/\(b\) \(6\)](https://Lyft.com/i/(b) (6))". I do not have Lyft installed on my mobile device, nor have I ever utilized their services. Due to the late hour and unsolicited nature of this message, I would like to hereby file a formal complaint.

---

**Ticket: # 454095 - Data Breach**

**Date:** 8/7/2015 4:04:36 AM

**City/State/Zip:** New York, New York 10012

**Company Complaining About:** Sprint

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**Description**

Dear  
FCC,

My phone, internet and cable for t.v. are all linked.  
We also have a landline.  
We are very disturbed that due to a breach of all of my accounts.  
Sprint, Verizon and T.W.C. I have become a prisoner in my life.

My calls go thru a v.o.i.p. and what appears to be organized criminals control my communications. There are M.I.T.M attacks when my copper landline goes thru any pbx and or wire tapping.

My brand new Samsung Gear Watch device is breached due to compromise with my data at Sprint. It depends on apps from my tablet and phone. Therefore, the internet sites are obstructed and important files, art work and business plans are getting ruined.

It is so elaborate, I don't know where to begin.  
My server is compromised entirely.

I cannot make private calls. If I surf for an attorney? My calls are monitored. They are able to see the search on the internet and either block the call or they have an associate pretend not to be interested in our case.

I cannot get medical attention for my husband with mild (b) (6).  
I am having trouble getting my scholl applications in.  
In general , it's a nightmare.

My cable shows are all monitored thru the landlords cable and my TWC account breached. My phone calls also and wifi for the cameras and security are a serious caution.

I owe a lot of money for my security now.  
I got ADT and Vivint. My ADT account due to compromise on my life was wiped out when we had an entry and it was possible to erase the footage. It took an elaborate organizing to breach my systems.

The installer for the Vivint system seemed to know our landlord and he discouraged us from getting the system. The wifi was breached thru rogue employees at TWC and the mac addresses for the cams given, possibly by the installer.

I get abduction threats every day. I need hard evidence for the police to take this seriously for my life and family.

My verizon landline, I was promised the number I needed.

(b) (6) and was mailed documents pertaining to this number and a verification. Then suddenly, they could not give this number. I concerned that my copper landline is somehow affected by the PBX trust or encryption and compromised. I am positive and can hear breathing!

Please help!

(b) (6)

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**Ticket: # 454099 - Repeated Unauthorized Access to a Computer System****Date:** 8/7/2015 4:33:17 AM**City/State/Zip:** Denver, Colorado 80220**Company Complaining About:** Centurylink

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**Description**

Google.com robots continue to scrape content from the sub-pages of my domain, (b) (6), ignoring our authorized usage policy and violating our users' right to privacy. Google has ignored our technical directives to delist this content via the robots.txt file on our site root. Google has ignored repeated requests at personal communication in regards to this issue. They are committing unauthorized computer access against my servers, repeatedly, after being clearly warned not to. This is felony unauthorized computer access.

---

**Ticket: # 456300 - Security adds are intruding and freezing my pc saying my pc is infected.**

**Date:** 8/8/2015 3:14:24 AM

**City/State/Zip:** Hattiesburg, Mississippi 39402

**Company Complaining About:** They Used Security Risk; Pc Help; And Many Other Names, Even Comcast And Macfee

---

### **Description**

They tell me they can fix my pc for a price.....I tell them I don't want their service; and they continue intruding my pc and freeze it until i call and request I pay them or they want unfreeze my pc. This is extortion under color of law!

---

**Ticket: # 454384 - CableOne**

**Date:** 8/7/2015 10:57:04 AM

**City/State/Zip:** Ardmore, Oklahoma 73401

**Company Complaining About:** Cable One

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## **Description**

I have been a loyal paying customer for a decade. I am on a direct payment bill where my monthly bill is taken from my account. Therefor, my payment history shows zero blemish during this time. CableOne cannot say the same for my Internet or Cable. I routinely have Internet problems, causing me to be paying for a product that I am NOT receiving. CableOne has no competitor in this area, so consumers are hamstrung by them and their shoddy product. Over the past three years, I have experienced an aggregate of months where my paid for product was not available. It has cause me problems when studying for professional exams, causing me hardship in my chosen field. CableOne should be required to provide customer refunds when their product fails, which in my case is often. If you could pull the service records, you will see that I have had numerous tech visits over the past few months/years. However, the problems are never concluded.

---

**Ticket: # 455047 - Office Building Internet Connection Issues**

**Date:** 8/7/2015 2:14:17 PM

**City/State/Zip:** Fort Lauderdale, Florida 33316

**Company Complaining About:** Comcast

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**Description**

I manage an office building in Pompano Beach Florida located at (b) (6). Many of the tenant utilize Comcast for their internet provider . Many of the tenants with VoiP Phone service have had issues with calls dropping. The issue has become so bad that Tenants have started to move out. As Comcast has been out several times, the issue remains unresolved.

---

**Ticket: # 455492 - High Intense Frequency Being Emitted**

**Date:** 8/7/2015 3:39:04 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19143

**Company Complaining About:** None

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**Description**

There is a person who has established a game on You-Tube called, "A Bullet to the Head". There is a code you need to access this site. This site contains a wall of people, mostly older people, especially women. She puts people on her crap list which is this game. This is an interactive game and it also has a gauge on it. What people do not realize is the more this game is played, the more high intense frequency is being emitted.

Without peoples' knowledge, this high intense frequency waves is being used on this game site which can cause people to become disoriented. They don't know why they are becoming disoriented. In order to stop this disorientation, it is necessary to have a RF Jammer on your person in order to block the frequency.

The person who created this site is

(b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]

If she finds out that she is being investigated, she will bring down her site.

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**Ticket: # 455510 - SGA, LLC**

**Date:** 8/7/2015 3:49:04 PM

**City/State/Zip:** Wichit, Kansas 67201

**Company Complaining About:** AT&T

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## **Description**

ATT shut off our DSL to my office in Chanute, KS for no reason. I called ATT to inquire way and was told there was a work order to do so, when I asked who authorized that order ATT would not tell me. How can ATT shut off service when our bills are paid on time and I never told ATT to do so? We can not conduct business without the DSL and therefore my office is losing money. I tried explaining this to ATT and got no where. I'm not in the business to lose money. I just want to know who and why our DSL was shut off and when it will back on. I'm leaving for Europe on vacation starting 8/11/15, as my name (b) (6) is the only name on the account authorize to make changes I'm asking that (b) (6) my manager in Chanute, KS at (b) (6) be allowed to make any changes while I'm out of the country. We cannot process claims for our clients until this issue is revolved. My telephone number is (b) (6)

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**Ticket: # 474341 - Virgin Mobile Hi-Jacking web browsers on my PC screen shots provided**

**Date:** 8/18/2015 6:12:49 AM

**City/State/Zip:** Decatur, Indiana 46733

**Company Complaining About:** The Issue Is Virgin Mobile Hi-jacking My Pc Browsers Firefox And Explorer Which Is Provided Through Dsl Century Link

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## **Description**

web compliant to Virgin Mobile regarding their hacking "Hi-Jacking" my PC browsers and email trails spanning 2 billing cycles:

Last month I called to inquire why my CC was no longer on file. Your rep fixed that.. Rep also fixed my monthly charge as it was since the service started and should still be the same as it was including my hot spot. I do not allow anyone but me to use access to my web browsers. Virgin hijacked my browsers on my PC (not my phone) listing "to pay for my hot spot & service". Do not ever do that again! Virgin does NOT have my permission to use my PC's Lap Tops and Notebooks period, the ISP is not Virgin Wireless. I have a card on file according to your rep that corrected it last month. Why was my account as I had it set up not paid? Their response:

Hello (b) (6),

Thanks for contacting Virgin Mobile Customer Care.

We are sorry to know that you are having issues with your account. Rest assured that we will do everything we can to get this fixed.

Virgin Mobile does not have access to the customers' personal computer, laptops and the like. If you your personal computer, laptop is connected to a Virgin Mobile account and you are having issues with it, we will be very much willing to assist you in troubleshooting.

You have unlimited calls, texts and data on your account. Your plan is good until the 22nd of this month. You have \$5 on your cash balance. Since your credit card is enrolled to auto payment, please expect that the system will process the payment automatically. You can always manage your account on your phone, just go to Menu, My Account, My Virgin Mobile, through My Account via [www.virginmobileusa.com](http://www.virginmobileusa.com) or by calling customer service.

We apologize again for the inconvenience this has caused. Thank you for your patience and understanding. We will be looking forward to receiving

your response.

If you need additional assistance, feel free to let us know how we can assist further or contact us at 1-888-322-1122 (or \*86 from a Virgin Mobile handset). You can reach us Monday through Friday from 6:00 AM ? 10:00 PM CST, Saturday and Sunday from 6:00 AM - 9:00 PM CST. As a kind reminder, always make sure to include your Virgin Mobile phone number and PIN on all replies.

Thanks,

Elaize M.  
Virgin Mobile At Your Service  
www.virginmobileusa.com

My response to Virgin Mobile:

(b) (6)

To ourteam@virginmobileusa.com

Today at 5:47 AM

My Virgin Mobile iPhone was charging on my PC. Virgin Mobile Hi-Jacked my Firefox and Explorer on my personal computer (not my iPhone), disabling access to any another web site except Virgin Mobile "pay for your hot spot now". This happened every time my iPhone was charging on my Personal Computer. This is hacking. It is illegal. This occurred all day Sunday and Monday until I called for technical assistance only to be connected to yet another broken English Speaking female. Same accent as the C/S Agent last month that said she corrected the billing error which was my cc no longer on file. There are several posts on many forums stating the same issue of Virgin Mobile Hi-Jacking WEB Browsers.

I am taking my Medicare Specific annual training & testing on-line. I operate several domains and a couple of web sites. Virgin Wireless blocking my access on my PC to my web browsers is illegal.

For 14 years I worked in a SWITCH/NOC for a wireless communications provider, the last two years as the National Engineering Regulatory Compliance Coordinator. I do know the difference.

(b) (6)

[Redacted text block containing multiple lines of blacked-out content]

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**Ticket: # 456013 - Verizon Contract harrassment**

**Date:** 8/7/2015 7:31:00 PM

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

**Company Complaining About:** Verizon Wireless

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**Description**

TO: Verizon Wireless, FCC, US Attorney General, and the BBB

RE: Contract

I was a Verizon customer many years ago and after trying to change my service, multiple times, I finally figured out the Verizon game. Every time I spoke with someone at Verizon, my contract would change, on that date it would be renewed for 2 years. It took me a while to figure it out and then I finally was able to get away from you.

The only reason I had Verizon for the last two years, was that I had no choice. I moved to Yarnell, AZ and the only service available was Verizon. I signed up with Verizon in March or April of 2013 which meant my two year contract would expire April of 2015. Every conversation I had with Verizon after that, I ALWAYS asked if this was going to extend my contract and I was ALWAYS told no. I learned my lesson the last time.

I signed up with T-Mobile in May, 2015, after my two year contract with Verizon was over. Then I start getting calls from Verizon (you) regarding my contract and that I still owed you \$200. Not once in the two years of my time with Verizon did I ever approve a contract extension. Most importantly I will say again, I asked EVERY time I spoke with someone if whatever was being done was going to change my contract date. I was told NO every time.

Now, I consider myself an intelligent person, and I wonder why I would go with T-Mobile and not have them buy me out of my Verizon contract.....if it was not expired. My daughter has asked me for the last year to dump Verizon and go with T-Mobile. She told me they would buy me out of my contract. I said I would wait until my contract was over because I did not feel that Verizon deserved to have my contract paid off. Again, I am not stupid, and I refuse to pay your contract fee because I never extended my contract date and I sure do not think you deserve \$200 from T-Mobile.

I will never use your service again, as I do not intend to ever to move to someplace where all I can get is Verizon. Please stop calling me and harassing me.

---

**Ticket: # 456328 - my devices are acting out**

**Date:** 8/8/2015 6:13:05 AM

**City/State/Zip:** Indialantic, Florida 32903

**Company Complaining About:** AT&T

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## **Description**

I am having issues with all my electronics and I do not know what is causing this. My neighbor is an electrical engineer who works developing (b) (6) technology. I do not know if there is a connection between him and all my electronics failing but this is costing me a lot of time and money to remediate. I cannot prove who is jamming my electronics but if someone has access to this type of technology is him. I would like to know or have tools to monitor the location of where the jamming of my devices is coming from. He lives across the street from me and all my electronics, including biometrical reading locks, WIFI, NFC, RI, and other devices have failed in recent dates. I would like to know how can I find out why my items are failing at such alarming rate.

---

[Ticket: # 456552 - comcast blocks roku devices](#)

**Date:** 8/8/2015 12:32:24 PM

**City/State/Zip:** La Porte, Texas 77571

**Company Complaining About:** Comcast

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## **Description**

Unilateral blocking of wifi to roku devices through the internet. Denying access to roku via wifi to the router. The device will work when hard-lined into the router and modem, but when attempting to connect via wifi, we are denied access. Contacted Comcast to advise as to how to manage this, we are informed we are not allowed to use a roku device via wifi. This is infringing on my ability to use other services that we are paying for.

---

**Ticket: # 456617 - Poor internet service**

**Date:** 8/8/2015 1:15:26 PM

**City/State/Zip:** Orlando, Florida 32806

**Company Complaining About:** Bright House

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## **Description**

I have been dealing with issues with Bright House for at least a year poor wifi single always dropping I've called I've had more than a dozen techs come to the house and every time they come they give me a poor excuse and they tell me they change something that should fix the problem but the problem continues. I was told by Bright House that switching to their new echo system would fix the problem I went ahead and switched to the system they suggested and added one access point the first week Bright House was not able to get the Internet to work they connected it wrong and had to come out the home every single day to fix it. After they got it up and running the access point wouldn't automatically connect to any device my phone was on LTE using my cell phone data. I contacted Bright House corporate office in hope of getting the issue resolved it still not resolved they continue to send techs out to the house.

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**Ticket: # 456773 - Operator disconnected my internet for revenge**

**Date:** 8/8/2015 2:58:54 PM

**City/State/Zip:** Boulder, Colorado 80304

**Company Complaining About:** Dish Network

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## **Description**

I called Dish to review some charges-- the conversation was tense- this was August 5th. Next thing I know I have no internet. When I called on 8/8, they said there were no notes for disconnecting-- and tried to blame me. Then they realized that it was likely the employee. They said they can't get out to me for 10 days-- when it was their fault to begin with. I asked to speak with a supervisor, her named was RAQUEL AND id# KHC, she was not helpful and tried to charge me for the reconnect. I insisted then to speak to someone above her and it went to the Office of the President. He said he could get someone out in a week. I insisted on more because I start teaching Monday and cannot afford to be without the internet. He offered me \$5 off for the next 6 months. His name was Sean-- or Scott.

---

**Ticket: # 456782 - Sabotage going on among swinger dating sites**

**Date:** 8/8/2015 3:03:33 PM

**City/State/Zip:** Whiting, New Jersey 08759-(b) [REDACTED]

**Company Complaining About:** Of Suspect Is Megahookup

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## **Description**

I have reason to believe that a war of rotten unethical acts is going on among swinger dating websites. Who is in a position to take action against this? I believe that for decades the internet has lacked a facility to police the internet.

I have met online several women on swinger dating websites. With each of them, they expressed an interest to meetup, and they each requested that I contact her by personal email, and they each also requested that I go to another website to chat with her. We have yet to successfully contact each other, and we have yet to reach each other on chat sites. She never receives my emails; although I sent them. Either that or my emails reach her as unreadable, because of gibberish random characters inserted into the email.

Yesterday I came upon a consumer reporting website that is a revelation. Attached is a PDF file of a page from that website. That website page has some consumer reviews that they cannot access the intended website, because they instead get connected to a different website. Specifically they request to be connected to xCupids.com, but instead they get connected to Megahookup.com. And they say it happens every time when they try to access xCupids. There are other URL's that get diverted to MegaHookup. That happens with Safari, Firefox, and Chrome browsers. Evidently, Megahookup is stealing business from xCupids and other sites. Using logic, I wonder whether my emails to the woman are diverted to elsewhere. As for emails that arrive unreadable, I suspect something rotten is happening.

Here is another relevant situation. Each of the women has an obscure internet provider, that I never heard of. The internet providers are imailbox.org, citymail.org, discreetmail.org, and nightmail.org. Could it be that those internet providers cater to users of swinger dating websites? That would be logical with Discreetmail. I don't believe that the problem would exist, if only those women would use a major internet provider, such as Comcast or Verizon.

As for the alternative of connecting through telephone, with each of them I requested that they telephone me at my phone number. I have yet to receive any phone call from any of them. For one thing the women never receive my emails that indicate my phone. Apparently the women are more reluctant to divulge their phone number, than they are to divulge their email. I can't use directory assistance to find out their phone number, because I don't know their real name, in view of that they all use a pseudonym.

The situation looks like there is (pardon the expression) horse manure going on among swinger dating websites. Whatever you can do would be appreciated. Is there any way to override the diverting among websites?

(b) (6) [REDACTED]  
[REDACTED]

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[Ticket: # 456947 - Sorenson Video Relay Service](#)

**Date:** 8/8/2015 4:57:26 PM

**City/State/Zip:** Sulphur, Oklahoma 73086

**Company Complaining About:** Brightoknet

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## **Description**

They keep calling us at random hourly for no reasons. We answer but they hang up on us. We return the call but they keep saying it was from someone else calling you. We know that numbers belong to Sorenson VRS. Their numbers is 800 955 6600

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[Ticket: # 465245 - DNS Hijacking](#)

**Date:** 8/12/2015 9:59:32 PM

**City/State/Zip:** Columbia, Missouri 65201

**Company Complaining About:** Mediacom

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## **Description**

Through my ISP Mediacom, if I miss-type a domain name I am redirected to <http://search.mediacomcable.com> instead of receiving an error code like "ERR\_CONNECTION\_REFUSED:". This is commonly referred to as DNS hijacking and is not only annoying, but a potential security vulnerability.

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[Ticket: # 457210 - poor internet service with frontier](#)

**Date:** 8/8/2015 10:04:37 PM

**City/State/Zip:** Mulberry Grove, Illinois 62262

**Company Complaining About:** Frontier Communications

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### **Description**

Internet loses connection daily, cannot use multiple devices at same time. Takes forever to do updates or for computer to load. We have YouTube freeze up on most every song. Just terrible internet service period.

---

**Ticket: # 457350 - Complaint Letter against Comcast Corp.**

**Date:** 8/9/2015 6:38:15 AM

**City/State/Zip:** Runnemede, New Jersey 08078

**Company Complaining About:** Comcast

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## **Description**

To Comcast Representatives

My name is (b) (6). I'm writing this complaint letter for the non performance standards and repeated disrespect that I received over the course of the past two months. I have called multiple times over and over and spoke to multiple sales representatives (Joseph Osborne and Joseph Houske) while Mr. Osborne was somewhat helpful, I cannot say the same for Mr. Houske. I have spent the past 2 months struggling with Comcast and my services constantly being disconnected only to be lied to by representatives and losing business. I experienced a vast amount of frustration to be lied to and hung up on by your customer service representatives. It took me more than 50 phone calls and several emails for a supervisor to call me back. I was contracted multiple times as a business owner to have service with Comcast.

- 1) I spoke to Joseph Osborne initially to set up my service, he told me it would be no problem, but later on told me it would be an issue. He referred me to several other Comcast representatives.
- 2) I spoke to Joseph Houske to finalize my contract for my services, but in the meantime, my services were constantly being disconnected. I kept losing Internet, TV and phone service and my guests constantly were displeased and this cost my business. This cost us at least \$25,000 in lost revenue.
- 3) I attempted to resolve this issue multiple times with Comcast representatives only to be hung up on, transferred to another department or told that we are unable to resolve your issue.
- 4) Several technicians came here to resolve the problem, only to tell me that my "rate codes were on the wrong account."
- 5) Eventually, the problem was solved, temporarily. We again, recently lost our TV and Phone service, costing us a large amount of business in refunds and lost revenue.
- 6) I emailed all Comcast representatives that I associated with to express my frustration as my account is still not in order and I still am experiencing problems.

Where is the credibility and accountability in Comcast Business Services and how can you associate yourselves with business owners if you cannot even provide a service properly?

(b) (6)  
[REDACTED]

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[Ticket: # 457599 - Not up to code cable installation by comcast](#)

**Date:** 8/9/2015 3:19:08 PM

**City/State/Zip:** Santa Cruz, California 95065

**Company Complaining About:** Comcast

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## **Description**

Cable modem installation not up to code. internet does not work. We have been complaining directly to Comcast for 3 weeks. They always tell we will receive a call back within 24 hours. We keep calling and nobody ever calls us back to come fix the problem.

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[Ticket: # 457618 - Comcast Internet service](#)

**Date:** 8/9/2015 4:05:40 PM

**City/State/Zip:** Saint Clair Shores, Michigan 49082

**Company Complaining About:** Comcast

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## **Description**

At least once per day, but generally 3-4 times per day, my internet through Comcast stops working for no apparent reason. Maybe the wind blows the wrong way, who really knows. The internet cuts out and then comes back on. We have the most up to date modem available through Comcast. Comcast continues to charge us for service despite the spotty internet coverage. I work from home at times and have had to set up my cell phone with a hotspot due to Comcast's crappy internet. Comcast does not respond to complaints and rarely has a live person available to talk to.

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[Ticket: # 457677 - Poor signal](#)

**Date:** 8/9/2015 5:26:14 PM

**City/State/Zip:** Keyesport, Illinois 62253

**Company Complaining About:** Frontier Communications

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## **Description**

Our internet service is very unreliable.

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[Ticket: # 457774 - Uber pop ups](#)

**Date:** 8/9/2015 7:53:45 PM

**City/State/Zip:** Tucson, Arizona 85748

**Company Complaining About:** Uber

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## **Description**

Constant pop ups interrupting anything I do this

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[Ticket: # 457891 - Internet](#)

**Date:** 8/9/2015 11:03:05 PM

**City/State/Zip:** Hayward, California 94541

**Company Complaining About:** Comcast

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## **Description**

My regular internet provider, ATT Uverse, is often replaced in the middle of a session by xfinity wifi. I usually discover this when my connection becomes sporadic. I think it's connected to Comcast's efforts to sell their own internet connection (xfinity) in the area. This has been happening for about a year.

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**Ticket: # 458227 - Sony Pictures Television Contact Information**

**Date:** 8/10/2015 10:36:55 AM

**City/State/Zip:** Bellmawr, New Jersey 08031

**Company Complaining About:** Verizon

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**Description**

I am very upset at Sony pictures television and I feel that I need to write a letter to them to express my disappointment. There is only press information on their website. I am just a normal person who wants them to make changes by reading my letter. This has nothing to do with Verizon Fios.

---

[Ticket: # 458414 - Internet problems with TW business](#)

**Date:** 8/10/2015 11:46:24 AM

**City/State/Zip:** Louisville, Kentucky 40218

**Company Complaining About:** Time Warner

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## **Description**

We have had internet issues with TW for our business for 6 at least months.

We use VOIP with our internet and are constantly losing calls and internet connection.

We have called TW repeatedly but are just told the there is nothing that they can do. It is hurting our business by constantly dropping calls from the customer.

We have requested to cancel our service and go with another carrier but TW will not let us out of our contract.

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[Ticket: # 458767 - slow internet](#)

**Date:** 8/10/2015 1:27:19 PM

**City/State/Zip:** Ventnor, New Jersey 08406

**Company Complaining About:** Comcast

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## **Description**

Internet so slow even its cable I think comcast is throttle my internet for using netflix.

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[Ticket: # 460340 - unruly employees](#)

**Date:** 8/11/2015 5:06:37 AM

**City/State/Zip:** Long Beach, California 90813

**Company Complaining About:** AT&T

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## **Description**

Safe houses...mass of government employees to stand and deliver at ones own will. Recap bandwidth, recorders and indepth transparency.

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**Ticket: # 458868 - Data Thotting**

**Date:** 8/10/2015 1:58:14 PM

**City/State/Zip:** Houston, Texas 77065

**Company Complaining About:** AT&T

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### **Description**

I have a mobile phone plan with AT&T and I am grandfathered in with an unlimited data plan. AT&T have sent sent a text last month and again today saying that if I exceed 5GB before my next billing cycle on the 22nd, that my data speeds will be reduced.

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**Ticket: # 458918 - AT&T U-Verse**

**Date:** 8/10/2015 2:11:31 PM

**City/State/Zip:** Sparks, Nevada 89441

**Company Complaining About:** AT&T

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## **Description**

I watch "Free Speech TV" on a ROKU over the AT&T U-Verse Network.

My network speed is Spec'd at 18 MBPS usually runs at ~14MBPS.

When I try to watch a live feed on FSTV the ROKU reports [in diagnostic mode] that I am streaming [FSTV} at 1.5 MBPS on a .3 MBPS network !

This only occurs when FSTV is selected, no other ROKU channels have an issue with network speed. I subscribe to AMAZON & NETFLIX, never a streaming problem. I have spoken to FSTV and ROKU about this at some length.

Circumstantial evidence is very strong that AT&T is throttling FSTV because they don't approve of the content. Since it comes from ROKU they can't just ban it from AT&T, so the next best thing is to slow it so as to be unusable.

I would very much appreciate if you would look into this matter further.

---

**Ticket: # 459036 - Terrible internet service****Date:** 8/10/2015 2:47:49 PM**City/State/Zip:** West Haven, Connecticut 06516**Company Complaining About:** Comcast

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**Description**

We installed internet in our house in July 9 2015 with comcast, after a week of the first call for installation which they told us will be next day and customer service didn't even make the appointment for us to get the service, we called again and were told technician will be here two days after, when technician came first of all told us that we can't have wireless TV box which in customer service told us it was available. Then technician started the service and was working but a day after checking on speed test we weren't receiving what we are getting charge for that is 105mps, it was only 14mps. I called support and they couldn't troubleshoot from the company so they send again a technician, the Internet improves after that although is constantly in and out at least twice per week and sometimes gets too slow.

Today August 10, 2015 I received my bill and a surprise of \$40 dollars charged was there as customer trouble call, I called customer service and Brenda was able to take it off my bill but I was told if I have another problem that needs troubleshooting I will be charge with \$40 on my bill. So my question is why do Comcast has customer service and support if we can't call for something that clearly is their responsibility like when Internet stop working or I am not receiving the speed I am paying???

---

[Ticket: # 459722 - someone is blocking my internet](#)

**Date:** 8/10/2015 6:08:49 PM

**City/State/Zip:** Mansfield, Texas 76063

**Company Complaining About:** MetroPCS

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## **Description**

My internet is intermittent depending on what I'm trying to research

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**Ticket: # 459793 - Data Caps with Comcast**

**Date:** 8/10/2015 6:34:50 PM

**City/State/Zip:** Atlanta, Georgia 30308

**Company Complaining About:** Comcast

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## **Description**

In the new age of the internet, just about everybody in the world is getting more comfortable with using the internet to feed their wants and needs. Comcast places a data cap on their packages and this is unacceptable because it hinders the heavier users of the internet. The idea of paying just a bit more per month to lift this cap is completely plausible and understandable, but when in a house of 4-5 that watch Netflix/Hulu/Youtube and play games online just about everyday, it can be very easy to reach the cap and double the monthly bill. Please make data caps forbidden or force an option to pay a reasonable monthly fee that lifts the cap (should not be more than \$15 per month).

---

**Ticket: # 459844 - Wifi jammer in area with crazy hackers**

**Date:** 8/10/2015 6:54:29 PM

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

**Company Complaining About:** This Seems Like A Hacker, Not A Business

---

## **Description**

For the past two months our home/business wifi system has had all sorts of attacks and they keep getting worse. Heres a list of what has happened so far. Our SSID gets spoofed frequently, our wifi enabled devices (security cameras, phones, Alexa) all get disassociated from the network and can't reconnect because there are faked MAC addresses being pushed to the wifi at an insanely exponential rate in their places. Computers and routers and burning out because there is so much traffic. Files are missing and random files are being put on the computer that were encrypted but deletable. We use an RF meter to see where signal is coming from and it leads us to believe there is a jammer in the area directed at our home. Even my cell phone won't receive or dial out as it tells me I'm not on the network. We use two different software programs to monitor all the attacks, but we don't know what else to do. Please help us. This is significantly impacting our lives and enjoyment of our home.

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**Ticket: # 459980 - Microsoft**

**Date:** 8/10/2015 8:03:40 PM

**City/State/Zip:** Memphis, Tennessee 38118 (b) (6)

**Company Complaining About:** Comcast

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## Description

I called Microsoft on 08/08/2015 at (855) 698-3249 about my computer freezing up and not responding. I had Window 8.1 and downloaded Upgrade to Window 10 that have problems. I spoke with someone over sea and he held me on the phone about 2 hours downloading suspicious looking programs. He took control of my computer. He told me that I needed to speak with a Technician to get the problem resolved that would cost \$499.95. I told him that I didn't have that type of money. He then told me that I could speak with a Technician for \$359.95. I hung up the phone. He wrote the list below in Wordpad, I printed it out. He tried to cheat me out of money. I got an email today from Microsoft that they are still having problems with Window 10, Windows 10 still needs tune-up and maintenance just like previous operating systems!

### Diagnostic Report

1. 76 unwanted files were on the machine that needs to be managed
2. 720 files in the machine that needs to be managed
3. Regular services needs to be made on machine
4. 5 setting have been changed
5. 213 registry issues have been found
6. 458 mb of space have been used by unwanted programs on machine
7. 300 junk files are there that needs to be removed
8. unwanted applications are there in startup items
9. 210 infections are there

### Internet, junk email, websites

1. Expert
2. Hytech Tolls
3. Fix A LL the Issues
4. Internet Security
5. Regular Servicing

1. Microsoft store

Expert

Hytech tools

Fix all the issues

100% resolution

2 to 3 days

Reformat the machine

Microsoft security

\$499.95 one time fix

2. Online Microsoft partner

Expert

Hytech tools

100% resolution garnttee

MEM ID

Toll free number

24\*7\*365

Software, adware, tracking objects, malware

Network, email, MS office

Printer, scanner, modem, router, apple device

200 to free service

5 days

10 to 12 years

Email – Doc

Microsoft Security – Lie long

Two years unlimited warranty \$359.95

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**Ticket: # 460407 - Verizon Contract harrassment**

**Date:** 8/11/2015 8:17:08 AM

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

**Company Complaining About:** Verizon Wireless

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## **Description**

TO: Verizon Wireless, FCC, US Attorney General, and the BBB

RE: Contract

I was a Verizon customer many years ago and after trying to change my service, multiple times, I finally figured out the Verizon game. Every time I spoke with someone at Verizon, my contract would change, on that date it would be renewed for 2 years. It took me a while to figure it out and then I finally was able to get away from you.

The only reason I had Verizon for the last two years, was that I had no choice. I moved to Yarnell, AZ and the only service available was Verizon. I signed up with Verizon in March or April of 2013 which meant my two year contract would expire April of 2015. Every conversation I had with Verizon after that, I ALWAYS asked if this was going to extend my contract and I was ALWAYS told no. I learned my lesson the last time.

I signed up with T-Mobile in May, 2015, after my two year contract with Verizon was over. Then I start getting calls from Verizon (you) regarding my contract and that I still owed you \$200. Not once in the two years of my time with Verizon did I ever approve a contract extension. Most importantly I will say again, I asked EVERY time I spoke with someone if whatever was being done was going to change my contract date. I was told NO every time.

Now, I consider myself an intelligent person, and I wonder why I would go with T-Mobile and not have them buy me out of my Verizon contract.....if it was not expired. My daughter has asked me for the last year to dump Verizon and go with T-Mobile. She told me they would buy me out of my contract. I said I would wait until my contract was over because I did not feel that Verizon deserved to have my contract paid off. Again, I am not stupid, and I refuse to pay your contract fee because I never extended my contract date and I sure do not think you deserve \$200 from T-Mobile.

I will never use your service again, as I do not intend to ever to move to someplace where all I can get is Verizon. Please stop calling me and harassing me.

---

[Ticket: # 460520 - Choxi - sending spam](#)

**Date:** 8/11/2015 10:06:08 AM

**City/State/Zip:** San Antonio, Texas 78258

**Company Complaining About:** AT&T

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## **Description**

In February, 2015, after being cheated by Choxi, I unsubbed from all their emails. In May, they started emailing me again - this time, no unsub link. I reached out to them via Facebook and was told I was removed. It's started again. See four attachments. I want nothing from these thieves and I've told them so, yet they continue to send their spam. I don't like your drop-downs below. My complaint is not with AT&T (my ISP.) My complaint is with Choxi.

---

**Ticket: # 461778 - Internet service with AT & T**

**Date:** 8/11/2015 4:08:48 PM

**City/State/Zip:** Laurel, Mississippi 39443

**Company Complaining About:** AT&T

---

## **Description**

We had a new modem (5-28-15) sent due to other one being out. We were charged 100.00 which they told us would be adjusted and we would not owe. We kept receiving it on our bill. We have had to call on so many times to get it adjusted, which as of today it is still showing us past due 100.00. I finally got a reference number on 7-20-15 where it was suppose to be removed. I have had my service interrupted on 2 days straight for the 100.00 messing the system up and not getting removed as we were told it would. I called yesterday and spoke to Lakeyela Miller and she assured me the service would be restored and it would come off on the next billing cycle on the 20th. I get up again on 8-11 and my internet service along with my phone line has no service. I called and spoke with Jennifer ID#J11212 and she finally assured me the service would be restored. I ask for a supervisor and she never would let me speak to one. Finally after a couple of hours my phone came back on but my internet did not. I called once again, sent to technician and he told me I would have to talk to billing. Greg in billing told me I would have to talk to a technician. I requested a supervisor, he would not let me he said he could not find one after about 20 minutes of being on hold. He never would tell me why my phone came on but my internet did not. Finally I spoke with a Dewayne, which he basically sent me to the collection dept. When I spoke with Mrs. Lewis she said she would put dispute in. I am really upset because on 7-20-15 I paid amount they told me to and I had received a ref# where the 100.00 was suppose to be credited to my account. It never was. I had to go through ordeal of 2 days trying to work and get my internet back up, when it was useless if they only do what they say their going to do. I work from home and I have lost 2 days of work due to this run a round that I have received for AT & T.

---

**Ticket: # 461852 - Exede/viasat internet provides bandwidth throttling**

**Date:** 8/11/2015 4:24:15 PM

**City/State/Zip:** Anderson, California 96007

**Company Complaining About:** Excede/viasat

---

**Description**

hi,

We live in a semi rural area , small town called Anderson. California. There is only a few choices for Internet providers and the only cable provider in this area is TDS and the only plan they can provide was a 3 Mbps plan which most of the time was much lower.

this is why I recently signed up, against my better judgment, for a 2 year contract , for a supposedly "bigger/better and faster" internet service. Was I wrong!

Instead of improving our internet experience it got way worse!

From day one movies started buffering during playback, could not even start playing on Amazon Prime. We experience constant random drops. We never had that experience with our "old- slow" DSL connection.

Before I signed up I described what we are using the Internet for, basically watching Netflix and Amazon Prime, Skype. In all these area Exede internet is much worse then with our " old slow" DSL . I signed up for the so called "Freedom" so I can do "all" the steaming. For this plan we are paying \$110/month double then for my old DSL.

I don't mind paying that amount if it only would work. I think is only fair to hold them accountable for what their salesmen promise.

I was never told I will have worse steaming capabilities.

---

**Ticket: # 461873 - Pop up misrepresenting who they work for**

**Date:** 8/11/2015 4:33:02 PM

**City/State/Zip:** Clyde Hill, Washington 98004

**Company Complaining About:** Don't Know It

---

## **Description**

Experienced a pop up with Safari logo and apple logo. The message said I had malware and needed to call the help desk immediately. The technician said they worked for Apple and they were here to fix my malware. They were not affiliated with Apple and were trying to sell me security for my computer. They told me they had access to my computer and could fix all the problems from their end. Of course they did not have any access to my computer, all bogus. Their Phone # 844-573-0848

---

[Ticket: # 462237 - Closed a complaint when issue is not resolved](#)

**Date:** 8/11/2015 6:29:37 PM

**City/State/Zip:** Mountain View, California 94041

**Company Complaining About:** Comcast

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### **Description**

Since 7/18/15 I have been experiencing constant disconnection issues and Comcast has acted in bad faith in resolving these issues at every single level of customer service.

---

[Ticket: # 462421 - wireless charges for internet from AT&T](#)

**Date:** 8/11/2015 7:46:04 PM

**City/State/Zip:** Reidsville, North Carolina 27320

**Company Complaining About:** AT&T

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## **Description**

AT&T sold me USB Velocity for wireless service to laptop. Charges are based on usage. In last 3 months usage jumped to over 2 times normal. I have called and spent over 5 hours on the phone with their techs. They have not removed charges, in fact made me buy a larger data plan and have not replaced the USB even though it is obviously leaking broadcast.

---

[Ticket: # 462450 - anuncio engañosos no internet nada y](#)

**Date:** 8/11/2015 7:55:04 PM

**City/State/Zip:** Vega Baja, Puerto Rico 00694

**Company Complaining About:** Claro Pr

---

## **Description**

Tengo contrato internet con claro y no hay coneccion nada

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[Ticket: # 462547 - internet virus](#)

**Date:** 8/11/2015 8:28:58 PM

**City/State/Zip:** Colorado Springs, Colorado 80920

**Company Complaining About:** Globel Internets.com

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## **Description**

This company locks my computer, they force you to call them and pay, of course they might rob your account. I think they are thieves and ought to be shot down. I had to go to a computer shop and pay them \$130.00 to fix my desktop.

Their tel.# 1-844-778-1737

---

[Ticket: # 462780 - Verizon Homefusion exhorbatant data use](#)

**Date:** 8/11/2015 11:13:10 PM

**City/State/Zip:** Mora, Minnesota 55051

**Company Complaining About:** Verizon Wireless

---

## **Description**

A continuous cycling of data use every 6 hours consuming large amounts of my data, regardless of computer, WIFI being on. Exceeded my 10G quota and used 3 GB while computers were off. Verizon told me my use or an app was the issue. Several websites and forums report this issue since 2013, yet it continues. What the hell does it take to stop Verizon from sucking data? One site said Verizon is using another subscriber's router to extend their reach, while not discerning data use.

---

**Ticket: # 462804 - Textmessage**

**Date:** 8/11/2015 11:42:57 PM

**City/State/Zip:** Saylorsburg, Pennsylvania 18353

**Company Complaining About:** Verizon Wireless

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## **Description**

I recieved a text message from this number

(b) (6)

Containing this message

Suffer from chronic body pain? Join a new trial to treat chronic pain for good come see

<http://goo.gl/XgNrvE> now!

---

**Ticket: # 463924 - Confirmed Hack of Facebook Account****Date:** 8/12/2015 2:13:04 PM**City/State/Zip:** Running Springs, California 92382**Company Complaining About:** Verizon

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**Description**

On 10 AUG 2015, I complained to Facebook Support about a potential hack, or at minimum unauthorized access and compromise of my Facebook Account, namely, (b) (6). On 10 AUG 2015, at 1755 Hours, I received an e-mail from "The Facebook Team" in response to my reporting. The activity and reporting continued. On 11 AUG 2015, at 0618 Hours, I received an e-mail from Sara, a Facebook Representative whom confirmed in her e-mail reply that my Facebook Account was hacked. Further attempts to clear were made as well as reporting. On 12 AUG 2015, at 0534 Hours, I received a second e-mail from Sara, The Facebook Support Team" Representative on additional options. I get this message, "The link you followed may have expired, or the page may only be visible to an audience you're not in." A message not of the standard "Thumbs Up" with a thumb band-aid. Sara confirmed a hack, or in a short paraphrase, ".....It looks like you're reporting an account that was hacked".

<https://www.facebook.com/john.a.prato.sr>

Please look at the link provided above for what is being displayed by Facebook.

Thanks

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**Ticket: # 464190 - harassment and threats from a prior online computer service**

**Date:** 8/12/2015 3:20:06 PM

**City/State/Zip:** Charlotte Amalie, U S Virgin Islands 00803-(b) [REDACTED]

**Company Complaining About:** Innovative Services

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## **Description**

Back in January 11, 2015, an online computer service I had done business with, called and told me that my computer was hacked and I could lose my savings. I panicked and before I knew it, they had downloaded software to protect my computer but only after informed me that it would cost be \$2,897.00 US. Not long after when I realized that I probably was scammed, I contacted my credit card company to dispute the charges. I eventually was refunded all I had paid and was informed by the Parent Company of the online supplier that those individuals were no longer doing business with them.

Since that time I had been receiving numerous calls from the same individuals using different telephone numbers wanting to get to my computer. Finally, I was able to inform them that I had no intention of dealing with them and that I had been refunded all the money I had invested. The calls stopped until today when I received a call demanding that they have access to my computer because their software is on and they need to upgrade it. I told them I was not longer interested in doing any business with them and was going to hang up. The gentleman informed me that if I take that position they will send their guys for me. I hung up the phone at that point.

---

**Ticket: # 465507 - loud commercials**

**Date:** 8/13/2015 8:09:44 AM

**City/State/Zip:** Wentzville, Missouri 63385

**Company Complaining About:** Charter

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## **Description**

i live in wentzville,mo 63385 charter is my cable subscriber its real annoying when the commercials are much louder than the programming and i'm getting tired of it ,i thought they passed a law against that

also another matter i would kick charter to the curb if i could get free tv with antenna but the signal isn;t strong enough ,why

---

**Ticket: # 464865 - Harassment**

**Date:** 8/12/2015 6:34:53 PM

**City/State/Zip:** Newman, California 95360

**Company Complaining About:** Credo

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## **Description**

Credo credit card sent me a card with a 25 percent interest rate which I cancelled. Now I am receiving at least two or three emails a day and unsubscribing seems to be fruitless. They are harassing me because I complained about their excessive rates.

---

**Ticket: # 464927 - Purple VRS Communication**

**Date:** 8/12/2015 7:05:05 PM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Purple Communications

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## **Description**

I filed dual complaints with Purple Communications and Microsoft Mobile for P3 Communication for the deaf that I need a videophone communication through Microsoft Mobile 640XL requests as Please follow up making sure that P3 app placed into Microsoft Store. Please help me getting any videophone app for the Windows Mobile in dual highest requirement as Please contact with Tango.me or any videophone and text communication for the deaf. Thank you for taking your time!

---

**Ticket: # 465039 - Comcast stealing money and not providing services**

**Date:** 8/12/2015 7:50:47 PM

**City/State/Zip:** Ft Myers, Florida 33967

**Company Complaining About:** Comcast

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## **Description**

We have been a loyal customer of Comcast for years. We have every service available. We have been out of all services for days and cannot get this issue resolved. No internet, phone, fax, alarm, cable nothing. We run multiple businesses out of our home and have not been able to work for days now and no resolve in sight. We have spent over 8 hours on the phone with comcast cust service and no one is willing to assist or solve the issue. Finally a tech came out today, was past the window and didnt speak english. He told us a whole new line needs to be run and no solution but to call back in an hour and see what can be done. I have been on the phone for 1 hour, hung up on 3 times, spoken to someone who doesnt speak english and still no one can help. We will be without all services again for the next couple days until I can figure out how to get someone on the phone who can assist. And no compensation for not only paying for services we arent getting but loss of income because we cannot work without an internet connection. I dont understand how comcast can take \$300 a month and not provide us with services. Especially calling and calling and calling to try and get help.

---

[Ticket: # 465133 - False company and phone number putting virus](#)

**Date:** 8/12/2015 8:45:16 PM

**City/State/Zip:** Virginia Beach, Virginia 23462

**Company Complaining About:** Verizon Wireless

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## **Description**

This is the phone number that the virus makes you call and they pose as microsoft and put a virus on your computer and force you to shut down your computer and i just wanted to file a complaint.

---

[Ticket: # 465188 - Internet broadband usage](#)

**Date:** 8/12/2015 9:28:15 PM

**City/State/Zip:** Medina, Ohio 44256

**Company Complaining About:** Armstrong Cable Company

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## **Description**

The same thing that people are having trouble with Comcast's data usage cap with Internet is happening to the cable provide that we currently have, which is Armstrong Cable Company

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[Ticket: # 465279 - Comcast Throttling Twitch.TV Livestreaming](#)

**Date:** 8/12/2015 10:10:30 PM

**City/State/Zip:** Johnson City, Tennessee 37604

**Company Complaining About:** Comcast

---

## **Description**

I can't livestream my games to Twitch.TV because Comcast is throttling my connection to Twitch. When I had Charter I could stream just fine and with Charter I had a lower speed.

With Comcast I purchased the 75/10 plan. With Charter I had the 60/4 plan. If I try to stream the exact content that I was streaming with Charter with Comcast, I drop frames and I can't even play my game while streaming. This is insane. I've contacted them about this issue and they blame Twitch. It is not an issue with Twitch.

I've tried using a VPN while streaming and it works fine. So that is proof.

---

[Ticket: # 465433 - Suspicious activity, email account, possible ID theft](#)

**Date:** 8/13/2015 1:06:09 AM

**City/State/Zip:** Somerville, New Jersey 08876

**Company Complaining About:** Boost Mobile

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## **Description**

Suspicious activity, email account, possible ID theft

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**Ticket: # 465797 - Microsoft interference with Windows Media Player**

**Date:** 8/13/2015 10:57:12 AM

**City/State/Zip:** Round Lake, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

I feel that Microsoft is blocking the use of the owned music on the computer with Windows Operation System. Microsoft is imposing the use of its new music player and restricting the capability of playing music and making obligatory goes through them for purchasing of new music. This situation was started after the new Windows 10 was launched, independently if you have the new Windows OS or not. I do not feel that's right and I do not know even if that is legal.

---

**Ticket: # 465811 - spam email without a working Unsubscribe feature**

**Date:** 8/13/2015 11:02:03 AM

**City/State/Zip:** Lady Lake, Florida 32159

**Company Complaining About:** My Provider Is Comcast...but It Is Email I Am Complaining About

---

### **Description**

I keep receiving emails from Dr. Oz Best Rated Fat Burner (editors@members.jossandmain.com) without any Unsubscribe feature. This is harassment pure and simple AND is illegal per CAN-SPAM Act of 2003. Have attached copy of email.

---

**Ticket: # 465900 - Interruption of Service and Lack of Integrity**

**Date:** 8/13/2015 11:37:15 AM

**City/State/Zip:** Bryan, Texas 77801

**Company Complaining About:** Sudden Link

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## **Description**

I am a Suddenlink customer who has had interrupted service for the last 4 days. They have done nothing to resolve this issue. When they claimed to have sent out a tech, all I was given was a description of my home, which can be gained by looking at any map on the internet. I was then told that my service interruption would continue for 4 more days until the next appointment available. I have been lied to as a consumer and had my service interrupted for over 4 days, now going on 7. Now as a public utility, they are required to resolve all service issues without delay. I suggest an investigation into the business practices and service provision of Suddenlink. I am currently paying for 50 MBPS and only currently receive a ping 30 MPBS from independent speed tests. That is, at the very least, grounds for fraud.

---

**Ticket: # 465950 - Windstream**

**Date:** 8/13/2015 11:47:45 AM

**City/State/Zip:** Milledgeville, Georgia 31061

**Company Complaining About:** Windstream Communications

---

## **Description**

Ongoing customer service and technician support for over 6 months now. Am paying for 12 but receive .87-2.12 consistently, if at all. Technicians have been told to call me in advance so I can be there to open the house so they can repair and they have not - only leave notes to tell me to reschedule. I've had to 'reopen' a repair ticket several times when technician has not repaired issue when he states he has. There is also ongoing interference on phone line as well and cannot hear other person on line through the static. Have had to buy hardware out of pocket as recommended by CS, even though Windstream manager said after the fact that they were supposed to provide that for me. Was called my one regional manager in response to ongoing complaints, said he would personally see to it that the technician would call and let me know of arrival so I could let him in home to repair - I was never called. They said they will not credit account for time lost until issue has been resolved - but current ticket has been open for a month and they still insist that I pay for full coverage until they resolve the issue.

---

**Ticket: # 466690 - Internet random disconnection**

**Date:** 8/13/2015 3:10:15 PM

**City/State/Zip:** Mexico, Maine 04257

**Company Complaining About:** Time Warner

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## **Description**

My internet has been randomly disconnecting for the last month. I have contacted TWC and they have sent a technician out and redone all wiring as well as replaced my modem and the problem still continues. I have contacted them several times and they insist that it is not on their end and has to do with my equipment. This is not possible due to the fact that my equipment has been tested and is not the cause of the issue. I noticed the loss of connection while playing on line the game World of Warcraft. The tests that I have run from my system to the RPGMMO World of Warcraft server show that I am losing the connection before I get to their server which means somewhere in TWC hosts in the states of NY, NJ and IL there are time outs. I mentioned this to the techs at TWC and they say that they are not responsible for the hosts that they use in other states. I feel if there is an issue with being able to connect and losing connection while paying for their service they should be responsible for fixing issues that are on their host lines. If I buy from a company and their product is defective they are responsible to replace or repair that product whether they make it themselves or purchase it from someone else. I believe that TWC should also be responsible to correct issues that involve usage of third party hosts. This does not just happen during gaming. It happens while I have been voice chatting and using Skype as well. The connection interruption is so quick that it does not interfere with regular web browsing but, anything done in real time is automatically disconnected. I have explained all of this to them and they still do not believe that they are responsible to correct this issue. This happens on both computers in my home and they are both hard wired. This issue is not on my end. Time Warner still states that there are no issues on their end and refuse to look into it any further. I find all of this unacceptable. I am tired of paying for the highest internet available in the area and not receiving the service I am paying for. There are no other options for internet in my area either which is why I believe they do not care about their customers because they have nowhere else to go. I have had a similar issue before and had to contact the FCC while living in my old apartment. They claimed the same thing yet after they were contacted by the FCC a problem was found with a NODE of theirs and the issue was then fixed. This happened less than a year ago. I have attached copies of the tests I have done showing the loss of signal.

---

**Ticket: # 467128 - Internet**

**Date:** 8/13/2015 5:23:07 PM

**City/State/Zip:** Albuquerque, New Mexico 87107

**Company Complaining About:** Comcast

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## **Description**

We have a contract for internet and phone service with Comcast and have been besieged with problems from the start. We have been unable to connect to websites which we use frequently and need to utilize for our business. Although we have the speed as promised we do not have the ability to connect to any websites without encountering delays lasting several minutes. After entering website information we consistently get several error screens as follows (see attachment also):

1. This webpage is not available, resolving host
2. This page can't be displayed, fix connection problems
3. Explore additional options or close trouble shooter
4. Find additional information related to the problem, with a list of options

This happens throughout our day and has been going on since the first day we were connected through Comcast - May 29, 2015. It appears to be an issue with name resolution. We have communicated with Comcast about our issues and they are unable to fix the problem. We have also had 18 outages (see attached spreadsheet), one lasting 18 hours and another lasting 22 hours during which we were unable to access the Internet and our phone system was down as well. We contacted Comcast about ending our contract and they informed us it would cost \$9,390.00. We asked for a copy of a contract that we signed that informed us of this early disconnect penalty but Comcast has not provided us with said signed contract. The problems continue. Their techs have tried to fix with no success. We are unable to reach anyone at Comcast who seems well informed enough to fix the problems. Our company IT professional has spoken with their IT techs and they are unable to provide the solutions she has suggested. It is apparent that their techs are not as well informed as they should be so are unable to comprehend the suggested solutions.

---

[Ticket: # 467629 - Intermittent internet](#)

**Date:** 8/13/2015 9:08:23 PM

**City/State/Zip:** Highland, Michigan 48356

**Company Complaining About:** Comcast

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## **Description**

Comcast has failed for over a month to resolve intermittent Internet issues. I have called dozens of times and wasted hours on the phone. They have given me false information at a technician level as well as at a supervisors level and cleared out notes for tracking issues.

I work from home and Comcast has monopolized this are for Internet I have no other carrier that offers any decent speed internet to support work I do.

---

[Ticket: # 467768 - false microsoft pop up window](#)

**Date:** 8/13/2015 11:03:22 PM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** They Said It Was Microsoft, But It Wasn't

---

## **Description**

they froze my screen, pop-up included a phone number 1-844-661-9538. I called and the man told me to click this and that which I did, then he said I should pay \$150 to microsoft for 3 yrs of antivirus security etc. fortunately my computer tutor knew it was a scam.

---

[Ticket: # 468074 - Comcast Horrible Experience](#)

**Date:** 8/14/2015 10:20:01 AM

**City/State/Zip:** Brentwood, Tennessee 37027

**Company Complaining About:** Comcast

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### **Description**

Poor customer service, multiple visits to Comcast store, multiple calls into technical support that never resolved the problem. See attached.

---

[Ticket: # 468171 - terrorism by computer hackers](#)

**Date:** 8/14/2015 10:59:22 AM

**City/State/Zip:** Bridgton, Maine 04009

**Company Complaining About:** Fairpoint

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## **Description**

hello, these people ,1-866-943-5811 whoever they are , have been locking up my computer with their advertizments and they won't stop. please help me find them and get rid of them.

---

**Ticket: # 468453 - Signal Jamming**

**Date:** 8/14/2015 12:33:01 PM

**City/State/Zip:** Glendale, Arizona 85302

**Company Complaining About:** Dish Network

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## **Description**

I live at (b) (6) and I have Signal being Jammed on all my Devices. My car alarm will not start in my own driveway yet anywhere else it starts perfectly. The cell Phones lately are dropping signal and the internet is losing signal too. I called out Cox communications and the technician showed me on his meter that every time he changed signals another signal kept following it to the next channel. He said someone close to this house is blocking signal with a jammer.

---

**Ticket: # 468834 - Porting Fax number**

**Date:** 8/14/2015 2:29:46 PM

**City/State/Zip:** Plano, Texas 75075

**Company Complaining About:** Verizon Wireless

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## **Description**

I wish to change my online fax company from Myfax.com to onlinefaxes.com. They say it is out of their hands because they do not own the number they assigned to my fax number. They also say there is no one else I can talk to about this matter. My fax number is (b) (6) and it sounds like I have to get another Fax number even though this has been my Fax number since 1982.

---

**Ticket: # 468935 - JVS on 225 Bush St. in SF - Computers blocked**

**Date:** 8/14/2015 2:56:53 PM

**City/State/Zip:** San Francisco, California 94109

**Company Complaining About:** Jvs

---

## **Description**

I am not able to send online to DFEH a complaint, see below:

DFEH office & Fraud Dept & Employment Fraud Dept. & Audit & Discrimination & Disabled Employee office & Civil Rights office & Investigation & Enforcement,

Your office have not investigated then enforced all violations for employment or housing in CA state. I am not sure if your staff understands the policy and procedures at the office to ensure employment with housing are secured for tax payers in CA state. My career and housing have not been to my standard or expectation in LA & SD & SF Counties. The CA Bar Association with its attorneys failed to protect my rights at home, SSA, work, in public, and welfare offices as disabled. I experienced ID theft and ID fraud from Asian background gangs and terrorists, ex: (b) (6)

I see that your staff continues to contact me but there is no positive outcome from reporting to your office or communicating to your staff.

Please investigate for staff fraud with employer frauds.

Thanks,

(b) (6)

[Redacted signature block]

\*\*\*\*\*

Thank and also my email account is blocked.

(b) (6)

[Redacted signature block]

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**Ticket: # 469517 - being phished by Netflix IT and now my personal information has been compromised**

**Date:** 8/14/2015 5:27:27 PM

**City/State/Zip:** Las Vegas, Nevada 89116

**Company Complaining About:** Netflix

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## **Description**

I had problems with not being able to access Netflix on the TV. (b) called their number listed on the website. The person at Netflix convinced (b) to let him access my computer. Then I got on the phone with him and he is telling me that I have had my computer hacked, showing me these screens and telling me they were IP addresses in China and Texas and that's why Netflix didn't work. Then he starts with this well for \$199 some Microsoft certified technician can "fix" it or for \$349 there's more. Now all he needed was a check number and my bank information. I asked him what happened to the problem with Netflix. He tells me that because my computer is compromised that's why it doesn't work. I told him no and disconnected him from my computer and I think it may have been too late. This was on 8/8/15 and then on 8/9/15 I get this email from the Lyft Company in San Francisco sending me my "receipt" for the ride I took and the total charged to my American Express Card. I don't live in CA and I don't have an American Express Card, but it was my email address they sent it to. You can go out there on the web and see where this has been going on from at least April if not longer with Netflix. These stories tell you about this happening when you choose a site but this was done right from the phone number on Netflix' website when we called. I think this needs to be investigated because you're calling Netflix and the next thing you know you're talking with some guy trying to get your information and get on your computer.

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**Ticket: # 469560 - Microsoft security breach****Date:** 8/14/2015 5:43:53 PM**City/State/Zip:** Blaine, Washington 98230**Company Complaining About:** Provider: Comcast Breach: Microsoft

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**Description**

In the afternoon on 8/7/2015 I called Microsoft tech support because (unlike Mozilla Firefox) Microsoft's Edge browser would not allow me to access my Comcast.net email account unless I enabled cookies and I wanted to know if this could be changed. Due to a high volume of calls, Microsoft tech support called me back at about 8:00 PM Pacific Time. I was told that my call was being recorded for quality control purposes. The person said his name was "Victor P." and he said he could fix the problem but he would need to take remote control of my computer. "Victor P." had remote control of my computer for 45+ minutes and at the end of this time told me the problem could not be fixed. "Victor P." did not give me a claim number. When I asked to speak with the tech support supervisor he transferred me to "Vanessa V." I explained the situation to her and she said she could not help me because she was a sales supervisor and didn't know anything about tech support. "Vanessa V." told me to ask "Cortana" Microsoft's digital assistant and then asked if I had purchased Windows 10 or gotten it as a free upgrade. I told her "Victor P." had not given me a claim number and asked if she would give me a claim number for the call; she gave me this number 129952057. I never received the usual email from Microsoft asking for feedback on my tech support call.

On 8/12/2015 I called Microsoft again and spoke with people in three different departments and none of them could find any evidence of 8/7/2015 tech support call. Apparently the claim number that "Vanessa V." gave me was bogus. The recording of my call with "Victor P." in which he remotely controlled my computer for 45 minutes has been erased or never existed. Microsoft said they have no record of my 8/7/2015 tech support call.

I am alarmed because I don't know if on 8/7/2015 I was merely dealing with two incompetent, rude Microsoft employees covering up their own ineptitude or something much worse; and neither does Microsoft. I do not know if "Victor P. and Vanessa V." really work for Microsoft. I do not know what happened to my computer during the 45+ minutes that it was remotely controlled by "Victor P." I do not know if the security of my computer has been breached. I don't know if maybe Microsoft's security has been breached.

I feel a responsibility to report this problem to a government agency. I am not sure if the FCC is the appropriate agency. I would appreciate any assistance in determining if there has been an internet security breach of my computer via Microsoft. Thank-you.

Sincerely,

(b) (6)

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[Ticket: # 469885 - Xfinity Data Cap](#)

**Date:** 8/14/2015 8:06:11 PM

**City/State/Zip:** Saltillo, Mississippi 38866

**Company Complaining About:** Comcast

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## **Description**

I was told be many representatives that there would be no data cap when I purchased my internet. I have punched he internet and, I have now learned that I have a 300 GB cap a month. The company allows me to stream services from them without using 'data' but, if I watch Netflix or Youtube it cuts into my data cap.

---

**Ticket: # 470083 - Internet does not work everynight over charge**

**Date:** 8/14/2015 10:49:59 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19152

**Company Complaining About:** Comcast

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## **Description**

To whome it may concern

I have comcast Internet service from 3 year and from past 3 month they are charging me for cable services which I dont have it and I dont get services at most time at night I call them every other day and they cant do anything please help me out with this and help me out with this over charge bills

Thank you

(b) (6)

[REDACTED]

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**Ticket: # 470199 - Unauthorized Content Modifications**

**Date:** 8/15/2015 1:20:43 AM

**City/State/Zip:** Springfield, Missouri 65807

**Company Complaining About:** Mediacom

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## **Description**

Between the dates of 07/04/2015 and 07/31/2015 Mediacom Intercepted and Modified the content of third party websites over 111 times in order to communicate notifications, threats, and billing notices.

This is a very serious issue for numerous reasons.

If an ISP is allowed to intercept and modify content, they are free to use this for monetary gain by replacing advertisements on web pages with their own.

If an ISP is allowed to intercept and modify content, they can affect the speed and functionality of various systems using the HTTP protocol, with potentially disastrous consequences. On three occasions during the aforementioned time frame, this did indeed occur. Firstly, a serious storm was blowing in, and while I was pulling up the radar, the site took an additional 10 seconds to load due to the notification. The second time this occurred, a medical issue was taking place which required me to quickly research an issue. The third time this occurred, a server had crashed taking down over 60 websites, and the modified content delayed my ability to fix it. In addition to this, random errors occurred on numerous websites using AJAX request, which are invisible to the user. These requests likely failed because the responses were corrupted by Mediacom, which resulted in systems failing to operate as expected.

If an ISP is allowed to intercept and modify content, they are very likely committing copyright infringement because they are taking copyrighted material that doesn't belong to them and modifying it for financial gain.

If an ISP is allowed to intercept and modify content, a consumer cannot have faith that the information displayed on their screen is true and accurate compared to what was actually sent by the server they requested the data from.

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[Ticket: # 470407 - Wisp interference](#)

**Date:** 8/15/2015 11:56:18 AM

**City/State/Zip:** Washougal, Washington 98671

**Company Complaining About:** Sawnet

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## **Description**

I was receiving internet service from Sawnet a Wisp provider in Skamania county WA. The Bonneville Power Administration put up a new transceiver and it blows through my signal. Sawnet says they can do nothing about it. I am in a rural area and this is my only source of internet. Please inspect the Bonneville Power Administration site and make sure they are in compliance and that they reduce power so I can receive my signal again.

---

**Ticket: # 470517 - MacKeeper Ad Blockage****Date:** 8/15/2015 1:31:46 PM**City/State/Zip:** Bellingham, Washington 98226**Company Complaining About:** Mackeeper

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**Description**

Today, Aug. 15, my computer internet access was interrupted by a message from [www.apple.com.mackeeper.co](http://www.apple.com.mackeeper.co). The message stated that my computer was infected with a virus from a previous website. The message blocked all operations on Safari. The message solely contained one exit block of "Okay" to initiate a scan for the virus. No other options were presented. I tried to remove the message by restarting my computer, but it continued to block access. I tried shutting down completely and restarting, but the message continued to block all Safari functions. I, finally, clicked "Okay" and a scan appeared removing the perceived virus. During the scan a Mackeeper link was sent into my download file. An ad appeared for Mackeeper encouraging me to activate the Mackeeper system. I deleted the download and checked my applications file for any Mackeeper virus, but found none. This company literally hijacked my computer. In the past their ads have popped up on various websites, but always with the option to opt out. This intrusion, I believe, is criminal in nature. I believe they are using the apple name to illegally give legitimacy to their operation. I have sent this information the the Apple legal department. I believe this company must be banned from further access to the internet. I have grave concerns for the security of my personal information now that this company has found a means to bypass all security blocks and invade my computer and my life.

---

**Ticket: # 470656 - frequent internet service interruptions**

**Date:** 8/15/2015 3:08:29 PM

**City/State/Zip:** Pasadena, Texas 77506

**Company Complaining About:** Comcast

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## **Description**

my comcast internet service experiences 25% packet loss for 30 minutes. this happens numerous times per day, usually about every 2 hours. every single day for the past month.

they have replaced cables and connections inside and outside apartment. i have replaced modem, tried official comcast rental modem, replaced NIC card, changed antivirus, tried vpn. i am not using router or wifi.

comcast is not doing anything to actually fix this problem. they send tech after tech and nothing changes.

---

[Ticket: # 470686 - compter tech fraud](#)

**Date:** 8/15/2015 3:25:40 PM

**City/State/Zip:** St. Petersburg, Florida 33711

**Company Complaining About:** No Name Provided

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### **Description**

Was told that the caller was on my computer and to pay \$350.00 to get him off  
Use Western Union and send to India.

Called from:347-802-2529. Aug. 15,2015 at 1:45.m.

---

[Ticket: # 470869 - E-mail messages for last two months wiped out after visiting Tech Support](#)

**Date:** 8/15/2015 6:38:53 PM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Sprint

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## **Description**

E-mail messages for last two months wiped out after visiting technical support.

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[Ticket: # 470939 - Cable/internet monopoly](#)

**Date:** 8/15/2015 8:31:05 PM

**City/State/Zip:** Bismarck, North Dakota 58501

**Company Complaining About:** Midcontinent

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## **Description**

Midcontinent has a huge monopoly in the bismarck area, and our internet hardly ever works no matter how many times we've complained. Our neighbors have problems as well. We are being charged for cable and internet services that never work and we have no other options.

---

[Ticket: # 471103 - Internet Interference](#)

**Date:** 8/16/2015 2:02:33 AM

**City/State/Zip:** Auburn, Alabama 36832

**Company Complaining About:** Charter

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### **Description**

Consecutive calls to Charter about my internet stuttering during specific time periods have led to nothing but blame on my end, with a tech being sent out liable to charge me.

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[Ticket: # 471108 - Xfinity Comcast Mobile Email Connect app for Windows Mobile Requests:](#)

**Date:** 8/16/2015 2:16:32 AM

**City/State/Zip:** Portland, Oregon 97205

**Company Complaining About:** Comcast

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## **Description**

I file complaint against Comcast Xfinity refused making new "Connect" (Comcast Email app) for Microsoft Mobile - Windows Phone 640XL. I upset that Xfinity made Xfinity TV Remote for Windows app, so they did not show Connect and My Account, and etc did not show up on Microsoft Store. Please tell and inform to Comcast at behalf requests making sure that allow users. thank you for taking your times! Thanks.

---

**Ticket: # 471187 - Non Reliable Service**

**Date:** 8/16/2015 10:24:26 AM

**City/State/Zip:** Fortson, Georgia 31808

**Company Complaining About:** Mediacom

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**Description**

We are currently paying for a service that we are not receiving. I have missed multiple assignments with online classes that has caused me to withdraw and forfeiting money. I have requested a system engineer meet with me about upgrading the infrastrucuter in our subdivision. I am close to the point of hiring a lawyer to help resolve this issue. All my previous request to try and resolve this issue with Medicom has gone unnoticed.

---

**Ticket: # 471356 - Jamming devices and services****Date:** 8/16/2015 2:02:20 PM**City/State/Zip:** Merced, California 95341**Company Complaining About:** Comcast

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**Description**

I tested Comcast when downloading open source software called ubuntu and they repeatedly jammed this file. I was not allowed to finish downloading this file until I used Tor-browser. They wait until you downloaded 65 % and crashed the download. I was only able to download the file over Tor network to prove to myself they were interfering. I also have security cameras that are not even allowed to stream locally in this home. I have more than one router connected to Comcast modem but media ports are blocked not the ip ranges. They constantly block local devices such as cameras androids laptops iphones desktop computers. By using there firewall to label it untrusted device. When I try to unblock devices it plays with you by unblocking one device to lock another right in front of your eyes like some game that takes most of your day. Then you just give up trying but knowing that you could put there modem under bridge mode. I live in the same home as (b) (6) home. I take care of technical issues with her Comcast services by either talking to Comcast about her account. I am given permission to take care technical issues with her account. Now someone should lock them out of there own equipment.

---

[Ticket: # 471604 - Unwanted Emails from Bank of America](#)

**Date:** 8/16/2015 6:58:25 PM

**City/State/Zip:** Irving, Texas 75039

**Company Complaining About:** AT&T

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## **Description**

I am getting multiple emails from (b) (6) after unsubscribing several times and emailing her about not wanting her marketing emails backed by Bank of America anymore. Please help in eliminating these marketing emails. Thank you.

---

**Ticket: # 471781 - Fake MS certified techs SPAM**

**Date:** 8/16/2015 11:48:09 PM

**City/State/Zip:** Concord, California 94519

**Company Complaining About:** Astound Broadband (wave)

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**Description**

Phone numbers 1-844-899-6904 & 1-800-892-4317 & 1-855-608-2787

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**Ticket: # 471817 - Inconsistent service**

**Date:** 8/17/2015 2:10:46 AM

**City/State/Zip:** Hercules, California 94547

**Company Complaining About:** Comcast

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## **Description**

I have been a customer of Xfinity's WiFi service since about 1/2015. My service has been sporadic and I have been very unhappy with the lack of resolutions from Xfinity while still charging me monthly full service fees for inconsistent service. Initially when my router was installed, the service was installed in the garage, apparently where the last renters had theirs. I wasn't aware because of this, my service would not be reaching all areas of my home. I feel the the installer should have let me know that there would be a strong chance that the signal would not reach certain areas of the home and therefore any time there isn't a signal our devices would use up our data usage, incurring data usage charges from our cell phone carrier. I feel Xfinity is directly responsible for not informing me about these possibilities of non service in my home and I either want my bill adjusted monthly for the inconsistent service or fix this ongoing problem.

---

**Ticket: # 471830 - website/forum Spam**

**Date:** 8/17/2015 3:40:51 AM

**City/State/Zip:** Canyon Country, California 91387

**Company Complaining About:** Time Warner

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## **Description**

As of yesterday my new website which has a forum via buddypress began getting constantly spammed. Since the website has yet to be indexed until this morning I believe the spam is coming from one person. Most of the registering and link spam is coming from yahoo email addresses, but 1 out of every ten registrations is from a domain hosted at hostwinds. The domain in question is hammerwin.com. Quick search reveals that this domain has been tied as the responsible party for numerous spam over the last year. The person abusing my website with spam registers for an account, bypasses captcha then leaves a link back to their website. My website that is being spammed is agoramarketplace.org. For the record, the host of the domain responsible for spamming my website seems to be popular with black hat spammers as the hosting company does not respond to abuse reports. I hope that you are able to put an end to this company and or person spamming many others websites including my own. Here is additional information I gathered about the spammers website/domain/server. I hope it will help in assisting you in your investigation <http://network-tools.com/default.asp?prog=express&host=hammerwin.com>

Thank You

(b) (6)

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[Ticket: # 472003 - Internet issues](#)

**Date:** 8/17/2015 10:20:27 AM

**City/State/Zip:** Benton, Illinois 62812

**Company Complaining About:** New Wave

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## **Description**

My family has been dealing with problems of spotty to no internet service for months now. New Wave has been called on numerous occasions and has been to my house several times, but no one can seem to fix my problem. And yet I'm still paying for full internet service every month.

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**Ticket: # 472492 - lack of service by Comcast**

**Date:** 8/17/2015 12:51:27 PM

**City/State/Zip:** Baltimore, Maryland 21218

**Company Complaining About:** Comcast

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### **Description**

my home was to be rewired outside because the cableing was bad and affected our internet and TV reception. We have been promised this repair for months. As recently as June 29 I was told (in writing) it would be done in 10-15 days. After no one showed up, I wrote again and was on August 12 promised service in writing on August 14. No one again appeared. I wrote again and on August 15, I was promised in writing service today (August 17) between 8-12. AGAIN no one appeared. I would appreciate any assistance you can give. Comcast has been totally non responsive

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[Ticket: # 472873 - Glass Door Job alerts Can-Spam violation](#)

**Date:** 8/17/2015 2:46:20 PM

**City/State/Zip:** Na, Florida 33573

**Company Complaining About:** Glass Door

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### **Description**

Still receiving emails after unsubscribing from glassdoor.com. This could hurt my job bc it makes it look like I'm actively seeking other employment opportunities, and it's going to my work email inbox.

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[Ticket: # 472963 - Spam emails](#)

**Date:** 8/17/2015 3:06:22 PM

**City/State/Zip:** Henderson, Nevada 89074

**Company Complaining About:** E-flyers.biz

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## **Description**

I opted out of e-flyers.biz by sending them an email to optout@e-flyers.biz since 5-10-15. Since than I opted out 15 separate times. I just want them to stop.

Thank you

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[Ticket: # 472923 - ATT Contract Violations](#)

**Date:** 8/17/2015 2:56:41 PM

**City/State/Zip:** Chicago, Illinois 60608

**Company Complaining About:** AT&T

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### **Description**

I am a longstanding customer of ATT and have an unlimited data package but frequently experience data throttling that limits my usage. My data is thus not unlimited.

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**Ticket: # 473090 - Data Caps and Intermittent Service Dropping****Date:** 8/17/2015 3:36:19 PM**City/State/Zip:** Hurricane, West Virginia 25526**Company Complaining About:** Sudden Link

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**Description**

Data caps should be illegal. They directly interfere with the operation of the internet and promote an anti-competitive practice. Suddenlink's excuse that it helps alleviate congestion is absurd and blatantly false. Additionally, my service continues to drop randomly throughout the day. I've had multiple tests and technicians and nothing has worked. One technician said that it was a problem in my area, and others were experiencing it as well. How does that make it acceptable? That just means even more customers are suffering as these problems go unsolved. My service continues to be terrible and not working as promised, yet I am billed the full amount. Something needs to be done with the cable companies. We have the worst internet in world when compared to modern countries. How can the cable companies accept billions in tax dollars to invest in infrastructure, and then not invest it? They continually price gouge and know that the customer has nowhere to go. I literally have zero other "high-speed" internet in my market area. This has got to stop. Please.

---

[Ticket: # 473100 - Unsolicited emails advertising various companies](#)

**Date:** 8/17/2015 3:38:24 PM

**City/State/Zip:** Texarkana, Texas 75501

**Company Complaining About:** Cable One

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### **Description**

I receive about 15 unsolicited emails daily from various companies advertising their products .

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[Ticket: # 473226 - Data manipulation and data caps](#)

**Date:** 8/17/2015 4:13:13 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Cox

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## **Description**

Cox Internet in Cleveland Ohio has started enforcing a very small data cap that can be hit with causal Netflix use and no downloading. Cox has also started injecting scripts into page requests to warn users they are approaching their caps.

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[Ticket: # 473569 - data caps on residential internet connections](#)

**Date:** 8/17/2015 6:00:24 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

There is no reason for ISPs to put a data caps on their customers use. We pay for a service and if they need to update their infrastructure to better provide service to to their customers then they should do so. In most cases its just that they want people to purchase their cable packages or pay more money for streaming services like Netflix.

---

**Ticket: # 473593 - Tech. Never showed, (3x)Missed appointments, hung up, lied too**

**Date:** 8/17/2015 6:06:03 PM

**City/State/Zip:** Havertown, Pennsylvania 19083

**Company Complaining About:** Comcast

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### **Description**

Called Comcast Friday Aug. 14. spoke with Mary. Scheduled tech. to come out Monday by 10am. No Show. Called Comcast 11am spoke to Mike scheduled tech to be out by 4pm. No Show. Called Comcast 5pm spoke with Jazzman and supervisor Victor . Tech to call or stop by within 30 min.

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**Ticket: # 473976 - Intermittent connection - Repeatedly ignored by customer service**

**Date:** 8/17/2015 8:44:02 PM

**City/State/Zip:** Acworth, Georgia 30102

**Company Complaining About:** Comcast

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## **Description**

For going on three months now my connection has been disconnecting throughout the day. Sometimes upwards of six or seven times an hour, during which the internet is out for 30 seconds or more. I have lost count of how many hours I have spent on the phone with customer support at this point. Six technicians have now visited my home, each of which has tried a different approach, but not before mentioning how the tech before them did something wrong, or commenting on them not properly following procedure. This has happened every time now. Two times now we have been told that a senior technician would be at our home, which has yet to happen. I have been told on the phone that I would be contacted by someone higher up, or a manager, which has yet to happen. I filed a complaint through the FCC once before, was contacted by someone from corporate at Comcast and had a technician come out. I was again told a senior technician would be visiting my home, which did not happen. The woman Laura who I spoke with assured me she would be following up with me on the following Monday to assure that everything was working properly on Monday as the technician came on Friday. This never happened. I have also received a bill for an extra \$200 on top of the normal bill of \$200 to continue to have problems.

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[Ticket: # 474108 - At a loss about where to get help...](#)

**Date:** 8/17/2015 9:52:24 PM

**City/State/Zip:** Hood River, Oregon 97031

**Company Complaining About:** Charter

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## **Description**

I have had service with Charter for almost three years now, and it has never correctly worked. I get consistent timeouts and drops of connectivity when using the internet service which I pay \$125 per month... When trying to stream video I get choppy video and audio and using real-time video chat is nearly unusable. I have contacted Charter on more than 15 occasions and have had Technicians come out and tell me there is nothing they can do about the problem. In the beginning I had Phone, Internet, and TV service and first I canceled the phone due to calls dropping and or becoming stuttered. I then finally had enough with the TV service due to it going out of sync especially in the evening and canceled it. I have been told by multiple support reps that I should just get DSL service from our local phone company, which is 1.5-2mb down due to distance from the CO. I have also tried to contact my city council members, which told me I am just outside the city limits and they can not help me. I am now at a loss as to what can be done or who to contact about the problem, and I am sick of techs and supervisors telling me nothing can be done. Who regulates these companies to provide the service that I pay my hard earned money to?

---

[Ticket: # 474169 - Constant and frequent outages](#)

**Date:** 8/17/2015 10:42:28 PM

**City/State/Zip:** Barry, Illinois 62312

**Company Complaining About:** Frontier Communications

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## **Description**

At least once per week, our Frontier internet goes down for an extended period of time hours-days. I find it an unacceptable practice of Frontier and after several phone calls, complaints and service calls, the issue is still not resolved. If we had another option for internet I would have switched months ago. The other problem is their compensation. We only get compensated for outages if they last more than a day. This is beyond inconvenient, its down right unacceptable on their part.

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[Ticket: # 474196 - Comcast Data Cap](#)

**Date:** 8/17/2015 11:04:19 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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### **Description**

Comcast has given me a data cap of 300gs witch is unreasonably low.

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[Ticket: # 474284 - AT&T Datacap](#)

**Date:** 8/18/2015 1:07:39 AM

**City/State/Zip:** Carson, California 90745

**Company Complaining About:** AT&T

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## **Description**

I find it appalling that AT&T can set data caps on the Internet that I pay for each month for no other reason than pure greed. It serves no technical purpose and there is no logical explanation for data capping other than the company wants to squeeze even more money out of its "customers."

---

**Ticket: # 474317 - Comcast's Man in the Middle Attack**

**Date:** 8/18/2015 2:34:10 AM

**City/State/Zip:** Meridianville, Alabama 35759

**Company Complaining About:** Comcast

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**Description**

Comcast is initiating a man in the middle style attack by modifying the contents of HTML served by web sites to warn customers of reaching their data cap. This is addition to a notification by email, text message, and automated phone.

Not only is the HTML injected notification unnecessary it clearly shows that Comcast is willing to maliciously modify the contents of web sites that customers wish to access.

This also ridiculously due to them claiming that the area I live in is a test market for the automated data caps. Our area does not have issues with line quality, speed degradation, or any other issues that would necessitate data caps.

---

[Ticket: # 474413 - comcast internet](#)

**Date:** 8/18/2015 9:14:09 AM

**City/State/Zip:** Whiteland, Indiana 46184

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast for almost 3 years now and the internet keeps going out it has been an issue for at least 2 years, I have had multiple technician appointments made 3 have been no shows, the tech that showed up said my temp line out back is bad and that has been a year ago Comcast will not come out and fix it

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**Ticket: # 474681 - Signal leakages**

**Date:** 8/18/2015 11:22:52 AM

**City/State/Zip:** Waterbury, Connecticut 06705

**Company Complaining About:** Comcast

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## **Description**

We have been having issues with our service provider (Comcast) with signal leakages from our home. We have had techs to our house several times for this issue that still persists. We can feel the outside wall to our home shake from the EMF current passing through the walls of the house which is making our family become ill. This has been ongoing for 2 years since our family moved into this house. We have had the electric company and cable company to home several times for this problem.

---

[Ticket: # 475019 - Windstream Service](#)

**Date:** 8/18/2015 1:04:59 PM

**City/State/Zip:** Jefferson, Georgia 30549

**Company Complaining About:** Windstream Communications

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### **Description**

Poor quality service - connect that constantly drops in and out. Not the speed promised. The only provider available in my area

---

**Ticket: # 475598 - Hotel blocking cell 3g/4g forcing purchase of high priced wifi.**

**Date:** 8/18/2015 3:52:02 PM

**City/State/Zip:** Windermere, Florida 34786

**Company Complaining About:** Wyndham

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## **Description**

We were recently at a convention at the Wyndham Orlando Resort International Drive. (8001 International Dr, Orlando, FL 32819 (407) 351-2420 ).

This facility charged customers 300-500\$ for wifi access while making access to our own 3g/4g networks on cells almost impossible. The signal was horrendous in the foyer, and even worse in the ballrooms. Outside of the hotel the signal is fine, but coming near it is where the issues start. We were vendors and had to access our 4g to run credit transactions. Some transactions had to be cancelled due to absolutely no signal available. Everyone in the convention was fed up, and this is the second year they've done this to us.

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**Ticket: # 476110 - Terrible Comcast Customer Service**

**Date:** 8/18/2015 5:53:06 PM

**City/State/Zip:** Highwood, Illinois 60040

**Company Complaining About:** Comcast

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## **Description**

I have had an abysmal experience with Comcast over the past few weeks, and am now taking action against them in the hopes for some retribution for my wasted time, and the stress it has caused.

I just recently composed a very large message to their Twitter Customer service, which I will paste in here as it does a great job of summarizing my experience.

---

After an excruciating few days of having to deal with three separate call centers and my issue not getting resolved in the way I was told it would, I have become incredibly unhappy with Comcast, and how you force your customers through this terrible system of customer service.

It all started a couple of weeks ago when my Internet started cutting out, and my modem would randomly start rebooting itself. I called a couple of times to see if there were any outages or issues in the area, and I was assured services were fine so I let it go. The problem got so bad that I called Customer Service on Friday 08/14 to see about getting a refresh signal sent to my modem, and getting a tech sent to my house to diagnose.

The person I talked to said that he could see some issues with my upload speeds, and put me on hold for a while. He came back and said that he was able to get my issue escalated, and that I should expect a phone call the next morning to schedule an appointment with a technician for either Saturday evening or Sunday. Awesome! This sounded great. He even forwarded me over to the billing department, and I was able to receive some relief on my bill due to the troubles I had been having saving me like \$32. Cool. He gives me Confirmation # CR494392148, and we hang up.

Saturday comes, and by around 4PM I have not received a phone call from a technician to schedule an appointment. I call Comcast again, and immediately hear an automated message that I have an upcoming appointment for Wed 08/19 between 8-9AM. Wait a second, that's not right! I was told today or tomorrow. Regardless, I sit on hold for 30 minutes, and am connected with someone in Columbia who was incredibly nice, but also incredibly unhelpful. I kept telling them my experience the day before, and that I was supposed to have an escalated ticket and get an emergency technician over to my house on Saturday or Sunday. They keep saying that there are no escalations on my account, and I can only have the appointment on Wednesday. I ask to speak with a supervisor. Another 10 minutes on hold, then the supervisor comes on the phone and assured me that I would receive a phone call Sunday morning, and that the escalation was re-added to my account. She gave me Confirmation # CR494769789 and her employee ID # J135C159032MM. She says that if I do not get a phonecall in the morning then to call back, and give her employee number, and we'll get it resolved. We hang up.

Sunday afternoon at 1PM, I still have not received a phone call from a technician. I call Comcast again, sit on hold for another 20 minutes, and get a complete asshole on the phone in what sounded

like an Indian office. I tell him everything, and he assures me there is no escalations on my account and there is nothing he can do. I give him the confirmation number that the supervisor gave me the day before, and I again he says there is nothing there. I offer to give him her employee ID number, and he says that won't help. All I want is to talk to the first individual I spoke with who assured me I would get a phone call on Saturday morning to find out what happened, but due to the way your system works, that can't happen. He finally tells me that he has an opening for a new appointment on Tuesday at 3-4PM, which is better, but in order for me to be home for that I have to take paid time off from work, which is unreasonable. Especially considering I have already put up with a bunch of needless crap. At this point I am completely pissed off, and I just hang up and accept the fact that I won't have internet till Wednesday.

I run a business from home and I work from home regularly. This entire experience and the stress I had to go through was ridiculous. How can none of your customer service reps know about the other? Does the system not capture who helped me each time I call in? Don't you guys record every call? It's like your customer service offices are a bunch of terrorist cells and none of them know about the other. How can this be an effective way to handle issues?

All I can say is, if this tech doesn't get my internet working properly tomorrow, you can be assured that I will be taking my business elsewhere. I wouldn't wish this experience on my worst enemy. I hate having to become an irate customer, but when I pay tons of money each month for this service and then get treated like crap through your customer service channels, it really causes me to reevaluate Comcast's place in my life.

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It is worth noting that I tweeted at the @ComcastCares twitter handle Sunday afternoon 08/16, right after I hung up on the last customer service representative. It took them two whole days to respond to that tweet. They finally responded to me this afternoon at 3PM CST, and have again assured me that they have escalated my issue. It's a little late for that, and by this point I am fed up and insulted by their complete disregard for my issues.

My wife and I have had to pay extra money to our cell phone service to use that as a temporary internet source, and my wife has been completely derailed from getting her schoolwork done for her masters program due to not having proper internet made available to us.

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**Ticket: # 476307 - Security cameras being blocked**

**Date:** 8/18/2015 6:56:56 PM

**City/State/Zip:** Sunset Beach, California 90742

**Company Complaining About:** Camera Signal Blocked

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**Description**

I wasn't sure where to file security camera interference as there isn't an option so I figured wifi was the closest...We installed wifi cameras that feed to a cloud as we are concerned about crime as well as some questionable visitors at our neighbors. One neighbor (b) (6), had aggressively approached us complaining to us about our camera installation and he also followed me the same day (my husband noticed and came running after me). Further, somehow our cameras sometime cut out when certain residents or activitys are going on and I can't explain why other than a patent this neighbor filed in 2005 for "anti-piracy" to block cameras from recording. Here's his patent info, can this be looked into as he shouldn't be blocking our security camera from recording the street and the front of our house disabling our security devices. (b) (6)

He has a second patent filed for infrared camera recording as well.

(b) (6) daughter literally flips off our cameras as she walks by so clearly there is something to this and it certainly explains why sometimes recordings cut out inexplicably when certain residents arrive home but work at all other times. Thanks for your help!

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[Ticket: # 476379 - Return of fees for nonfunctional internet service for prior years](#)

**Date:** 8/18/2015 7:37:31 PM

**City/State/Zip:** Peabody, Massachusetts 01960

**Company Complaining About:** Verizon

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## **Description**

I had filed a complaint to have Verizon rebate my fees for useless internet service from the inception of my service. The dept. to which I was referred has ceased to work on this problem. I need a new contact to resurrect this complaint. My latest ticket was 399177

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[Ticket: # 476393 - windows](#)

**Date:** 8/18/2015 7:43:48 PM

**City/State/Zip:** Lake Isabella, California 93240

**Company Complaining About:** Verizon Wireless

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## **Description**

I was contacted by someone supposed from Windows saying my computer was in danger of crashing and they would clean it up. I was then given to a Senior Officer who took over the control of my cursor and informed me of different rates it would be to do this. I said no thank you. He then installed a fire wall which prevents me from accessing my computer without a password. I do not have a password and when I called him back to have him allow me to get into my computer he refused. Here is the info I have on this person: Jack Dawson, Senior Officer, Windows Tech Dept.-Prompt Web Service, ID#S101248 1 800 598 7796, ext.3459. What can I do about this?

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[Ticket: # 476689 - Comcast shut off](#)

**Date:** 8/18/2015 10:30:28 PM

**City/State/Zip:** San Ramon, California 94583

**Company Complaining About:** Comcast

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## **Description**

A Comcast technician came to my house (unbeknownst to me) and shut off my internet and left a door tag that cited some sort of data leakage as the issue. He made no attempt to ring the bell or make his presence known in any way. When I found my internet shut off, customer service tried to make me wait for 3 days to have a technician come fix it. The internet had been working fine until the moment the technician came to shut it off.

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**Ticket: # 476811 - TWC Ongoing Internet Issue**

**Date:** 8/19/2015 12:43:43 AM

**City/State/Zip:** El Paso, Texas 79936

**Company Complaining About:** Time Warner

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**Description**

After Five months we've had 3 different techs come out, 3 different modems uses and talked to about 15 live reps without the issue being resolved. A loyal customer with not one late payment our Internet service has been beyond terrible. Not a day has gone by without the Internet disconnecting at least once (with a maximum of 8-10 disconnects a day). I would love for this to get fixed as I'm still paying a full bill for half performance. Thanks in advance.

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[Ticket: # 477285 - Internet problems](#)

**Date:** 8/19/2015 10:57:14 AM

**City/State/Zip:** Philadelphia, Pennsylvania 19146

**Company Complaining About:** Comcast

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### **Description**

When I attempt to use my internet it process very slow or displayed "Limited". I refrain from using it because it was being hacked.

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**Ticket: # 477359 - Intermittent Internet Service**

**Date:** 8/19/2015 11:20:52 AM

**City/State/Zip:** Wallingford, Pennsylvania 19086

**Company Complaining About:** Comcast

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**Description**

Comcast has provided intermittent internet cable service for the better part of a year in this area. The customer service is terrible and constantly gives you the run around. When I finally got someone who seemed to know what was going on (after months of attempts) they told me that the lines were degenerated in the area and this was the source of the trouble. Comcast promised to send a technician to check and update the lines. The technician never showed up and now Comcast reports the problem as resolved. Meanwhile my internet service continues to be intermittent. Both the customer service and the product provided are unacceptable by any objective standard.

---

**Ticket: # 477565 - COMCAST continues to take money and provide no services**

**Date:** 8/19/2015 12:26:47 PM

**City/State/Zip:** Ft Myers, Florida 33967

**Company Complaining About:** Comcast

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## **Description**

This is a follow up to my previous complaint. we are now going on 12 days without services from comcast - no internet, phone, home alarm system or home phone. WE pay \$280 per month and have not been able to get any services for almost 12 days. A comcast executive called after my first FCC complaint and did NOTHING to rectify the situation, promised to call back and expedite and did neither of those things...he simply did not care. We call daily and get hung up on, have to talk to 6 people, and get no answers. We are promised to have a temporary line run to get us up and running and we wait daily, and no one shows up. WE are promised call backs to let us know the status of our issues, and never receive any call backs. We have received no credits or compensation and we continue to have to pay money to Verizon to get internet through our phones so we can work, because we both work from home. So this is outage is costing us money. Comcast never follows through on our situation and continues to lie to us and give us the run around. Each day pushing back and giving us excuses.

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**Ticket: # 477652 - No services for 4 months and paying my monthly bill. I have been treated horrible**

**Date:** 8/19/2015 12:55:59 PM

**City/State/Zip:** Wellington, Florida 33414

**Company Complaining About:** Comcast

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## **Description**

I purchased the Comcast package back in March 2015. It took Comcast techs 4 weeks to come and connect the services. Sometime around April my services were finally connected, however they were connected temporary due to the bad connection in the area. Since then I never received phone services and I have been paying for those services from inception of the alleged connection. Its been almost 4 months since I have not had full services, meaning no cable, no phone service, and no internet. Calling weekly Comcast. Speaking to supervisors all they do is schedule techs to come out on a weekly basis, The techs state the problem is in the light pole box and they are unable to connect the services, they route my order to another company that never comes to connect the services, and once I call Comcast again, I get attitudes and the same routine. I have not moved Company because I have been paying \$140.00 monthly for 4 months for services I have not had. At this point I am either requesting for reimbursement so that I can change companies. Or immediate attention regarding this issue from a corporate representative. My phone number (b) (6)

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**Ticket: # 477800 - Spam Text**

**Date:** 8/19/2015 1:38:48 PM

**City/State/Zip:** San Francisco, California 94107

**Company Complaining About:** T Mobile

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## **Description**

I have been receiving spam text from (b) (6) over the last couple weeks. I did not consent to being on the list, and there is no way to opt-out

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[Ticket: # 478545 - Suspected radio jamming against private Wifi networks](#)

**Date:** 8/19/2015 5:14:43 PM

**City/State/Zip:** Omaha, Nebraska 68106

**Company Complaining About:** Scott Residential Management Llc

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## **Description**

Cannot use my Wifi router due to suspected radio interference from unknown source(s). Specifically, channel 36 (5180MHz) appears to be unusable. There are no other Wifi networks on channel 36, or most of the 5GHz Wifi band, so there should be no issues there; the nearest Wifi network is on channel 153 (5765MHz). I've already troubleshooted out any possibility of equipment or software failure.

---

**Ticket: # 478965 - Public WiFi Hotspot Interfering with Wireless Devices**

**Date:** 8/19/2015 7:48:00 PM

**City/State/Zip:** Peachtree City, Georgia 30269

**Company Complaining About:** Comcast

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## **Description**

Comcast's built in router/modem combo broadcasts a unsecured public wifi hot spot, which routinely causes my devices to jump onto that network even after I've attempted to have my devices forget the network. I also suspect, but cannot yet prove, that this public network is much stronger than the rest in the house. I think this is a potential security vulnerability, and I suspect it interferes with our bandwidth despite Comcast claiming otherwise.

which also seems to interfere with WPS linking of devices unless its completely shut off and the battery removed (which: spoiler reverts the modem back to default)

I know I can put the modem in bridge mode and disable this, and have done so once, but a family member moved the modem to another location in the house which then reverted the modem back to its original settings.

This wouldn't be a problem if I could just log into the modem and change the settings myself, but Comcast is so incessantly and petulantly controlling that attempting to do requires spending 45 minutes on hold waiting for customer service before they finally give you the key to change the settings.

Aside from being overcharged for services that the company cannot provide, this is probably the single most annoying feature of their internet service, and its why I intend on paying the racketeers their racket money so I can run my own modem in my own house, and get rid of the awful modem Comcast charges monthly for the privilege of having the device in our home, as it attempts to destroy our lives, and test the limits of not only our sanity, but also our faith in modern human civilization.

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**Ticket: # 479071 - internet service**

**Date:** 8/19/2015 8:48:15 PM

**City/State/Zip:** Orlando, Florida 32804

**Company Complaining About:** Bright House Networks

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## **Description**

On several occasions while driving using my internet GPS I driven throw so call "Hot Spots." My phone picks up a signal from the hot spot devise, GPS system stops operating correctly. A white screen pops up say 'log into your Bright House Hot Spot.' This requires me to divert my attention from the road to try to reengage my GPS software.

On two occasions Bright House's evasive software over took my phone and put me in reasonable apprehension of an auto accident.

I spoke with Bright House phone representatives and technical support, they concluded that there was nothing I could do to block their evasive software short of disabling my wi-fi software on my phone.

I am not willing to inconvenience myself for the benefit of Bright House Networks. Bright House Network's predatory business practice are causing an unreasonable hazard to the community and myself. They have a duty not to create a public hazard. A foreseeable of harm exist.

---

**Ticket: # 479316 - FACEBOOK PUT A LOCK OUT ON MY FACEBOOK ACCOUNT  
SEC REASONS**

**Date:** 8/20/2015 1:09:55 AM

**City/State/Zip:** Madison, Wisconsin 53704

**Company Complaining About:** Face Book

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**Description**

FACE BOOK TODAY PUT A SECURITY LOCK OUT ON MY FACEBOOK PAGE,I HAVE GIVENN THEM MORE THEN ENOUGH INFO THAT PROVES I AM (b) (6).IVE GAVE THEM MY DRIVERS LIC NUMBER,MY I.D.NUMBER FROM MY (b) (6) ID CARD,MY DATE OF BIRTH AND WHARE I WAS BORN,MY MOTHERS MAIDEDEN NAME,MY CHILDRENS NAMES,MY HOME PHONE NUMBER,MY CELL NUMBER,MY HOME ADDRESS,AND THEY WANT A COPY OF MY PHOTO ID, AND I HAVE NO WAY TO DO SUCH.WITH WHAT I HAVE GAVE THEM IT TRULY PROVES WHO I AM,CAN YOU PLEASE HELP ME WITH THIS MATTER,AS I FEEL THEY ARE RIGHT OUT MESSING WITH ME AND I SEE THIS AS TOTAL HARASSMENT.

---

**Ticket: # 479336 - My computer was "hacked" twice about three months ago.**

**Date:** 8/20/2015 1:27:07 AM

**City/State/Zip:** Lake Charles, Louisiana 70601

**Company Complaining About:** Sudden Link

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## **Description**

After both "hacked" occurrence, I brought my computer to be "cleaned" and restored to normalcy at a reputable computer repair shoppe. Shortly after, I began to be "harassed" by the same people who hacked into my computer, first on the phone, then when I realize that it was the same people, I told not to call me again; after which began the abundance of emails daily, which I just deleted at first. Later as they came in, I placed them in the "junk file" which should have "blocked" their return, but it made no difference. They are still being sent to me daily as much as two hundred (200) emails. This is harassment!!! From 8-8 to 8-19-2015, I have "blocked" more than nine hundred (900) emails, and sent them to the "junk" file, which I printed out, and it took nineteen (19) pages to print them all out.

---

[Ticket: # 479368 - Hacking of mobile broadband](#)

**Date:** 8/20/2015 2:58:12 AM

**City/State/Zip:** Scandia, Minnesota 55073

**Company Complaining About:** The Housing Resident Hacking

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### **Description**

hacker in senior housing complex actively interfering with Internet connections and stealing data.

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**Ticket: # 479439 - cannot unsubscribe to trade publication emails**

**Date:** 8/20/2015 8:30:52 AM

**City/State/Zip:** Ft. George Meade, Maryland 20755-(b) [REDACTED]

**Company Complaining About:** None Of The Above.

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## **Description**

I subscribed to a free trade publication that was pertinent to my work that also sent out emails to supplement their magazine. My work then changed and let my subscription lapse. I tried to unsubscribe from their emails and the unsubscribe link takes you to a page that requires an account name and password. It does NOT "provide easily-accessible, legitimate and free way for you to reject future messages from that sender". I contacted the company another way and complained. I was told that I had been removed from their "global optout list" and I shouldn't receive anything more from them. Later that day I got another email from them. When I asked, they said it had been queued before I had been removed. But today, 9 days later, I am still getting emails from them. I want them to stop.

---

[Ticket: # 480275 - scammers](#)

**Date:** 8/20/2015 1:42:26 PM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Comcast

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## **Description**

On my in-laws pc, they received a message to call 844-858-2908, not to turn off the pc or they may lose all their data. Upon calling the number the (Indian sounding) guy said he is from 'Microsoft' and he has to connect directly to my in-laws pc and will fix the issue for a fee. I told him he is scamming and he promptly hung-up. In order for us to delete the unwanted message, we had to go thru the task manager. Unfortunately, he may wind-up taking advantage of someone else who is less informed. Can you look into the phone number before he hurts somebody. Thank you.

---

Ticket: # 480566 - pornography on governmentjobs.com Work 4 IL wesbsite hidden as a legitimate employment contact

Date: 8/20/2015 2:57:53 PM

City/State/Zip: Berkeley, Illinois 60163

Company Complaining About: Berkeley Public Library

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## Description

18 Aug

 (b) (6)

@GovernmentJobs is Hiring on City's, States and County's near you... search by job category for location: <http://buff.ly/1hmQ4Oo> #JobHunt

Retweeted by Government Jobs

Expand Reply

Retweet

Favorite

18 Aug

County Of Ventura HR @CoVenturaJobs

Closes today! Apply now! Adult Literacy Site Supervisor <http://ow.ly/R3Jq7> #jobs #adult literacy #CAjobs

Retweeted by Government Jobs

Expand

I have pasted the corrupt email sites above.



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**Ticket: # 480666 - INTERNET INTERFERENCE AND OPEN SERVICE REQUEST****Date:** 8/20/2015 3:24:18 PM**City/State/Zip:** Isabela, Puerto Rico 00662-(b) [REDACTED]**Company Complaining About:** Lyberty / Choice Cable

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**Description**

Hi. I have a pending work service order on the outside line of the internet service provider to my house. I keep on calling to check when they will come to fix what a technician of name "Gengis" tel. 939-292-9567, employee number 466, described as a "top" change where the line connects to the house. As of today, they have not called to inform they have worked on that issue, and i call and they keep telling that the work order is open. Also i have problems with ads, on yahoo news, i unchecked the ads section and individually on each ad and they continue to appear, besides cross script attacks, for that i have an open www.ic3.gov complaint to this day. I have to pay for the service in full and can't ask for adjustments until they fix the line problem. Any help you can provide, will be greatly appreciated.

---

**Ticket: # 481506 - Traffic Analysis**

**Date:** 8/20/2015 8:23:25 PM

**City/State/Zip:** Annville, Pennsylvania 17003

**Company Complaining About:** Comcast

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**Description**

TO: Legal Response Center

FROM: Meghan Winslow, SPLAT Studio Proprietor and Comcast Account Holder

RE: Traffic Analysis of IT network breach at SPLAT Studio- Account Number (b) (6)

DATE: August 20, 2015

Attached Documents: Letter of Authenticity/SPLAT incident letter and Request for Traffic Analysis.

More information to be provided upon request.

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[Ticket: # 481664 - Receiving Alternative Data Feed with Erroneous Information](#)

**Date:** 8/20/2015 9:57:39 PM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Charter

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## **Description**

Data feed transmitted tailored to K-12 reading level and often does not include all information displayed on webpages or includes incorrect information. Certain social media websites may be used without any difficulty.

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**Ticket: # 481723 - Search Results Restricted to Inadequate Resources followed by Advertisements for Recommended Solutions**

**Date:** 8/20/2015 10:42:02 PM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Sprint

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**Description**

Links to website content resulting from use of search engines provides inadequate, insufficient, or inappropriate information followed by advertisements for recommended solutions. For example, when conducting a search for English to Spanish translation, recommended websites do not offer the correct translation and advertisements for online education programs or Latino Cable TV packages are displayed on the webpages visited. Issue occurs whether on internet used on cell phone or computer. Sometimes advertisements may focus on topics that suggest the goal is to intimidate or harass the viewer. Advertisements may follow on other mediums, such as cable/ wifi enabled television or car radio. Providers include SprintPCS, Tmobile, MetroPCS, Charter Communication, Verizon, AT&T, DISH Network, Vonage, among others.

---

**Ticket: # 481833 - TCPA and Can Spam as they relate to surveys.**

**Date:** 8/21/2015 12:42:28 AM

**City/State/Zip:** Melbourne, Alabama 36101

**Company Complaining About:** None

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## **Description**

Hi Guys,

Apologies in advance, I don't believe this is the right channel, but i could not find anything more appropriate.

Please feel free to forward to this the appropriate area at the FCC.

I represent a cloud software company that offers the ability for businesses and corporations to survey customers, post interaction. Surveys can be conducted via IVR (for inbound calls into a contact centre), SMS (outbound to customers after an interaction), email (outbound to customers after an interaction) and Web intercept (when customers visit a business's website, they may be asked to take a survey online).

I have read the articles on TCPA and CAN SPAM and have a certain idea about how these work. But none specifically deal with post interaction, survey communications. My question is in regards to the required consent for all these channels and in the case of SMS, what are the laws around long codes and short code usage for surveys?

Look forward to hearing from you.

**(b) (6)**

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**Ticket: # 481845 - Google Shennanagans**

**Date:** 8/21/2015 12:57:35 AM

**City/State/Zip:** Las Vegas, Nevada 89149

**Company Complaining About:** Google

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## **Description**

HELP GOOGLE LOST MY GMAIL ACCOUNT

While I was on my 10 year old gmail account, (b) (6) all of a sudden, I don't know how but Google comes on "saying" that they could over come something or other, I really can't recall the actual words. I receive a lot of "aw shucks" with the wrinkled face and a few other logos which interferes with my activity, usually I go to Yahoo for relief.

I never realized they were setting up a new gmail account. Why would I after 10 years, set up another account, I use the computer for very simple things. Before I knew it, they established a new gmail account and without me knowing it they CANCELLED my (b) (6) account and set up (b) (6). They HAD TO KNOW I had the other account. They never said they were going to set up a new account and why would any one in their right mind give up their identity of 10 years to merge, using a new identity. I can only believe they have sales people who are on commission, doing these fowl deeds.

These are the only 2 responses I was able to retrieve from Google, the others. were very hard hitting. Thousandsss of valuable emails are lost.

Hello,

We received your request to recover deleted emails from your account. Unfortunately, the emails were permanently deleted, so we're not able to get them back for you.

We know this can be really frustrating, and we're sorry that we can't help this time around. To help prevent this from happening again, it's a good idea to double check the security of your account. We've put together some tools and tips in our "Security Checklist" article that you can read through in about 10 minutes to make sure the only one who has access to your Gmail is you.

If you'd like to better understand how deletion works in Gmail, or how long email stays in Trash before it's deleted (about a month), please read through our "Deleted Messages" article.

Thanks again for using Gmail,

The Google Support Team

Get my old gmail account back, (b) (6), which you tricked me in releasing, unknown to me that you were creating a NEW account, not adding new services as to make the above gmail more useful; deleting 10 years of email history. I Fully expect to file a complaint with the FCC.

---

**Ticket: # 481889 - Constant Internet Issues****Date:** 8/21/2015 4:18:11 AM**City/State/Zip:** North Little Rock, Arkansas 72113**Company Complaining About:** Fidelity Communications

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**Description**

Originally this ISP was doing fairly well. Over the past month or two I have had constant issues with my ISP with either my internet dropping multiple times during the day or my speeds being not what they were suppose to be. I am attaching a picture of my past 24 hours while running PingPlotter. It shows how many times my packet loss has reached 100%. My speedtest I have ran on speedtest.net have shown that recently i have been getting around 30 Mb/s when I pay for 60 Mb/s. I have tried multiple times to give my ISP a chance to fix the issue. In my opinion they have failed to really try to fix the issue.

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**Ticket: # 481902 - Cable**

**Date:** 8/21/2015 7:21:01 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15208

**Company Complaining About:** Directv

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## **Description**

13 years ago I asked A.H.R.CO on Kelly street can I have satellite they said sure then direct TV came and put up they had to to come back because some stole the satellite so they had to put it up hire now u received a letter in the mail from ahrco stated that it needs to get off the roof because it was on roof there talking about the cable wires the roofer was up there last week so now I have seven days which is tomorrow on the 22nd 2015 I told the cable man don't put nothing on the roof but common sense he should of known not drill on top of the roof many years I don't know if I'm going to get fine or not. I called Directv on 9/19/2015 and asked them can they come and take the satellite down they said no once it is disconnected they not responsible for taking it down. I don't have money for a service man to take the satellite down. They should take the satellite down when they're is no more service. Ahrco number is 4124416100 in home wood pa 15208 I live on (b) (6). I don't know what to do I don't want to get out out with my children because of direct TV poor misconduct from years ago and that's what archo said the roof is leaking something that happened 13years ago they did roof leak help us I'm at (b) (6) this is sad my husband just had a stroke.

---

**Ticket: # 481907 - Cable**

**Date:** 8/21/2015 7:27:33 AM

**City/State/Zip:** Pittsburgh, Pennsylvania 15208

**Company Complaining About:** Directv

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## **Description**

13 years ago I asked A.H.R.CO on Kelly street can I have satellite they said sure then direct TV came and put up they had to to come back because some stole the satellite so they had to put it up hire now u received a letter in the mail from ahrco stated that it needs to get off the roof because it was on roof there talking about the cable wires the roofer was up there last week so now I have seven days which is tomorrow on the 22nd 2015 I told the cable man don't put nothing on the roof but common sense he should of known not drill on top of the roof many years I don't know if I'm going to get fine or not. I called Directv on 9/19/2015 and asked them can they come and take the satellite down they said no once it is disconnected they not responsible for taking it down. I don't have money for a service man to take the satellite down. They should take the satellite down when they're is no more service. Ahrco number is 4124416100 in home wood pa 15208 I live on (b) (6). I don't know what to do I don't want to get out out with my children because of direct TV poor misconduct from years ago and that's what archo said the roof is leaking something that happened 13years ago they did roof leak help us I'm at (b) (6) this is sad my husband just had a stroke.

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[Ticket: # 482021 - Signal jammer in neighbors garage](#)

**Date:** 8/21/2015 9:52:52 AM

**City/State/Zip:** East Meadow, New York 11554

**Company Complaining About:** Verizon

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## **Description**

Had vandalism done in the hard and had cameras installed. Found out it was my neighbor and afterwards he had a jammer installed. This is affecting my cameras, Wi-Fi in the house and my insolent pump being a diabetic. This also is interfering with my cell phone too. I need help.

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**Ticket: # 482044 - Interference through Network Connections (Wireless / Cable / Fiber / Satellite)**

**Date:** 8/21/2015 10:08:02 AM

**City/State/Zip:** Walnut, California 91789

**Company Complaining About:** Sprint

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## **Description**

Software programming compatible with hardware (phone - cell or "land line", computer, cable receiver, etc.) works well unless trying to complete work-related tasks, e.g. homework, online courses, access work e-mail or content on website related to work, academic resources, accounting, etc., or reporting / tracking complaints or issues to appropriate personnel or agency. Interference may include, but is not limited to, server / connection timeouts or slower connection speeds, equipment overheating, slow processing speeds, reprogramming of software to display different features or disable many of the available features with the intent to impeded use, etc. Issue occurs regardless of company offering services. However, issue occurs on premises where the following companies offer service: AT&T, Sprint, TMobile, MetroPCS, Charter, DIRECTTV, Dish Network, Verizon, Verizon Wireless, or US Wireless. Issue is not limited to one location.

NOTE: Interference occurred during the attempt to file this report on 8/21/15 for over 3 hours between the hours of 7:49 PM and 10:30 PM PST.

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[Ticket: # 482244 - How do I stop US government censorship](#)

**Date:** 8/21/2015 11:30:28 AM

**City/State/Zip:** Stateline, Nevada 89449

**Company Complaining About:** Comcast

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### **Description**

Have had Democracy Now programming censored multiple times today 8/21/2015 the latest.

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**Ticket: # 482606 - Time Warner Cable internet issue**

**Date:** 8/21/2015 1:24:25 PM

**City/State/Zip:** San Bernardino, California 92405

**Company Complaining About:** Time Warner

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### **Description**

My husband and I have been having issues with the internet so many times we have called them, had them come out to are house so many times and they don't seem to be able to fix the problem when there is supposed to be a supivisor coming out they will come out once say they will come back the next day after being here for 10 mins and then never come back or call we are so sick of calling time warner to get this fixed and them not doing anything. Please help

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**Ticket: # 483168 - Complaint regarding continual unacceptable internet service**

**Date:** 8/21/2015 4:22:29 PM

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

**Company Complaining About:** Comcast

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### **Description**

I am attaching a letter I sent to Mr. Sweeney at the Comcast home office. I have also filed a complaint with my LFA.

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[Ticket: # 483388 - Horrible Customer Service and took payment and didn't restore service](#)

**Date:** 8/21/2015 6:01:25 PM

**City/State/Zip:** Eastpointe, Michigan 48021

**Company Complaining About:** Comcast

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## **Description**

Paid bill that customer service said would restore service. They took my money put me on hold, never came back. Talked to 7 different agents, they all had no clue how to help me. Finally, they created a er ticket to have service restored. I was on the phone with they for 1 hour:52 minutes. Called back today, same run around 50 minutes so far. I just want my Internet and cable on. They make it seem like such a great choice on tv, but in reality they don't respect their customers.

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**Ticket: # 483640 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 8/21/2015 8:33:42 PM

**City/State/Zip:** Frederick, Maryland 21705

**Company Complaining About:** Comcast

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**Description**

Within the last hour, members of the Communications Installation was talking about actress (b) [REDACTED]. There was members of media observing my facial expressions at the same time, while I watched television. At times I press my lips together due to stress or worrying. I wasn't commenting about the individuals on the television screen at the time, and I wasn't commenting about (b) (6) [REDACTED]. I don't comment to Communications talking within my housing. When I comment, I address the Secret Service within the room of the Communications Installation.

I rather the media isn't observing me while I watch television. I've commented about it to the federal government, between the years of 2010 to 2015. I mentioned I'm observed while there are men and women on the television screen, people of other races. I rather my manner isn't observed around the television.

Could you close the surveillance.

The complaint I filed was meant to be under the radio category. Either I clicked on the incorrect button or I was directed to the internet complaint form, and I didn't realize the form name, until I completed typing up the complaint. When I filed complaints under the radio community, I'm speaking about the television community as well.

Could you close the monitoring.

---

**Ticket: # 483709 - non existing WIFI with Cablevision**

**Date:** 8/21/2015 9:14:51 PM

**City/State/Zip:** Bronx, New York 10452-(b) [REDACTED]

**Company Complaining About:** Cablevision / Optimum

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## **Description**

I've had cablevision's optimum triple play for less than a month and I've had to call numerous times as well as have visits from technicians who all tell me that my problem is because there are many electrical signals like other wifi, cordless phones, microwave ovens that overload the signals. They have not been able to resolve the problem. On my last call, I was told by the person on the phone to buy an adapter so that we could get the other signal they offer which is 5 G because the stronger one much more used 2.4 G is saturated. That is not my problem, A technician confided in me that the reason why that happens is because they use optimum routers as wifi hotspots. I pay for a service that I am not getting. Most people are wireless now because they can roam their home with their devices, use popular gadgets like Chromecast which is exclusively wifi and it is unbelievable that all they have are excuses and cannot do something about it. They have even blamed government. We need you to step in and help us with this issue.

---

**Ticket: # 483864 - Viasat/Exede Bad Practices****Date:** 8/22/2015 1:44:06 AM**City/State/Zip:** Desoto, Missouri 63020**Company Complaining About:** Exede

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**Description**

Viasat is blocking our internet access after our bandwidth cap to the point that it is not usable. Also they are breaching our contract of not metered access past midnight by throttling our speeds to less than 1 Mbps, where we would normally have 15 Mbps. They also seem to be blocking sites and or slowing certain sites to almost no access at all especially heavier trafficked sites i.e. Reddit, YouTube, and music sites. I had monitored my access to google music and was getting barely 65 kbps and peak 200 kbps. These speeds and the throttling is unacceptable and it's troublesome to someone who cannot get access to anything but satellite access for their main internet connection. It's also troubling the insane cost of "extra" bandwidth at ten dollars for one gig of bandwidth on top of the high cost of satellite. Charter and At&t have been slow to expand, even though they have service within a mile of our current location they wont run cable to this current address.

---

**Ticket: # 483927 - Choxi.com Email Harassment**

**Date:** 8/22/2015 6:53:12 AM

**City/State/Zip:** Bay City, Michigan 48708

**Company Complaining About:** AT&T

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## **Description**

I have contacted Choxi.com multiple times beginning in May 2015 to unsubscribe from their emails. Initially I contacted their customer service to inform them the unsubscribe link on their email was not functioning, and requested to be manually removed from their system. They assured me they did. Several weeks later, I got an additional email. I have clicked the unsubscribe link in their emails (they have subsequently "fixed" this), contacted their customer service department, but still receive emails from them. I want to formally issue a complaint against them.

---

[Ticket: # 484150 - internet interference on emails and accounts](#)

**Date:** 8/22/2015 12:02:09 PM

**City/State/Zip:** Raleigh, North Carolina 27609

**Company Complaining About:** AT&T

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### **Description**

my email when connected to internet continues to ask for me to enter new passwords when I have already reset my password on several occasions this past month alone. the sizing of my applications change when not touched and goes to pages not applicated. I have had to replace my password to my gmail and yahoo and other applications 7 times this month

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**Ticket: # 484501 - interference with access to the Internet**

**Date:** 8/22/2015 3:36:56 PM

**City/State/Zip:** Laurel, Maryland 20709

**Company Complaining About:** Verizon

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## **Description**

NextDoor-GoDaddy Complaint to FTC

A neighbor invited me to join NextDoor. I PARTIALLY completed the application--input my address and email and created a password. But when I was allowed to read the privacy policy, I decided I definitely DID NOT want to join and clicked out of the site. I AM POSITIVE THAT I DID NOT CLICK THE BOX TO JOIN NextDoor. Nevertheless, i keep receiving emails to verify my account. In addition, when I try to access the Internet, I cannot get past a Go Daddy page that lists alternative .com sites related to what I searched for but not the site I searched for.

According to Whois Lookup For: nextdoor.com, NextDoor and GoDaddy are affiliated. I'm not sure what this means but I do know that my denial of free and uninterrupted Internet service began with NextDoor.

Please have someone explain to me what exactly has been done to my computer that I cannot now use the Internet without interference from this company that I did not agree to be affiliated with. I will greatly appreciate any help and information you can provide.

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**Ticket: # 484607 - Censorship**

**Date:** 8/22/2015 4:54:10 PM

**City/State/Zip:** Winchendon, Massachusetts 01475

**Company Complaining About:** Wcvb

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## **Description**

"I do say legalize it and get these people licenses. It's added revenue for the state. The only thing they will do now is burn up 250,000+ of taxable assets. If you haven't noticed we really need the money in Mass". Does this sound like it needs to be censored? WCVB is still censoring crap. I asked Disqus, the site they go through to send me a list of unacceptable words to not use on WCVB. They claimed all filtering we made by WCVB. I contacted WCVB with the same request and they ignored it. Now, through full ignorance of request and no change in censorship, my voice isn't being heard. That is a violation of amendment rights.

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[Ticket: # 484687 - Ritter communications Atoka tn, not fixing down service](#)

**Date:** 8/22/2015 5:45:21 PM

**City/State/Zip:** Atoka, Tennessee 38004

**Company Complaining About:** Ritter Communications

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## **Description**

Called multiple times due to internet being down. They will only repair between 8-5pm Monday through Friday. Tech told me they do not allow overtime for any reason. I work those hours so I am unable to be here. They do not make any effort to work with me to repair service. Already filled one complaint but Ritter has yet to reach out to me to fix

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**Ticket: # 484899 - Unacceptable Verizon DSL Service**

**Date:** 8/22/2015 11:04:56 PM

**City/State/Zip:** Hiwassee, Virginia 24347

**Company Complaining About:** Verizon

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**Description**

I have been waiting for two months for Verizon to fix their horrendous connection issues with my DSL subscription. I have been through half a dozen techs at least, over the reprehensible period of two months (honestly, it should not take two months to fix a problem). All of these techs file my ticket as "resolved" even though the problem has not at all been resolved. The internet drops constantly and now I have been without it for over a half hour. On top of that, whenever it returns, the speed drops ever lower and lower.

One of the techs even unofficially told me that Verizon has been failing to maintain the integrity of their copper lines in rural areas like my own, citing that the company has been pushing for DSL customers to instead subscribe to FIOS. Not only is this a reprehensible business practice if it is true, it is no excuse to leave rural customers by the wayside. Some of the lines, I've been told, are more splice than line.

I am at the end of my rope on this, and have taken the time to report them to the FCC in hopes that action be taken against them for this, or that my issue might finally be resolved. While I'm no expert on DSL, I can't imagine it would take two months to find a fix for the problem that a single household is having.

---

**Ticket: # 484944 - Harassment & Slander**

**Date:** 8/23/2015 2:23:28 AM

**City/State/Zip:** Moreno Valley, California 92553

**Company Complaining About:** AT&T

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### **Description**

My small business refused to purchase the 300/mo advertisement "deal" from YELP. As a result, our CLOSED business has had false and slanderous "reviews" about it posted on YELP's website. This is extortion. They have had their staff member(s) post false and negative reviews about our closed business in which our names are still attached to. This is EXTORTION. We told them that we CLOSED and could not afford 300/month and the slanderous & false reviews began popping up on their website about us AFTER the business closed.

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**Ticket: # 485016 - Fraud and Harassment**

**Date:** 8/23/2015 10:47:54 AM

**City/State/Zip:** Groveport, Ohio 43125

**Company Complaining About:** Time Warner

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**Description**

Have been bombarded with phone calls for several weeks. Can't completely understand. (b) (6) [REDACTED]. I believe is the cause of computer problems and shut downs. Talked Mom into getting on the computer and took it over. Found out he was selling repair and support. US Tech Support , or uspccare (www.uspccare.com). One day he called 4 times before he convinced my 82 yr old Mother to get on the computer. That is threatening more than high pressure . Can you help myself and anyone else he will try to scam ? This is also harassment on phone service.

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[Ticket: # 485025 - tamper](#)

**Date:** 8/23/2015 11:03:16 AM

**City/State/Zip:** Roanoke, Virginia 24016

**Company Complaining About:** AT&T

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**Description**

somebody is tampering my computer..... the person wont let me get into my emails....aol. yahoo, gmail..... help!

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**Ticket: # 485254 - Disruption of Select Email Services****Date:** 8/23/2015 5:01:10 PM**City/State/Zip:** West Allis, Wisconsin 53214**Company Complaining About:** AT&T

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**Description**

For a long time, when I have called AT&T with any questions or billing issues, they tried to sell me upgraded service, which I declined. Finally, I told them I do not want to be solicited anymore. Right after that, outgoing email stopped working. I could not compose or reply to any messages, but I could receive and read them. I made multiple calls for tech support and spent hours on the phone. They insisted it was due to an old browser but I had the latest version. I commented on my suspicion because of the constant urging to upgrade my service and the sudden emergence of the email problem. I was told that the complaint was escalated to someone at Yahoo. The problem persisted. I was instructed to use an entirely different browser, and that worked for awhile. However, the problem soon resumed. This went on for many weeks. Then they insisted that there was a computer virus but I have fairly strong virus protection and everything else worked fine. Only outgoing email was affected. I should mention that, each time I called, the agent suggested that an upgrade would probably resolve any issues. Eventually, I called AT&T and told them that I wanted a different account set up and my saved messages and contacts to be transferred. Agent said I would have to call during the week. In the meantime, the outgoing email issues suddenly resolved! It was working just fine for awhile. However, I called AT&T the other day about an email I rec'd from them and they, again, tried to sell me the upgrade. I declined. Now the outgoing email problem has resumed. What action is taken when someone's communications are being interfered with?

---

**Ticket: # 485328 - Internet connection, pricing and required for fee supplies**

**Date:** 8/23/2015 6:39:26 PM

**City/State/Zip:** Overland Park, Kansas 66210

**Company Complaining About:** Time Warner

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## **Description**

time warner cable just went digital so all tvs require a box for service. Tvs worked fine before without box now cost consumers additional \$2.50 or \$10.00 per box, why? Can see no difference in picture quality or service. Time warner just "upgraded" wireless for faster connection but service is worse than before. If you watch their commercials they say you can get time warner in any room of the house. The commercials show no boxes, no cables, no difficulties connecting. Time warner app is shown to work flawlessly..i haven't been able to connect to their app all weekend. They have my phone number to call and sell me service but not to notify of service interruption? I say deceptive advertising. Do we need a class action lawsuit to get advertised and paid for service? Over \$2000 a year for what?

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[Ticket: # 485463 - No Internet](#)

**Date:** 8/23/2015 9:06:20 PM

**City/State/Zip:** Hypoluxo, Florida 33462

**Company Complaining About:** AT&T

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### **Description**

I have not had internet service for a month Att help desk kepps telling me they are waiting for parts  
My homeowners association tells me i am not the only one affected

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[Ticket: # 485635 - Service Turned Off Illegally](#)

**Date:** 8/24/2015 6:12:24 AM

**City/State/Zip:** Los Angeles, California 90007

**Company Complaining About:** Time Warner

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## **Description**

While I was on vacation, Time Warner allowed someone else to turn off my internet service and obtain it for their neighboring unit using my address. This is an illegal practice. I just returned home to find no internet service although I live here. What if I used my internet for telephone service and experienced an emergency? I could've died without the ability to dial 911.

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[Ticket: # 485653 - Comcast Internet down.](#)

**Date:** 8/24/2015 7:38:00 AM

**City/State/Zip:** Newark, California 94560

**Company Complaining About:** Comcast

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### **Description**

We are playing for 100 mbytes per second but our Internet is constantly down and the speed is usually around 77. And it's a house of 5 with many devices. This is irritating my needs

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**Ticket: # 485797 - Continuous Internet Major Problems****Date:** 8/24/2015 9:59:06 AM**City/State/Zip:** Spring, Texas 77389**Company Complaining About:** AT&T

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**Description**

We have had continuous problems with the Internet through AT&T (sbcglobal.net). I have had numerous "chat sessions" with on line technicians. We have had dozens of technicians in our home, they change modems, they add or take way a D-Link. One tech says we need something, the next one reverses it. We have had at least a dozen changes of the gateway/modem. We pay good money for this service, and it is absolutely terrible in all ways. We need something done, this has gone way beyond ridiculous. Trying to go on e-mail, it won't load or takes too long to load. Constant error messages, some stating "Secure Connection Failed." Trying to sign out of something, it's often impossible. PLEASE HELP US RESOLVE THIS PROBLEM ONCE AND FOR ALL.

---

**Ticket: # 485891 - (b) (6) and (b) (6)**

**Date:** 8/24/2015 10:41:21 AM

**City/State/Zip:** New York City, New York 10016

**Company Complaining About:** AT&T

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## **Description**

[https://www.youtube.com/watch?v=dmc7ORdzt\\_k](https://www.youtube.com/watch?v=dmc7ORdzt_k)

The queer male with blond highlights in his hair is a Filipino prostitute using a fictitious name of (b) (6) and he is also featured as a masseuse on an adult sex pornography website of (b) (6) which was reported to the FCC numerous times for Federal violations involving the video recordings of intercourse with underage boys and girls on that Internet portal that caters to the adult sex industry, a Federal violation in all forms. I also suspect that those persons were hired via a group of criminally deranged illegals of the City of Boston, MA and/or Tampa, Florida (Oldsmar, Florida) via a dwarf using a nickname of (b) (6)', resembles an exotic dancer that is only 5'2" in height, long brown hair tries to mimic the physical identity of actress known as Jennifer Anniston of Los Angeles, California. Those persons are criminally insane that make their living via solicitation and pandering of gay prostitutes and child pornography in video format and in print format. (b) (6) is a homosexual Filipino pretending being flamboyant. The face he is wearing is mimicing the identity of the lead singer of a musical band known as The Cure, whose name is (b) (6) of the United Kingdom. (b) (6) the Filipino is a fraud. A pimp of the name (b) (6) (disguised oriental male disguising himself as a bisexual oriental woman) might have been his direct employer.

Federal Communications Violations - Prostitution/Pornography

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**Ticket: # 485898 - (b) (6) and (b) (6)**

**Date:** 8/24/2015 10:41:46 AM

**City/State/Zip:** New York City, New York 10016

**Company Complaining About:** AT&T

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## **Description**

[https://www.youtube.com/watch?v=dmc7ORdzt\\_k](https://www.youtube.com/watch?v=dmc7ORdzt_k)

The queer male with blond highlights in his hair is a Filipino prostitute using a fictitious name of (b) (6) and he is also featured as a masseuse on an adult sex pornography website of (b) (6) which was reported to the FCC numerous times for Federal violations involving the video recordings of intercourse with underage boys and girls on that Internet portal that caters to the adult sex industry, a Federal violation in all forms. I also suspect that those persons were hired via a group of criminally deranged illegals of the City of Boston, MA and/or Tampa, Florida (Oldsmar, Florida) via a dwarf using a nickname of (b) (6)', resembles an exotic dancer that is only 5'2" in height, long brown hair tries to mimic the physical identity of actress known as (b) (6) of Los Angeles, California. Those persons are criminally insane that make their living via solicitation and pandering of gay prostitutes and child pornography in video format and in print format. (b) (6) is a homosexual Filipino pretending being flamboyant. The face he is wearing is mimicing the identity of the lead singer of a musical band known as (b) (6), whose name is (b) (6) of the United Kingdom. (b) (6) the Filipino is a fraud. A pimp of the name (b) (6) (disguised oriental male disguising himself as a bisexual oriental woman) might have been his direct employer.

Federal Communications Violations - Prostitution/Pornography

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[Ticket: # 486131 - bad quality, lack of effort to fix it](#)

**Date:** 8/24/2015 11:53:54 AM

**City/State/Zip:** Olympia, Washington 98508

**Company Complaining About:** Coastaccess

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## **Description**

Coastaccess provides very bad quality of connect to the net, instead of fixing the issues prefer to imitate it, one of their technicians declared a few days ago that "dry weather could be a problem, water creates connects which dried up and so we have a problem". no need to elaborate. I suspect he network is not secure and wireless devices from the outside interfere with it. The problem lasted for years, last time when I complained at the federal level they replaced a stretch of cable (I guess that was costly) and I was problem-almost-free for about 2 years. Now again they imitate some sort of activity to fix the same kind of problem (frequent disconnects) and the style is the same. Would you poke them again? I had several months of the renewed problems already. Could you make them absorbed by Comcast which is available in Aberdeen but doesn't want to go to Ocean Shores? I trust large companies, not these small jokes of the companies

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**Ticket: # 486997 - Facebook Friend Requests Intercept**

**Date:** 8/24/2015 3:44:09 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Time Warner

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## **Description**

I was told by a number of people that they attempted to send friend requests to me. I did receive some but others were denied or just flat-out ignored. My settings are as public as I can find these to be in my investigation. So, unless someone has access to a setting I do not know about there is no reason for this to happen unless you factor in a corrupt judge for the state of Texas, named (b) (6), that appears to have access to everything as board member of multiple corporations, and I am having trouble with my new phone service, again, U.S.P.S. mail, and email as well. By: (b) (6), all rights reserved, without prejudice, sui juris.

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**Ticket: # 487166 - Internet - Lack of; intermittent; off-line notification**

**Date:** 8/24/2015 4:29:12 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

For almost a month now Comcast has been giving me the run around about the Internet I am paying for as a Comcast customer and not receiving. Most of the time, the Internet does not work. I have been lied to repeatedly, 2 service techs have been out and have said everything is in working order at my residence yet the Internet will not be working when they leave and they cannot tell me when it will be restored and I will need to call to find out. There is not outage in my area so Comcast wants to schedule another appointment. I did; Comcast cancelled the appointment on Thursday for Saturday stating issue was resolved. Today, Monday - no Internet. Now appointment scheduled again for this coming Saturday - I have been diligently trying to get Comcast to resolve the issue PRIOR TO SCHOOL STARTING AS UPPER LEVEL GRADES & COLLEGE REQUIRE INTERNET USE! HERE WE ARE 1ST DAY OF SCHOOL AND NO INTERNET. There are other Comcast customers on the same NODE 182 that I am on experiencing the same issue. It seems there is an issue with NODE 182 and Comcast is not resolving the issue. The constant run around and lies from Comcast are intolerable. I have more detailed information but I have had to do submit this from another place other than my home - NO INTERNET - thank you.

---

[Ticket: # 487371 - Dover's persistent emails.](#)

**Date:** 8/24/2015 5:41:06 PM

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

**Company Complaining About:** Astound Broadband

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## **Description**

I was under the impression that all .com companies had to give the option to the spamee to unsubscribe from their mailing list. DOVER PUBLICATIONS has no such option. I'm on their mailing list for life, apparently. Please inform them that they are required to give me the option to opt out of their daily emails.

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[Ticket: # 487540 - Unwanted SPAM text messages](#)

**Date:** 8/24/2015 6:35:22 PM

**City/State/Zip:** Reno, Nevada 89503

**Company Complaining About:** Charter

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## **Description**

BookNV.com is sending repeated unsolicited texts with no opt out option. See attached file.

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[Ticket: # 487689 - Verizon Home Fusion signal is being jammed or interfered with via mobile phone signal booster](#)

**Date:** 8/24/2015 7:25:24 PM

**City/State/Zip:** Westminster, Vermont 87801

**Company Complaining About:** Verizon Wireless

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## **Description**

Neighbor has no electricity. Has been using a Radio Shack Automotive signal booster attached to the roof of his home to turn his mobile phone into a hot spot for internet. Since this time... I have barely a mobile phone signal with Verizon. My cantana for Home Fusion and my internet has barely a signal. AND my cordless home phones is going to dead air during use.

---

**Ticket: # 487758 - Yahoo Mail**

**Date:** 8/24/2015 7:53:41 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Time Warner

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## **Description**

I am sending email to (b) (6). I am not receiving email from him, however, and he is getting my U.S.P.S. mail and filing my documents sent to him. I am prevented from receiving phone, email, and mail communications from him and I believe by intervention by corrupt state district judge named (b) (6) having full access to all. I sent email to him today at 4:45 pm, August 24th, 2015 A.D. asking him to respond that I will send him U.S.P.S. mail with this complaint number to verify this problem. By: (b) (6), all rights reserved, without prejudice, sui juris.

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**Ticket: # 487927 - Comcast XFINITY Refusing to fix Noise Issue****Date:** 8/24/2015 9:23:16 PM**City/State/Zip:** Colorado Springs, Colorado 80904**Company Complaining About:** Comcast

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**Description**

For several weeks, I have been having intermittent internet connectivity, stability, and signal quality issues. 4 technicians have been dispatched to my house, and we have narrowed the problem down to noise infiltrating the line on my leg of the node. With the last technician, we were able to see the two addresses that were creating noise out of specs, but I am repeatedly told by the technicians and the service call center that the line maintenance crew is the only ones that can fix the issue, and everyone is telling me that there is no way to communicate with that team...hence the complaint.

Symptoms are significant packet loss and signal corruption eliminating my ability to communicate via Teamspeak3, a VOIP application, and unable to keep a steady, stable connection with a simulation server.

Comcast's suggested solution...just wait and eventually the problem will go away. So far, the issue has been ongoing for nearly two months. This is absolutely unacceptable, and by my understanding, noise interference into a closed network plant is a violation of FCC regulations. Hopefully, you can get Comcast's attention to fix the problem.

---

**Ticket: # 488142 - 8 days of constant calling, no resolution**

**Date:** 8/25/2015 12:49:40 AM

**City/State/Zip:** Snohomish, Washington 98290

**Company Complaining About:** Comcast

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## **Description**

I have had a issue with my internet. It is a comcast problem, comcast has recognized it as such. But after 8 days of calling in to customer service, there has been no resolution. Everytime I call, they will claim not to be able to dianose problem because thier computers are updating, or they need to investigate and will follow up with a update via email or phone call (never happens). Finally today, they convinced me the problem was my personal modem/router and I needed to purchase new ones. So I spent \$250.46 to purchase equipment (on comcast's 100% assured advice) that did not fix my issue. Now after 2 hours on and off of hold with customer service, they tell me they need to call me back... thier systems are updating again! 8 days of paying for a service I am not able to utilize, paired with customer support unwilling tio resolve issues, plus paying to replace equipment that wasnt broken is too much!

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[Ticket: # 489473 - Harrassing e-mails from MyPCbackup](#)

**Date:** 8/25/2015 3:32:25 PM

**City/State/Zip:** Reisterstown, Maryland 21136

**Company Complaining About:** Verizon Wireless

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### **Description**

I continue to get these e-mails telling me I have to pay them money so all of my files are not deleted. After speaking to my verizon/Fios supplier they told me to contact you about this.

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[Ticket: # 488414 - Commercial Volume](#)

**Date:** 8/25/2015 10:31:51 AM

**City/State/Zip:** Allentown, Pennsylvania 18106

**Company Complaining About:** Service Electric

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## **Description**

I stream CNBC daily and every time the iShares commercial comes on I have to mute my machine because the volume is blasting too loud. Isn't there some rule against having louder volume for commercials than regular broadcasting?

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**Ticket: # 488804 - -1 second video flash warnings/possible up front labeling for television and other viewing sources or prohibiting this all together.**

**Date:** 8/25/2015 12:24:56 PM

**City/State/Zip:** Clearwater, Florida 33756-(b) [REDACTED]

**Company Complaining About:** Stated Response Above...

---

## **Description**

young generation enhancing effects for viewer(s).

the folks who make the ds game player recommends 45/15 meaning play game in good lighting for 45 minutes and rest your eyes for the 15 of the hour. personally, it should be in reverse. i'm sure you have equipment to automatically pinpoint problem areas if this type of ruling becomes "law." these flashes and/or millisecond snips cause not only me due to my disability but so many others as well, extreme discomfort in not only seeing the producers wishes but trouble with comprehension in trying to understand what they want portrayed. i hope that studies have already begun for this new type of ??? for all forms of viewing communications, it comes in many varieties and please trust me when i say if i/we are having trouble now a new medical condition name will soon follow. please, have these owners, producers, etc...slow what's being aired from all sources so us elderly have a chance to "catch up" like (b) (6) [REDACTED] said long ago but in a different context...thank you so much for your concerned consideration.

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[Ticket: # 488823 - Internet Difficulties](#)

**Date:** 8/25/2015 12:31:02 PM

**City/State/Zip:** Brooklet, Georgia 30415

**Company Complaining About:** Northland Communications

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## **Description**

Our internet experiences much difficulty with streaming videos at night. We can not even use the feature. We have replaced the modem ourselves and it did not help. We have reported this and confirmed an appointment with a technician 5 times and no one has come to our house. I have called multiple times and have been disconnected on many of these occasions. Also, the cable wire has been running through our yard since September of 2014. They have never buried it.

---

**Ticket: # 488829 - ROOSEVELT ISLAND RAPISTS IN NEW YORK CITY, NY MTA  
SUBWAY BOOTH**

**Date:** 8/25/2015 12:35:08 PM

**City/State/Zip:** North Miami Beach, Florida 33179

**Company Complaining About:** Cox

---

## **Description**

(b) (6)

Is that real FBI? Does FBI show up at minorities' homes to inquire about websites having defamed comments posted? Are FBI Special Agents allowed to have facial hair and look as though they're vacationing in Hawaii when questioning a suspect involving a potential Federal crime? Here is the URL: (b) (6)

---

**Ticket: # 489251 - comcast**

**Date:** 8/25/2015 2:38:36 PM

**City/State/Zip:** North Palm Beach, Florida 33408

**Company Complaining About:** Comcast

---

## **Description**

I have 3 offices in 3 different location, for some reason Comcast has one of my office on disconnect since July 17. I have called multiple times, tech support as well as corporate headquarters. they kept assuring me that's it is fixed. as I continue having problem with my service I will call and the answer is same "we have you on disconnect".

what can I do?

---

**Ticket: # 489527 - Rise Broadband signal since Wind tower/Golden West Power**

**Date:** 8/25/2015 3:48:47 PM

**City/State/Zip:** Calhan, Colorado 80808

**Company Complaining About:** Rise Broadband

---

## **Description**

(b) (6) has constructed a radio tower between my house and the transmitter for Rise Broadband. Since it started working my signal has slowed down to dial-up speed on downloads. I notified Rise and was told there was nothing that their company could do. The tower is located at (b) (6). I want to know what can be done to resolve this. (b) (6)

---

[Ticket: # 490013 - Intermittent CenturyLink connectivity](#)

**Date:** 8/25/2015 5:40:06 PM

**City/State/Zip:** Glade Spring, Virginia 24340

**Company Complaining About:** Centurylink

---

## **Description**

For months my CenturyLink Internet service has been intermittently interrupting. From 30 seconds to 5 minutes - the DSL and Internet go out, seemingly randomly, many times a day. I have been calling and writing them since April. CenturyLink has been unable or unwilling to fix the problem, has offered no compensation for the service disruptions. They alternatively admit that they have line problems and blame the wiring in my house (which they have inspected).

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[Ticket: # 490042 - unwanted text messages](#)

**Date:** 8/25/2015 5:50:56 PM

**City/State/Zip:** Ramona, California 92065

**Company Complaining About:** AT&T

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### **Description**

A company continually keeps texting me multiple times a day even after asking to Stop.

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**Ticket: # 490185 - wirefraud and theft**

**Date:** 8/25/2015 6:35:12 PM

**City/State/Zip:** Dunedin, Florida 63498-(b) [REDACTED]

**Company Complaining About:** Pro Pc Cleaner

---

## **Description**

google bowser was hijacked and two programs were installed one was weatherbug and Pro PC Cleaner, this program did not allow exits and had a number to call 1866-740-0392 an individual called Micheal id #TC-054 passed me to another and this person destroyed my computer restore point so i could not recover from their plan which was to exhort \$250.00 from me, they have already stolen from me, ie. reinstall windows expense of wiping out windows and reinstall, they are thieves.

---

**Ticket: # 490246 - Wi-Fi**

**Date:** 8/25/2015 6:59:15 PM

**City/State/Zip:** Arlington, Texas 76017

**Company Complaining About:** Time Warner

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## **Description**

I been having problems with my internet, phone and cable services with Time Warner Cable. Over the last several weeks my service has been inconsistent. I have had technicians report to my home on 2 separate occasions but he problems persist. My phone line has no dial tone. The internet comes and goes and the cable only fully works in the evening hours. Early in the morning I can only access 4 channels out of 200. I have called and complained but haven't received the results I am expecting. Please help. Thank you.

---

**Ticket: # 490445 - suspect illegal jamming of internet signal at Target.**

**Date:** 8/25/2015 8:45:15 PM

**City/State/Zip:** Indianapolis, Indiana 46256

**Company Complaining About:** Target

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## **Description**

I cannot access the internet from my phone at all at the Target in Fishers, Indiana. It is not a problem at all in the surrounding area. I suspect them of illegally jamming the signal in order to force use of in-store wireless, which they use to track a lot of personal data.

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[Ticket: # 490535 - Internet services](#)

**Date:** 8/25/2015 9:43:55 PM

**City/State/Zip:** Antioch, Tennessee 37013

**Company Complaining About:** Comcast

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## **Description**

My internet services constantly stop working . Whenever I call a Comcast representative nothing is resolved or I am hung up on. I am constantly being billed for services that are constantly interrupted. I am always told that a technician will come out to resolve the issue but it is also a week or so later resulting in me being with no service. Due to Comcast being the only service providers in the area, I am stuck with dealing with the careless company.

---

**Ticket: # 490681 - Comcast Internet Service**

**Date:** 8/25/2015 11:35:04 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have had this comcast account since June 1, 2015 and successfully activated my modem and received service at that time. Since that date I have lost internet service repeatedly due to Comcast's actions, which have deactivated my modem. I have had to call Comcast at least 5 times (twice within the past two days) to have my modem re-activated. Each time I call, the Comcast representative informs me that the issue has been fixed, but they cannot explain why the modem has been deactivated.

---

**Ticket: # 490853 - Internet cap**

**Date:** 8/26/2015 8:07:52 AM

**City/State/Zip:** Jonesboro, Georgia 30238

**Company Complaining About:** Comcast

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## **Description**

Hello, to whom is concerned:

Myself along with millions of others nation wide and extremely fed up with these internet caps from ISP's, especially Comcast. I currently have a 50 mb/s data plan and am restricted to 300gb cap a month. There are 4 people in my household who stream services like Netflix, Hulu, etc and I have two servers running in my house for my business needs. This cap is not enough for our needs and with today's increased innovation in cloud/ internet based computing, who gives a service like comcast the right to tell me how much data I should use for a service I pay for consistently. I feel this data cap will greatly impact innovation and should be stopped by you as soon as possible.

Thanks,

(b) (6)

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[Ticket: # 491164 - microsoft10 popups](#)

**Date:** 8/26/2015 11:06:27 AM

**City/State/Zip:** Yorktown, New York 10598

**Company Complaining About:** Microsoft

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## **Description**

I get these annoying popups every time I log on either to the internet or email. I want to disable them, but I see no way to do so. I am reluctant to use some of the sites offering a solution.

---

**Ticket: # 491176 - Internet Service Distruptions****Date:** 8/26/2015 11:09:03 AM**City/State/Zip:** Rockaway Beach, New York 11693**Company Complaining About:** Verizon Wireless

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**Description**

Verizon claims that they received a notice from Source: 2015 American Customer Satisfaction Index (ACSI) for Subscription TV Service, that I my machine was used to pirate several shows which include BROOKLYN NINE-NINE. I informed that I have no reason to Pirate such shows because I get them on Hulu and Netflix with my subscription and I have no idea or control with what's happens over the internet. If they feel something is happening without my knowledge, I asked them to send a technician to fix it, but do not disrupt my service, which I pay for. They stopped my service and would not continue until I agree to their terms three separate times. Now they forcing me to agree to less band width (less service, at same cost) or \$30 investigative fee, this all stipulated around piracy issue which I did not commit or have enough technical knowledge to defend against. I still do now have internet service because Verizon I will not agree to their terms because it has nothing to do with the service which I pay for. How is this not a ransom. I am not a piracy solder nor is it my issue since I do not pirate that not the service I pay for. I work over 40 hours a week if they want me to fight Piracy then they will have to pay me. I want them to give me back my internet service or give me back my money and I'll go somewhere else...

---

**Ticket: # 491359 - Yahoo Mail Ongoing**

**Date:** 8/26/2015 11:58:11 AM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Department Of Health And Human Services , State Of Texas

---

## **Description**

I received email from (b) (6) and I believe this to be spoofed, received Tuesday, August 25th, 2015 a.d. at 6:17 pm to (b) (6). The text sent was a question from me if (b) (6) read my mail, and the response was yes. By: (b) (6), all rights reserved, without prejudice, sui juris.

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[Ticket: # 491442 - e-mail from Washington Examiner \(b\) \(6\)](#) >

**Date:** 8/26/2015 12:23:22 PM

**City/State/Zip:** Unknown, Washington 95123

**Company Complaining About:** Washington Examiner (b) (6)

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## Description

I continue to get e-mails from this company and cant block them. not sure what this company is doing to bypass the blocking but I need to have this stopped.

thank you.

---

**Ticket: # 491941 - Public access from Broward County Library System**

**Date:** 8/26/2015 2:32:43 PM

**City/State/Zip:** Fort Lauderdale, Florida 33359

**Company Complaining About:** Comcast

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## **Description**

Don't know if the public access tax payer supported library have anything to do with my email @ google/gmail, however, I am having a very serious problem receiving email into my gmail account. I have very important personal and business email going to my email account and would like to know if this issue would follow under your jurisdiction. I find It very hard to receive email into my gmail account which could contain important information in relation to my business that I currently involved in. Namely : TransTechnology Corp @ websalehosting.com.

I would like you to look into the situation if possible and let me know your thoughts concerning such.

You may reach me at (b) (6) with any questions.

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[Ticket: # 492057 - Internet connection](#)

**Date:** 8/26/2015 3:10:21 PM

**City/State/Zip:** Otterville, Illinois 62052

**Company Complaining About:** Frontier Communications

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### **Description**

Internet has not worked for 3 weeks and we have contacted Frontier Communications on a daily basis with no results. They expect us to pay that part of the bill regardless if it is working or not.

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**Ticket: # 492580 - Verizon Internet Service**

**Date:** 8/26/2015 5:44:21 PM

**City/State/Zip:** Fredericksburg, Virginia 22406

**Company Complaining About:** Verizon

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## **Description**

I am in a no-win situation and desperately want to talk to a Representative that can truly help me with a situation that seems to have no end in sight.

To begin, I moved into a new home over 8 years ago and my family has been using Verizon services forever. However, the Verizon internet service for the past 8 years has never worked well and I have filed complaint against complaint and nothing appears to have fixed the issues with internet service staying down, being interrupted constantly, etc. I have been in contact with Verizon Techs who told me that my neighborhood would not have these problems if we had Fios, but no one at Verizon wants to pay to lay lines down. However, myself and my neighbors pay hefty Verizon bills for services that never work and we truly feel cheated.

At this point, I just want to know, is there a Verizon Representative that can come to my neighborhood, talk to me, anything, to see how truly frustrating this situation is. It is completely unfair to have to pay hundreds of dollars each month for a service that wants to work when it gets ready to.

I apologize if my frustrations are coming through too strongly, but when you run a business from home and can't use the internet to help you make money so you can pay your bills, feed your family, etc. etc., it becomes a huge issue.

Thank you for taking the time to read this. I really hope someone can help me on this matter!!

---

**Ticket: # 493254 - Cut off of DSL service at** (b) (6)

**Date:** 8/27/2015 12:16:17 AM

**City/State/Zip:** Forest Hills, New York 11375

**Company Complaining About:** Verizon

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## **Description**

Verizon cut off my internet service at the above telephone number claiming that the account was in arrears. The account in fact was up to date and current as it was paid monthly from our bank account. I called customer service at 10am this morning and was assured that service would be restored within an hour. It is past 11pm and service was not restored.

---

**Ticket: # 493279 - internet connection**

**Date:** 8/27/2015 1:07:31 AM

**City/State/Zip:** East Point, Georgia 30344

**Company Complaining About:** Comcast

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## **Description**

My internet was disconnected because comcast has my address connected with someone else's account I been going through this situation for two days I have explained to them that whoever bill that is has nothing to do with me because of this they disconnected my services I can not access my internet because they have yet to resolve any my issues they proclaim they will contact me I have not heard from anyone I called them wing placed on hold or having to be transferred and just keep getting the run around I'm outraged I'm upset if I could choose another service I would it because of my location comcast is the only cable and internet service that covers my area there agents have no curiosity they give. Numbers telling me to contact a certain person and those numbers go straight to there voicemails all I want to be able to do is access the internet

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[Ticket: # 493300 - Spotify adds too loud](#)

**Date:** 8/27/2015 2:17:22 AM

**City/State/Zip:** Massapequa, New York 11758

**Company Complaining About:** Verizon

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### **Description**

Spotify is commonly used for music and I have it set at a medium volume but when the adds come on its much louder and if your using headphones it can be painfully loud.

---

[Ticket: # 510392 - student college website](#)

**Date:** 9/4/2015 10:49:55 AM

**City/State/Zip:** Jacksonville, Florida 32222

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### **Description**

I'm a student doing research on Ashford university on their main site and tried to click the content located in Clinton Campus Life under the link located as campus website and a DCPS contact Block appeared denying me access to their main campus online sight.

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[Ticket: # 495378 - comcast data cap](#)

**Date:** 8/27/2015 7:15:43 PM

**City/State/Zip:** Guyton, Georgia 31312

**Company Complaining About:** Comcast

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## **Description**

In 2015, a data cap of 300gb is nearly impossible. Although I don't reach it every month, it is annoying when I am close and get harassed by emails and phone calls. I am a full time student and the internet is vital to all of my classes. My husband does some gaming and we stream all of our t.v. with Netflix. Unfortunately, there are extremely limited options for internet service in our area and we are forced into using Comcast.

---

[Ticket: # 495801 - Unable to remove information from website](#)

**Date:** 8/28/2015 1:04:47 AM

**City/State/Zip:** Durham, North Carolina 27713

**Company Complaining About:** Yatedo

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## Description

(b) (6)

I am unable to have my "profile" of information deleted from this website. They are mixing real and fake information about me. I would like my contact information and their profile removed. They claim they receive my information from public sources. I do not consent, and further it includes information that is not accurate.

---

[Ticket: # 495836 - Cox Communications blocking access to internet on wireless devices](#)

**Date:** 8/28/2015 2:25:23 AM

**City/State/Zip:** Henderson, Nevada 89002

**Company Complaining About:** Cox

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## **Description**

24 hours after my update to the FCC, and the FCC closing my complaint, in spite of Cox failing to address issues that were presented, all wireless signals in home have once again been disconnected/interrupted, although shows maximum wireless signal strength on all devices. This was noticed at around 11:12pm 8/27/15.

---

**Ticket: # 495925 - internet data cap: Comcast Charleston SC market**

**Date:** 8/28/2015 8:34:59 AM

**City/State/Zip:** Folly Beach, South Carolina 29439

**Company Complaining About:** Comcast

---

## **Description**

I write to complain about the imposition of data caps on Comcast residential internet service in the Charleston SC market. I was notified that Comcast is limiting the amount of monthly data to residential customers when my monthly data usage reached 90% of Comcast's monthly residential allocation. This is the first indication I had that such a policy was adopted in the Charleston SC market. Comcast holds a virtual monopoly on all internet access in the Charleston SC market, it holds a true internet monopoly on cable internet access in this market. Data caps limit customer access to information and the infrastructure usefulness of the internet to the US economy. I have read recent news releases that the FCC was to undertake to regulate the use of internet data caps by these large monopolistic internet providers. Did the FCC abandon the US consumer?

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[Ticket: # 495972 - Frontier Internet Service](#)

**Date:** 8/28/2015 9:11:28 AM

**City/State/Zip:** Ashville, Ohio 43103

**Company Complaining About:** Frontier Communications

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## **Description**

We cannot get through one day without something stopping our internet service. Frontier Communications put in a new modem, but that didn't help the problem. We recently called them about this situation, and their answer was to call them and let them know when we have an issue.

This is every day, and I think if they are having problems providing service to customers, they should write a letter to us and let us know what is happening.

---

**Ticket: # 496090 - Comcast Data Usage Cap****Date:** 8/28/2015 10:24:14 AM**City/State/Zip:** Monroe, Louisiana 71201**Company Complaining About:** Comcast

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**Description**

I was notified via pop-up on my browser that I have reached my "data limit" for the month. Upon looking this up its only enforced in select markets across the US. While I understand the need for SOME form of cap, I use my computer mainly for leisure; hitting any form of Data cap for someone who doesn't work from the computer is utterly outrageous. This charge seems to be nothing more than a money grab from a service that near monopolizes our area. The idea of the penalty is exasperated by the fact I'm facing paying it 3 days from the monthly reset.

---

**Ticket: # 496588 - Scam rental opportunity**

**Date:** 8/28/2015 12:55:04 PM

**City/State/Zip:** Denver, Colorado 80010

**Company Complaining About:** Comcast

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**Description**

The below information was sent to me relating a add I posted on craigslist:

(b) (6)

Attachments Aug 18 (10 days ago)

to me Hello

Thanks for your interest, I personally own the house, I want my house to be well taken good care of, and there are some rules and regulation in which I do give out to tenant who are willing to rent my house so please don't disrespect my order But if you are still capable of renting my house the rules and regulation goes this way, You must keep my house clean including the surrounding, you must know the way in which you use the stove so as to avoid fire outbreak, you must not disturb the neighbors. . I decided to rent out the rooms due to the fact that am disabled and i move down to Pennsylvania to my first child so she can take very good care of me. So am renting it out since i need someone to take good care of the house on my absent. Have this in mind you must know the kind of person that I'm nevertheless I am giving you this rules because of what corresponded between me and my last tenant. The keys and documents are with me here in Pennsylvania So I will need to ship them to you before you can occupy the house but you can drive by the house any time to take a look at the area and surrounding, you can also peek through the windows if you don't mind.

=====

Attn : The rent are including the Utilities are intact such as Dishwasher, Dryer, Electric Stove, Fridge, Washer, Air Condition, Sewage, Trash, Water and Electricity +all included in the monthly rent, as I am in a governmental programmer that sponsors my utilities on monthly basis .Please note that, we are a kind and honest family that spent a lot on property that is available for rent, so in one accord, we are soliciting for your absolute maintenance of this house and want you to treat it as your own. We want you to keep it tidy all the time so that we shall be glad to see it whenever we are around on a visit.

Pets are welcome!!! (b) (6)

Rent: \$300 Refundable security Deposit: \$200

This individual just wanted me to send them the total amount without giving me any assurance of have the keys or the lease in hand. He said he was living in Pennsylvanian and that he would send me everything via mail once I sent him the money. I told him that I would but there would be a hold on the money and once I received the keys and the lease I would release the money via western union. He insisted I do do that because it would cost him money. So I told him that I would paid for

the documents once they arrived but he didn't want to do that, so I knew it was a scam. I just want people like this arrested.

---

[Ticket: # 496776 - Personal information displayed on public website](#)

**Date:** 8/28/2015 1:51:37 PM

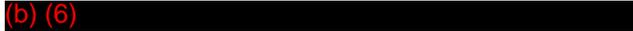
**City/State/Zip:** Durham, North Carolina 27713

**Company Complaining About:** Radaris

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## **Description**

I have complied with Radaris' policy to claim my profile but have been unable to delete it. I do not consent to Radaris sharing my personal information (including name and other details). I have requested removal and they refuse to do so.

Please delete this record: (b) (6) 

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[Ticket: # 496795 - 5 month investigation and seizure of my privacy](#)

**Date:** 8/28/2015 1:57:14 PM

**City/State/Zip:** Apipka, Florida 32703

**Company Complaining About:** AT&T

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## **Description**

Microsoft and their attempt to cover privacy and security breaches has occupied and forcefully controlled all my personal devices for months on end with no communication or notification of what this is about

I have been able to summarize they are using enterprise I'd to access all emails and other accounts such as Facebook hp and LinkedIn and have actually been trying to repair damage to my files. I feel violated and see no end in site even after purchasing iPhone hoping to at least shake them on one device. Apple has now concurred I am listed as a public school or business with an enterprise id

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**Ticket: # 497408 - Signal tampering**

**Date:** 8/28/2015 4:47:14 PM

**City/State/Zip:** New York, New York 10030

**Company Complaining About:** Verizon

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## **Description**

There is no internet access for hours at a time I continue to contact Verizon they state that the matter has been resolved, but it hasn't. These signal interruptions have been taken place for over a year. Pages on the website freezes as if there were cookies, watching videos the player stops then mentions an error has taken place. This unavailability usually happens at night going into the morning about 7am or 8am the next day. This could be a matter of hacking my computer or someone is sharing my signal service in which they have NO PERMISSION from me. Am concerned about this possible signal hacking and wanted to see if this can be investigated. Attachment records of dates and times of the unavailability of service with this complaint.

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**Ticket: # 497590 - internet problems****Date:** 8/28/2015 5:43:02 PM**City/State/Zip:** Sac, California 95814**Company Complaining About:** AT&T

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**Description**

since 1/1/2014 I have been having internet problem with at@t. the problem is the when I am on my pc/laptop the internet shut down. at@t tried to say that it is my pc/laptop that was the problem until I asked for the supervisor/s. the supervisor/s checked the line and they said it is their wires that is making the internet drop. so the rewire the wirer where I live at, also rewired the wires from where I live to the telephone post that is outside where I live and also rewired the hud at (b) (6) but I am still having problems with in the last 4 months their has been about 12 people if not more to fix the internet problem and till my internet is not working right. every time at@t come to my place, the person @ (b) (6) internet shuts down. every time at@t comes to my place to fix my internet (b) (6) the person in (b) (6) shuts down, it's a on going problem. the last problem I am having problem with the internet saying is that I need to reboot the modem and reconnect the phone and fax. but i do not have a land line or a fax but i keep having this issue for the last 24 hours (today date is 8 /28/2015).. it is a shame that i have to use my neighbors internet that lives at (b) (6). when i have paid for my internet and it does not work. i even tried to hard wire my laptop to the router and still the internet fells and also at@t changed out the router every time they came out. and still have the internet problems.....the 3 photo that i sent are the 2 hubs that they rewired and the line from the building that they rewired and still problems with the internet.

---

**Ticket: # 497886 - Spam text from 753-09**

**Date:** 8/28/2015 8:23:06 PM

**City/State/Zip:** Hollis, New Hampshire 03049

**Company Complaining About:** Expedia

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## **Description**

I received a spam text from this number. The contents of the text: "Get the Expedia App!  
<http://www.expedia.com/app?v=FLTCONFRMPAGE>"

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**Ticket: # 497901 - Internet hackers**

**Date:** 8/28/2015 8:34:21 PM

**City/State/Zip:** Kalamazoo, Michigan 49009-(b) [REDACTED]

**Company Complaining About:** Charter

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## **Description**

I was checking vacation websites then tried to shut my computer off , when I seen strange functions happening and then window ,s popped up then said to hit the forced shut off icon. I noticed that someone had hacked into computer and was trying to stop me from shutting my computer down . Then the phone was ringing , with the phone number 1-313-766-0105 and 1-313-989-0514,

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**Ticket: # 498090 - Windows 10**

**Date:** 8/29/2015 2:36:28 AM

**City/State/Zip:** Hayward, California 94544

**Company Complaining About:** Comcast

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## **Description**

I received the free upgrade because of the version of Windows I previously had. As a result most of my programs including iTunes,were no longer compatible. This version made it so that when I went to try and download a Safari browser from CLARALABS SOFTWARE,I got a Trojan horse from several mini-programs attached to it. I would never have tried to download this if my apps including my Norton anti-virus had not been added to a file of removed apps. When I loaded up Windows 10 I was assured that the version was compatible to my pc. My pc went insane. I then went online and found that multiple people had no choice but to do clean installs of Windows 10,making the situation worse for us all. I think Microsoft should have to pay to either replace my computer or revert me to the previous version of Windows,free of charge.

---

**Ticket: # 498116 - Frequent AT&T internet outages in Oakland, CA**

**Date:** 8/29/2015 7:27:08 AM

**City/State/Zip:** Oakland, California 94618

**Company Complaining About:** AT&T

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## **Description**

I've been a resident of Oakland (North Oakland/Rockridge area) for about a year, with AT&T as my service provider. I would say my internet has experienced outage perhaps 30-40% of the total time I've had it. AT&T techs have been all over and under my house and have not found or repaired the problem. Support agents tell me something different every time I call with the promise to "fix it once and for all" but to no effect. After reading local blogs detailing the same problems around me, I've come to believe there is a problem at a local switching station or something similar, and that AT&T is delaying an expensive equipment upgrade by, frankly, jerking its customers around and lying to them. To date I have found nobody at AT&T who can be held accountable for the service in this area. I am exasperated, and will be switching providers soon at a loss, but that doesn't solve the problem for our neighborhood. AT&T is getting away with theft and I hope they will be made to answer for it.

---

**Ticket: # 498184 - Failure to provide service or repair service**

**Date:** 8/29/2015 9:37:50 AM

**City/State/Zip:** Citrus Heights, California 95621-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

In the spring of 2015 I started having internet connectivity issues. I regularly lose internet access 4-5 times a day and have to reboot my computer. At the time problem presented itself I contacted Comcast and paid \$70 for a technician to repair the interruptions. He was unable to repair and cited issue is with my computer. I have taken my computer to be repaired twice and technicians indicate there is no problem with my computer. Comcast agreed to send another technician out at their cost and when technician called me they referred me back to telephone assistance. Telephone assistance operator has failed to keep appointments. I told her I would be home about 4 until 6. She called me at 3:23, 4, and 6. I caught the 6:00 call and had to reschedule for next morning between 9-10. I stayed home from work until 11:30 and she never called. This problem has been persistent for many months without resolution and clearly telephone correction is not going to fix the problem as we have been trying that on my many calls since the spring.

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[Ticket: # 498195 - Interference with hot spot](#)

**Date:** 8/29/2015 10:05:23 AM

**City/State/Zip:** Las Vegas, Nevada 89180-(b) [REDACTED]

**Company Complaining About:** Hyatt Hotels

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## **Description**

I stayed at the Hyatt Bethesda 8/26-8/28 2015. The hotel had free internet that was very slow. I carry a Verizon Mi-Vi hot spot. The signal was quite variable but there was signal. However I could not connect my devices to the hot spot. Down the street everything worked fine. This is the same experience I had at Marriott's and I read about that situation. It makes no sense that Hyatt would interfere with the hot spot as the Wi-Fi was free. But this is exactly the same experience I had at the Marriotts. Thank you for your attention.

---

**Ticket: # 498230 - overcapacity**

**Date:** 8/29/2015 10:36:29 AM

**City/State/Zip:** Anderson, California 96007

**Company Complaining About:** Tds

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## **Description**

TDS serving rural area in Anderson CA. I've been a customer of TDS for years & each year it has progressively gotten worse. If you call with a complaint of speed or constantly being dropped off you will be told there is nothing they can do because they are overcapacity. While TDS continues to take our money our service gets reduced to barely being able to use the internet without going crazy. Initially when complaints came through they'd say it's our personal wiring, now they've become more honest obviously because of complaints. No one is willing to tell us how they plan on remedying the issue. They are the only company available to this area for broad band. If I were a merchant selling a product and knew I only had so much of an item it would be considered unconscionable to continue selling something which could not be provided. I have attempted to download a file for four days...completely frustrating. I've gotten up at 2:00 am, 4:00 am and during the day with the same identical results...you've been dropped, internet connection is terminated.

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[Ticket: # 498362 - Comcast is defiant](#)

**Date:** 8/29/2015 12:25:05 PM

**City/State/Zip:** Merced, California 95341

**Company Complaining About:** Comcast

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## **Description**

I still get problems downloading Ubuntu language packs its take 550 hours to download on high speed internet. As soon as change mac address of PC problem goes away shortly until another download starts relating open source software only using there Comcast modem to be sure its there firewall doing so. Comcast said they do not block devices and my very own laptop is being blocked pacifically targeted downloads. They said our routers are failing when they cost \$200.00 each very high tech equipment runs very good on at&t network. Just Comcast keeps blocking types of internet protocols and local communications. Comcast denies any wrong doing and act like they can do as they please...

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**Ticket: # 498766 - Charge for needed repairs that were not disclosed in advance**

**Date:** 8/29/2015 4:59:12 PM

**City/State/Zip:** Klamath Falls, Oregon 97601

**Company Complaining About:** Charter

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## **Description**

My internet connection started dropping out frequently. After working with the techs on line, they sent a repair man out. He replaced the modem. The intermittent service continued. I went through the tests on line again, and I was told that my connection was in fact dropping out. So they sent another repair man. This time he blames it on a voltage issue and messes around with my equipment, then tells me that if he has to come out again, they will charge me.

I then get a bill for both service calls. The service problem was identified in advance by Charter's technical support people. I don't mind paying if I am wasting their time, and have them come out so I have something to do. But to admit they have an issue, send a repairman out and then not disclose they are charging me does not seem ok.

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**Ticket: # 498800 - Internet**

**Date:** 8/29/2015 5:47:29 PM

**City/State/Zip:** Pasadena, California 91106

**Company Complaining About:** Charter

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## **Description**

My internet service since I have it with charter been cutting off I called them 3 times and they send a technician 2 times he changed my modem and the cable but still I have the same problem And I was having TV cable with them I decided I don't need it anymore they increased the price of my internet and this is was not I was told in the beginning from there agent at There Pasadena location they charging me 59.99\$ instead of 39.99\$ I checked the price for my address and there website gave me 39.99\$ I called them I said I want to pay this rate they said no you can't because you cancelled the TV cable so for That I have to pay more than any one Elise I'm really been so Frustrated Being with them AT&T have the same speed I have here with only 25\$ .

---

[Ticket: # 498896 - online predator & hacker on the computer every time on the Internet.](#)

**Date:** 8/29/2015 8:28:42 PM

**City/State/Zip:** Tomball, Texas 77377

**Company Complaining About:** Comcast

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## Description

(b) (6) (nee (b) (6) ) and (b) (6) of Tomball, Texas living at (b) (6) are Remote Neural Monitoring a neighbor using a US patented technology with number US3951134 A. Among many things, they have hacked our network by seeking all passwords using remote neural monitoring us. The computer is hacked and the spy couple is all the time on the minor's computer putting inappropriate content, voice morphing, and changing content when the minor student is listening to digital version of the book reading projects, online bullying the minor, and hurtful words & content. The spy-couple spy while the adults use too. The limit the content to appear when Google searches are made. All devices at home are taken over by the spy.

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[Ticket: # 498998 - poor internet performance](#)

**Date:** 8/29/2015 11:19:35 PM

**City/State/Zip:** Beaumont, Texas 77713

**Company Complaining About:** Time Warner

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## **Description**

iWe are having a problem with internet dropping connection. I have also noticed when I am driving and turn onto our block I lose my Sirrus satellite signal. I think someone in our neighborhood has a ham radio that is interfering with our internet

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[Ticket: # 499059 - Locked out of some features of my own ipad](#)

**Date:** 8/30/2015 2:29:06 AM

**City/State/Zip:** Cleveland, Georgia 30528

**Company Complaining About:** Windstream Communications

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### **Description**

Can't access mail

Can't access I messages

Can't access FACETIME

APPLE ID IS NOT ACCESSIBLE

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[Ticket: # 499229 - COMCAST Failure to address Internet Intermittent Service for 4 weeks.](#)

**Date:** 8/30/2015 12:30:24 PM

**City/State/Zip:** Boca Raton, Florida 33433

**Company Complaining About:** Comcast

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## **Description**

I have spent many hours talking and emailing Comcast due to intermittent Internet service going on for around 4 weeks now. After many communications, Comcast states "signal leakage/egress" as being the most likely cause but has not solved the situation. Only excuses are provided. This is making virtually impossible to use a series of Internet services that require longer and uninterrupted connections (i.e.: Working from Home). I pay my bills consistently and I am not getting the service I pay for. This situation is also impacting my work and trust w/ my leaders and clients as access to me via Company Chat Tool and VOIP (phone) has suffered tremendously.

Comcast does not offer a timeline to fix the situation and does not seem to be doing anything effective to solve the problem as I received calls and visits from Comcast technicians without any progress towards a solution. Many of my neighbors complain about the same problem.

I hope FCC can help address this situation and get Comcast to adhere to Service Agreement and provide the service we pay for. I have escalated the problem within Comcast and that has not led to any progress either.

Thank you in advance.

---

[Ticket: # 499288 - SPAM from Artezio.com](#)

**Date:** 8/30/2015 2:20:57 PM

**City/State/Zip:** Washington Dc, District Of Columbia 20009

**Company Complaining About:** Artezio

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## **Description**

Requests to be removed from emails are not honored.

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**Ticket: # 499381 - Slow and disrupted internet service**

**Date:** 8/30/2015 4:13:26 PM

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

**Company Complaining About:** Windstream Communications

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## **Description**

We pay for maximum speed, yet our service is slow. It is interrupted numerous times throughout the day. We have to reboot our computers and reset our modem anywhere from 2-6 times a day. We call Windstream and complain about the lack of high speed service we receive. Their response for the last three years has been: "we are working on getting the problems with your service area resolved. We are putting in additional tools to assist". Three years later our service is as poor as it was from the beginning. Not worth what we pay every month to receive this subpar service.

---

**Ticket: # 499421 - internet complaint**

**Date:** 8/30/2015 4:45:37 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

My new apartment building includes the price of internet in their monthly rent rates and offer comcast internet and cable. The experience of switching to comcast and the service I have gotten since switching has been abysmal. It took over 2 hours of waiting on hold with comcast to get my internet activated, and once I finally got someone on the phone, we worked halfway through my issue and she put me on hold again, which was then picked up by a totally different person within the company and I had to start all over. Three hours into my call to simply activate my service, comcast tells me that there is a hold on my account because the person who previously lived in my apartment had an outstanding bill and that they could not connect me to internet. I was told I would have to go into a physical location to prove that I was not the person who owed them money. I went in, waited in line for over an hour, got equipment and proved to them I didn't owe them anything and was sent on my way. I hooked up everything I needed for the internet, called to activate it again because it would not come online and was told that someone would be at my apartment the next morning to come take a look. That someone never showed up. Miraculously, the internet began working a couple days later with no help from comcast. I then received a bill in the mail for \$80 for rental equipment, which i did not have, for an in-house service call which never occurred and we were not told there would have been a charge had someone actually showed up, and for the internet and cable service, which I told comcast repeatedly that my apartment building pays for it. Had to call back and have them fix the bill. Oddly enough, right after my call to fix the bill, my internet has been cutting out constantly. It will work for ten minutes and then not work for the next ten. It goes back and forth from working to not working.

---

**Ticket: # 499499 - Internet service-Comcast**

**Date:** 8/30/2015 6:12:46 PM

**City/State/Zip:** Mt. Pleasant, South Carolina 29466

**Company Complaining About:** Comcast

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## **Description**

For the past two years we have complained to Comcast about the poor level of internet/TV service that we were experiencing on a regular basis. We have spent well in excess of 100 hours calling, waiting on hold, diagnosing and repeating all too often. We have asked for credits to our account to no avail. Finally last week their technician acknowledged the line leading into the house was at fault and was not providing an acceptable level of communication for our internet and television to work properly. It finally appears that our service is working as expected but would like to formally request that you investigate the and if they are operating deceptively to the public in what they are providing as a service. I continue to see advertising on TV that touts their extremely high level of service, yet each person I speak to complains at length about the poor service Comcast provides.

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[Ticket: # 499531 - internet](#)

**Date:** 8/30/2015 7:11:21 PM

**City/State/Zip:** Albuquerque, New Mexico 87110

**Company Complaining About:** Comcast

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### **Description**

Service becomes very intermittent at peak hours and throughout the day. Service (internet only) is over one hundred dollars a month.

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**Ticket: # 499611 - outages of Comcast**

**Date:** 8/30/2015 8:28:54 PM

**City/State/Zip:** Baltimore, Maryland 21229

**Company Complaining About:** Comcast

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## **Description**

The service I am able to get with Comcast has gone out about 20 times today alone. And usually it goes out at least 10-20 times in a good month. In a bad month (like this month) it's been closer to 100 outages. Comcast doesn't really offer any real help for this ever. And they don't ever offer to reimburse the lost connection time even unless I specifically demand it. For the time that is consumed either trying to resolve this problem or trying to get them to resolve it, I should be paid. No one should ever be spending 10-20 hours a month repairing their internet connection. That should be the provider doing that...if they possess any competence at all. Also, having Comcast as a monopoly in Baltimore encourages these backwards types decisions on a regular basis. People wonder why so many people die in Baltimore. Comcast customer service is part of that issue.

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**Ticket: # 499660 - fraud**

**Date:** 8/30/2015 9:16:54 PM

**City/State/Zip:** Nordland, Washington 98358

**Company Complaining About:** Hughes Net

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## **Description**

Obvious fraudulent email phishing for personal information.

Can FCC track down these bad actors?

Greetings to You

You have been gifted \$5 MILLION USD (b) (6). Contact me at this email for your claim:  
(b) (6)

I hope this information meet you well as I know you will be curious to know why/how I selected you to receive a sum of \$5,000,000,00 USD, our information below is 100% legitimate, please see the link below:

<http://www.cnet.com/news/bill-and-melinda-gates-top-forbes-list-as-most-philanthropic-americans/>

I (b) (6) and my wife decided to donate the sum of \$5,000,000,00 USD to you as part of our charity project to improve the 10 lucky individuals all over the world from our \$65 Billion Usd I and My Wife Mapped out to help people. We prayed and searched over the internet for assistance and i saw your profile on Microsoft email owners list and picked you. (b) (6) my wife and i have decided to make sure this is put on the internet for the world to see. as you could see from the webpage above,am not getting any younger and you can imagine having no much time to live. although am a Billionaire investor and we have helped some charity organizations from our Fund.

You see after taken care of the needs of our immediate family members, Before we die we decided to donate the remaining of our Billions to other individuals around the world in need, the local fire department, the red cross, Haiti, hospitals in truro where (b) (6) underwent her cancer treatment, and some other organizations in Asia and Europe that fight cancer, alzheimer's and diabetes and the bulk of the funds deposited with our payout bank of this charity donation. we have kept just 30% of the entire sum to our self for the remaining days because i am no longer strong am sick and am writing you from hospital computer.and me and my wife will be traveling to Germany for Treatment.

To facilitate the payment process of the funds (\$5,000,000.00 USD) which have been donated solely to you, you are to send us

your full names.....

your contact address.....

your personal telephone number.....

so that i can forward your payment information to you immediately. I am hoping that you will be able to use the money wisely and judiciously over there in your City. please you have to do your part to

also alleviate the level of poverty in your region, help as many you can help once you have this money in your personal account because that is the only objective of donating this money to you in the first place.

Thank you for accepting our offer, we are indeed grateful You Can Google my name for more information: (b) (6)

Remain Blessed

Regards

(b) (6)

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**Ticket: # 499716 - Content Injection**

**Date:** 8/30/2015 11:01:46 PM

**City/State/Zip:** Franklin, Tennessee 37064

**Company Complaining About:** Comcast

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## **Description**

Comcast is intercepting and injecting javascript into non-TLS web requests to create a mechanism of account notification and advertisement placement.

This causes some websites to behave improperly and interferes with the normal operations of devices. It also increases the amount of data requested by the device which is then levied against the user's data allocations to generate alternate revenue streams.

This is a new instance of the above mentioned grievance not to be confused with my previous complaint filed last month.

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[Ticket: # 499987 - IP address](#)

**Date:** 8/31/2015 10:16:46 AM

**City/State/Zip:** Oak Park, Illinois 60303

**Company Complaining About:** Comcast

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## **Description**

Someone is using my IP address without my permission.

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[Ticket: # 513440 - MMS spam from email address to cell phone](#)

**Date:** 9/6/2015 1:53:32 PM

**City/State/Zip:** View Park, California 90043

**Company Complaining About:** T Mobile

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## Description

Received spam from (b) (6) to my cell phone

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**Ticket: # 500146 - Reoccurring illegal spam**

**Date:** 8/31/2015 11:11:59 AM

**City/State/Zip:** Sharon, Pennsylvania 16146

**Company Complaining About:** Time Warner

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## **Description**

This sender sends a dozen or more emails per day. If you click the "unsubscribe" link they seem to use it as a confirmation of a deliverable address and increase the mailings.

Here is the unsubscribe link they are providing:

Update advertising options here

<http://exclusive18.powersniceflattummy.faiith/leave>

\*\*\*\*\*

219 Nulla Av.,Derby,United Kingdom,S1Z 6KW

I know being in the UK complicates the efforts - if they really are in the UK. what can I do?

---

**Ticket: # 500324 - Spam clogging email**

**Date:** 8/31/2015 12:10:30 PM

**City/State/Zip:** Albuquerque, New Mexico 87106-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

My email has become so clogged with unwanted spam that I don't want that I can hardly use email anymore reliably. The internet and email is being destroyed by the free market philosophy. The only option is to go to the for-profit FaceBook. I want the FCC to set up a law through Congress I guess, to prevent unwanted emails and web hacking unless completely authorized by the end user. Something has to be done or we will lose all this marvelous technology to scammers. My computer is so filled now with tricks and rediversions that it is not reliable either. We need to set up a way to criminalize people who do this to us like we would a mugger on the street stealing from our car or home. Please get something going.

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[Ticket: # 501163 - WiFi blocking](#)

**Date:** 8/31/2015 4:13:53 PM

**City/State/Zip:** Ozark, Missouri 65721

**Company Complaining About:** Verizon Wireless

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## **Description**

I would like to report that I believe that Missouri State University is blocking personal hotspots on their campus in violation of the FCC rules.

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**Ticket: # 501958 - Comcast unresolved connection problems****Date:** 8/31/2015 8:51:53 PM**City/State/Zip:** Washington, District Of Columbia 20003**Company Complaining About:** Comcast

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**Description**

I pay for 50mbps speed per month and constantly have problems connecting to the internet. They tell us we have to keep calling Comcast to get the frequency adjusted. We call, they adjust, then it goes right back to having connectivity problems so I can't load any pages on the net. The internet is not usable and they won't do anything. I can't even open gmail a significant percentage of the time. Not even trying to stream movies - could never get a connection long enough to watch a movie. Now when we call after waiting to get a person, we keep getting transferred as if they are purposely avoiding our call. We are using the modem/router they gave us (and paying for it) but that should be sufficient since we don't have heavy data use (and if it is an equipment issue they shouldn't be distributing those to customers.) We upgraded speeds from 20 to 50 in June thinking that would solve the problem but it has had no effect. We were also quoted one price and are paying much more than what we were told we would pay. This has gone on for many months now.

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[Ticket: # 502035 - Comcast Internet Issues](#)

**Date:** 8/31/2015 9:30:21 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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### **Description**

Comcast disconnect my internet for four days with no intention of reconnecting it. I called multiple times, they told me they had reconnected it when they had not multiple times. I had to take time away from my job to speak with them for a combined 6 hours until they finally reconnected my internet that I am still paying for.

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[Ticket: # 524429 - Internet](#)

**Date:** 9/11/2015 5:38:55 PM

**City/State/Zip:** Hoschton, Georgia 30548

**Company Complaining About:** Comcast

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## **Description**

Daily internet issues with Comcast

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**Ticket: # 502333 - questionable email concerning unusual activity on my computer.**

**Date:** 9/1/2015 9:08:37 AM

**City/State/Zip:** Hawthorne, New Jersey 07506-(b) [REDACTED]

**Company Complaining About:** Cablevision

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## **Description**

Received an email which I believe is an attempt to gain access to my computer.

----- Begin forwarded message -----

Subject: Unusual activity detected

Date: 08/31/15 05:48:01 PM

From: "OptimumTechnical Support" <(b) (6) [REDACTED]>

--

We've detected unusual activity on your email account,Your email account needs to be updated due to suspicious login access.

You are advice to simply click on <http://eminalink.cba.pl/> for Verification.

Failure to update will result in cancellation of your email account.

Thanks for using Optimum Internet High Speed!

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**Ticket: # 502500 - Comcast service interruption**

**Date:** 9/1/2015 10:35:10 AM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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## **Description**

I called Comcast this morning around 7:00 AM because of a service interruption. When I spoke with a representative, she said that my account was in suspension. I explained to the representative that I made a payment arrangement for the 4th of September and was told that I wouldn't have an interruption. The representative then told me that she was looking for the number for collections and that they should be able to help me. She gave me their phone number which I called only for it to ring busy the dozen or so times that I called. I called back to see if I could be connected from the main Comcast line. I called repeatedly only to be hung up on several times. I've been having problems with Comcast Cable company since I've had their services. The first installation was left unfinished and they had to send out another technician to do the job. I asked for a credit for the installation which they denied. I also asked about the credit I had with them prior to getting their service again that they put in a search ticket for that I never got a response back from them about.

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**Ticket: # 502585 - Comcast XFINITY Data Cap**

**Date:** 9/1/2015 11:00:16 AM

**City/State/Zip:** Nashville, Tennessee 37212

**Company Complaining About:** Comcast

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## **Description**

I recently moved from Chicago to Nashville and discovered to my chagrin that my Internet data usage is arbitrarily capped by Comcast in this city at 300GB/month. As someone who works extensively on the Internet from home (as a Ph.D. student and researcher) and as someone who has made the decision to use alternatives to cable TV for entertainment purposes (e.g., Netflix), I contend that this usage cap is discriminatory with regards to both my personal circumstances and my geographic location, and is furthermore a violation of United Nations policy on broadband access per Special Rapporteur Frank La Rue, who contended in 2011 that unreasonable restriction of broadband access is a violation of article 9, paragraph 3 of the International Covenant on Civil and Political Rights. The FCC should consider investigating the practice of data usage caps before it becomes a national issue.

---

**Ticket: # 502875 - Comcast interrupts service every time I try to use data after I went over 250GB limit**

**Date:** 9/1/2015 12:30:15 PM

**City/State/Zip:** San Ramon, California 94582

**Company Complaining About:** Comcast

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## **Description**

I'm a california resident, and last month, my data usage went over 250GB for the first time (based on Comcast's claim) on 8/29. Then, the internet connection started to become very unreliable. I strongly suspect that whenever I try to load data (web page or start streaming), I lose connection (it's like modem resetting). Then, after about 30 sec to 1 minute, it comes back. So basically I couldn't use my internet at all. I called comcast and they kept say they suspended any data cap at the moment, but I don't buy that. I have a strong evidence that they disconnect whenever I access the network. I took a video of a modem resetting only when I connect my wifi router. If there's no network activity, connection stays online (all green). But then as soon as I connect my wifi router to the comcast cable modem, within 10 seconds, it gets disconnected.

They claimed it's a line issue and told me they'll send out a technician on 9/1 (which is the day the cap is reset). Technician didn't come out yet, but as expected, connection is back of course, which proves that it was due to data limit.

If they told me it was due to the data cap issue, then I wouldn't have to fight with them, but they're misleading customers by saying they don't impose any limit but they actually do.

I can provide video upon request. It's too big to attach here.

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**Ticket: # 502935 - Comcast Internet Down 3 Months**

**Date:** 9/1/2015 12:46:17 PM

**City/State/Zip:** Miami, Florida 33138

**Company Complaining About:** Comcast

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**Description**

My name is (b) (6). I am the information technology person for Center for independent living at (b) (6). The Center has been experiencing internet issues for 3 months. Their internet completely goes out on a consistent basis every day. Comcast has failed to fix their issues. I as well as the other information technology tech, (b) (6) have become exhausted with the constant phone calls and complaints to Comcast for help. We have had many technicians come out many times over the last 3 months. They have proven that the issue is interference and it is on their end. They have replaced all the outside building cables multiple times, they tell us its interference down the street, then they say is the mess of wires across the street, then they say they don't have enough nodes, etc etc. All the techs and supervisor don't follow up with us, they don't make the necessary appointments (i.e. scheduling with their maintenance team to fix the problem down the street), and they don't return phone calls from myself or (b) (6) when we try to follow up with them. The Center is too big to go with anything else but high speed cable internet access. Comcast is our only choice to be able to function. At this point we don't know what to do except plead for your help in this matter. Is there anything the FCC can do to expedite this necessary repair?

Here are all the technicians that have been involved with us and this ongoing problem and here are the numbers I have for them, Im also including ongoing repair ticket numbers

Comcast 1800 391 3000 Supervisor: Carlos 305 340 7236

Christian (Comcast technician) 786 566 9202

Jorell Aparicio ( comcast technician) 786 566 9238 8/6/2015 08/06/2015 No Employee:  
2431

Scott 952 426 8928 8/10/2015 Comercial Communications

Sergio S 786 566 8987 8/11/2015 Ticket # CR492989395

Juan 786 566 6917 8/18/2015 Ticket # CR495269508

The internet issues and calls to comcast started in June. It has now been 3 months without stable internet service

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[Ticket: # 502990 - TXT messages wont stop from Weed store](#)

**Date:** 9/1/2015 1:00:47 PM

**City/State/Zip:** Lafayette, Colorado 80026

**Company Complaining About:** Republic Wireless

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### **Description**

Good Meds Englewood keeps sending me text messages to buy weed and I have asked them many times to stop but they don't. They are in Englewood Colorado.

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**Ticket: # 503009 - Unstable Internet by CenturyLink****Date:** 9/1/2015 1:06:49 PM**City/State/Zip:** White Bear Lake, Minnesota 55110**Company Complaining About:** Centurylink

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**Description**

Centurylink Minnesota provides telephone and internet services to my residence over fiber trunk to copper last mile to CenturyLink provided modem. The internet service up until June 3, 2013 was stable. Prior to June 3, 2013 the trunk system was upgraded to fiber optic and CenturyLink provided a new VDSL modem, and increased speed to residence. That created unstable internet so the modem was swapped to a ADSL modem with some stability but still not stable. It was determined that downgrading the speed would help. Since then 2 year 3 months, the modem needs to be rebooted weekly and I generally have to call tech support monthly to get the modem downgraded - their automated robot tends to upgrade the speed of the modem (training) which makes the connection fail - I don't have to call if the modem stays at the lower speed. However, I do call occasionally requesting that they fix the internet stability problem because it isn't always corrected with a modem downgrade or modem reboot. Speed is an issue because the stated downgraded speed is supposed to be 7meg but the most I get is 4meg, which is fine if it were stable. Stable internet isn't a new thing at this residence, it was here now it is not. Lastly, there may be a fix that could correct the situation completely, and that is to switch the copper that feeds the residence from the copper across the street to the copper that is on the same side of the street. This would cut out a large amount of copper wire between residence and CO. This would require some effort by CenturyLink which they are unwilling to authorize.

My main complaint is the fact that I've been paying an extra fee to CenturyLink for LineBacker and for Ease. These extra fees are to help me get my service worked on when there is an issue. Ever since I started paying these extra fees the response to service requests has gone down. I wait days for a service tech, in one instance recently no service tech even showed up. Well, I'm sure that folks that don't pay the extra fees are getting a much better deal on poor technical support than I am. Why should I pay extra for poor support when others are getting it free?

I'm requesting CenturyLink to authorize the proposed fix to the internet issue or refund the LineBacker and Ease charges dated back to June 3, 2013, (\$389.40)

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**Ticket: # 503051 - Illegal invasion of privacy and/or hacking, violation of freedom of speech, retaliation for engaging in protected activities by Los Angeles County Dep**

**Date:** 9/1/2015 1:20:50 PM

**City/State/Zip:** Whittier, California 90606

**Company Complaining About:** Verizon Wireless

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## **Description**

**(b) (6)** Los Angeles County Department of Public Social Services has illegally hacked into my personal gmail account and blocked it from being able to send messages to upper level management. In the past I had been able to correspond with these managers. Nevertheless, since last Monday 08/24/15 I received a message in my gmail account that the correspondence was undeliverable and or rejected. My office email has also been blocked from sending emails to the higher levels of management within the department. I understand that they may have authority to block the internal office intranet, however, my personal email account is my private property and is subject to all federal rights and statutes pertaining to privacy, free speech etc. I am actively engaged in a very contentious battle with my employer over a multitude of issues. This is just another example of their deliberate attempt to force me to resign my employment in a concerted effort of Constructive Discharge, which is illegal. Please assist me in this matter if possible.

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**Ticket: # 503894 - Comcast Data Caps****Date:** 9/1/2015 4:40:07 PM**City/State/Zip:** Miami, Florida 33137**Company Complaining About:** Comcast

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**Description**

I have just received a letter from Comcast stating they will start imposing data caps in the Miami market of 300gb. And will start charging extra for overages or \$30 for a "truly unlimited" plan. This is deceptive pricing on their behalf and a clear attack on cord cutters like myself. I subscribe to Netflix, Sling TV, and amazon prime. In a society where internet usage just keeps growing 300gb data caps or any sort of data cap should not be a thing. An hour if Netflix roughly uses 3gb of data. Now with a data cap I technically on a TV timer where my household can only watch 100 hours of TV per month.

Additionally I own a PlayStation 4 system and buy all my games digital. I downloaded two games this week and they are about 50gb each. That means in on day I have blown trough 100gb of a 300gb data cap and I am not even on the fastest speed tier.

If Comcast is able to get away with these shady practices where does it end? What stops them from a year from now from raising the "truly unlimited" fee to 50\$ or 100\$.

I urge the FCC to look into this.

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[Ticket: # 504449 - Comcast- self install fraud](#)

**Date:** 9/1/2015 7:30:15 PM

**City/State/Zip:** Chicago, Illinois 60613

**Company Complaining About:** Comcast

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## **Description**

When you attempt to self -install Comcast service it presents with issues a few days after self-install. This has now happened to me in the past 3 residences where I've had Comcast service. Upon looking for similar issues on online forums, I have seen a plethora of others who have had the exact same occurrence. Another point to make is that there has been Comcast service to this address for 3 years without incident which can be verified because I moved in with my partner. It is my feeling that they are purposefully interrupting the services to require that a technician come out for which they charge the customer. If it was a one time occurrence it would seem just happenstance but given my experiences and those of others, I see it as fraud and would like answers.

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**Ticket: # 504544 - Lack of trustworthy internet connection**

**Date:** 9/1/2015 8:08:32 PM

**City/State/Zip:** Memphis, Tennessee 38111

**Company Complaining About:** Comcast

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## **Description**

My internet has been going down multiple times over the past few months. I require a reliable internet connection that goes down with no interruptions. I called they tested my connection and even stated that it was something that warranted a tech coming out. Every time I call Comcast they tell the problem has been fixed and it continues to happen. Today I had an appointment scheduled with a technician to come out to my business and fix it. They cancelled it and told me the problem had been fixed. My connection is still being flimsy at times disrupting normal activities. I changed my entire weekly schedule to be available for this appointment. Then they cancelled it without coming out to see what the problem is. I am a business owner and they have cost me money and time. They have done nothing to show their condolences or anything of the nature.

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[Ticket: # 504597 - security](#)

**Date:** 9/1/2015 8:35:03 PM

**City/State/Zip:** Glendale, California 91205

**Company Complaining About:** Charter

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## **Description**

For the past month I have been cyber stalked and suffered from interference online and on my phone. The nature of the conflict involves a protected person's rights. And driven to extreme measures by the San Carlos police technological department, is now in a crisis and without a way to communicate. makes desperate cries for help and attention through this method.

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**Ticket: # 504632 - internet spyware and viruses**

**Date:** 9/1/2015 8:48:34 PM

**City/State/Zip:** Newton Falls, Ohio 44444

**Company Complaining About:** Sudden Link

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## **Description**

A person on the internet can send out random spyware and such if he knows your internet address. His address is (b) (6) ...He has MANY other screen names. He bombards people (me) with spyware tabs that become Embedded on your computer. He sends out "CryptoWall 3.0" RSA-2048. He corrupted my computer beyond repair and now is trying to do the same to my new one...PLEASE PLEASE stop this guy..as he thinks he is smarter than the "system". that noone can catch him

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**Ticket: # 504678 - Adding second layer of networking to existing infrastructure**

**Date:** 9/1/2015 9:09:25 PM

**City/State/Zip:** Van Nuys, California 91402

**Company Complaining About:** Charter

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## Description

(b) (6), Computer Condiments, is an outsource IT company. (b) (6), Cal Climate Corp, an HVAC company in Burbank CA, requested a setup of managed VOiP services, instead of using Charter VOiP services. Upon initial setup all services worked smoothly as expected.

As many businesses do, Cal Climate decided to upgrade their bandwidth speeds in June 2015. As part of the upgrade Charter swapped the existing modem with a new model running the newest firmware update by Charter that includes seems to add a layer of NATing.

Without technical knowledge and the right services running the enduser won't find out about this extra layer. I have included the results of a traceroute test that shows the existence of this layer as well as comparisons of Charter, Time Warner, and Verizon FIOS. Anyone that understands VOiP technology will understand the additional layer (called double NATing in the industry) is a detriment to VOiP. Essentially, adding this extra layer chokes out services that rely on little to no networking interference to work, such as VOiP technology and SIP protocol.

An e-mail from a representative at Charter stated the following to acknowledge the issue:

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(b) (6) via bounce.secureserver.net

Attachments Aug 25 (7 days ago)

to (b) (6)

Hello sir,

I am sorry for the long response time. I escalated this to my Lead (who I have copied on this email chain) over the weekend and I was off Sunday and Monday. This is an issue that has been a concern to several Spectrum Business customers, when we started using these modems. The Care team escalated these issues to our Network Operations Center, where our engineers monitored traffic via the new modems versus our old models. The result was the traffic acted no differently between the models that reported (b) (6) and the models that either reported the Static Gateway or the dynamic 10. IP on our network.

I hope this helps,

Primary Logo

Caleb Dunning| Rep, CB Repair | 1.800.314.7195  
10300 Ormsby Park Place | Louisville, KY 40223"

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The above email was in response to a 3 week ordeal where Charter technicians, knowingly or unknowingly caused loss of business for (b) (6), Cal Climate, as well as numerous unbillable hours for my company.

It took many days of pestering on my part and a lot of first and second tier technicians telling me they don't double NAT, to finally reach someone that was part of the Engineering team at Charter. That engineer acknowledged not only the complaint, but as well as the technical issues their second layer could potentially cause yet, Charter released it anyway.

My company did it's due diligence of attempting to fix the issue as best we could without first pointing fingers at our customers ISP. These steps included testing and swapping every device, phone and networking cable for our customer. Still after all these tests confirmed there wasn't any internal problem, Charter seemed to add a barrier and wouldn't escalate the problem until the date of that e-mail. And even then, due to poor note taking, didn't resolve the "escalated" issue until today September 1, 2015. Even after escalating the issue it took 7 business days for a total of +4 weeks of this problem for Charter to resolve by supplying Cal Climate with an older generation model (to which they claim not to support anymore) that finally disabled the unrequired services.

During the world's longest and unnecessary tech support session, numerous helpdesk and field technicians worked on the "issue" yet failed to acknowledge our traceroute tests as evidence of double NAT. Had Charter acted with a quick resolution to this problem they caused instead of dragging their feet in the mud, I wouldn't have felt compelled to write this letter to the FCC.

I had a brief conversation with the field technician, that finally supplied us with the correct modem, and he admitted this has been a common issue with other businesses with the same type of services being affected, we were not alone.

I'm not entirely sure how the FCC classifies "ISP Interference", but I submit this case. One of the services Charter offers is VOiP, so it is extremely difficult to believe that their engineers had no clue that releasing this firmware wouldn't impact other vendors of VOiP services. I as an IT professional, VOiP engineer and software engineer of 6 years, as well as Polycom IP phone certified in both technical support and sales find it extremely dishonest to believe Charter's claims for this case.

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[Ticket: # 504682 - Unfair and Unwarranted Comcast Data Caps](#)

**Date:** 9/1/2015 9:12:55 PM

**City/State/Zip:** Miami, Florida 33182

**Company Complaining About:** Comcast

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## **Description**

When I signed up for Comcast internet, I signed up with the knowing offer of no data caps on my internet service as offered by the sales rep. Not even 6 months of service and I've received an email that now I will be restricted in the amount of data I'm allowed a month without any price reduction. In addition, if I want the level of service I was receiving up to this date, I am forced to hand over an additional \$30 to Comcast without justification. My options for an essential utility are shrinking day by day and I need to see some change on this front. Thank you and good day

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[Ticket: # 504703 - Microsoft Operating System and them stopping you from using browsers you want](#)

**Date:** 9/1/2015 9:21:18 PM

**City/State/Zip:** Fort Worth, Texas 76135

**Company Complaining About:** AT&T

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## **Description**

WELL LETS JUST SAY IT, MICROSOFT HAS A PIECE OF CRAP FOR A OPERATING SYSTEM. I HAD TURNED OFF AUTOMATIC UPDATES BECAUSE THEY ARE PUSHING ME TO UPDATE TO WINDOWS 10 WHICH I HAVE BEEN TOLD BY MY COMPUTER PEOPLE THAT UPGRADING WOULD LOCK UP MY KEYBOARD AND MOUSE ON THE ASUS LAPTOP. I'M SICK AND TIRED OF THIS COMPANY NOT HAVING ANY CUSTOMER SERVICE, NOT IN INDIA, THAT ACTUALLY KNOWS SOMETHING AND I AM TIRED OF THEM MANIPULATING MY LAPTOP BECAUSE I WON'T UPGRADE AND THEY CANNOT UPDATE WHENEVER THEY DAMN WELL PLEASE. FORGIVE ME, BUT ITS PATHETIC. THIS COMPANY IS BIG I KNOW BUT THAT DOESN'T MEAN THEY ARE ABOVE THE LAW. RIGHT NOW IT'S KEEPING ME FROM GOING INTO GOOGLE CHROME BECAUSE THEY WANT YOU TO USE THEIR CRAPPY WEBSITE. THEIR ABILITY, TO ACCESS MY COMPUTER OVER IN INDIA AND KEEP ME FROM ACCESSING ANYTHING I WOULD LIKE ON MY LAPTOP SHOULD BE AGAINST THE LAW AND IF ITS NOT IT NEEDS TO BE. THEY HAVE A HORRIBLE PRODUCT AND I HAVE GOTTEN USED TO WINDOWS 8.1 AND I WANT TO KEEP IT. I'M TIRED OF TAKING MY COMPUTER UP TO BEST BUY AND THEM BASICALLY SAYING THAT IT'S MICROSOFT UPDATES THAT ARE SCREWING UP MY COMPUTER. IS THIS A DEMOCRACY OR CAN ANY LARGE COMPANY GET INTO YOUR COMPUTER AND START JACKING WITH THE ABILITIES THAT I AM TRYING TO USE. IF YOU PUT AN APP ON THE MAIN PAGE, IT DOESN'T WORK. SO I HAVE TO GO INTO MY DESKTOP TO EVEN GET TO THE INTERNET AND THEN THEY TRY TO KEEP YOU FROM GOING TO ANY COMPETITORS. THIS IS JUST PLAIN WRONG AND I THINK THEY NEED TO LEAVE PEOPLE BE AND NOT JACK WITH YOUR COMPUTER BECAUSE THEY DON'T WANT YOU TO. I'M NO IDIOT AND I HATE WINDOWS PERIOD SINCE 4 YEARS AGO. PLEASE STOP MICROSOFT FROM SUPPOSEDLY UPDATING YOUR COMPUTER AND AFTER THE UPDATES IT DOESN'T WORK. AND IF YOU CHANGE THE SETTINGS THEY CONTINUE TO JACK WITH YOUR ABILITY TO DO WHAT YOU WANT. THEY NEED TO BACK OFF AND STAY OUT OF PEOPLE'S COMPUTERS AND IF THEY HAD A DECENT PRODUCT IT WOULD NOT BE A PROBLEM, BUT THEY DON'T SO PLEASE MAKE THEM STOP. IF IT TAKES A NEW LAW THEN PASS IT. BECAUSE I CAN GUARANTEE ITS NOT JUST ME HAVING THIS PROBLEM.

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[Ticket: # 505123 - Comcast nationwide capping](#)

**Date:** 9/2/2015 8:21:55 AM

**City/State/Zip:** Miramar, Florida 33027

**Company Complaining About:** Comcast

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## **Description**

On 9/1/15 I got an email from Comcast stating I'm going to be part of a 'trial' and capped at 300GB in the South Florida area. I reached out to Sara/Sarah at Comcast ID#1911164 on 9/2/2015 at 8AM and I was informed it's for \*\*\*\*ALL\*\*\*\* Comcast customers after going 'round and 'round about how I can't even review my internet usage online -- never been able to. How can a trial be for ALL Comcast customers? This is their sneaky way of implementing it and putting off the fight. I am able to provide further details if requested.

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**Ticket: # 505272 - Comcast Data Caps****Date:** 9/2/2015 9:57:25 AM**City/State/Zip:** Miami, Florida 33312**Company Complaining About:** Comcast

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**Description**

I have been informed by comcast that they will be implementing a 300GB data cap on my service. This is not acceptable nor appropriate in this day where people on average use more than that streaming games, music, movies, security, streaming their own movies when they no longer have tv service (which i dont) with all the backing up and restoring of data "to the cloud" monitoring home security, home automation, it is impossible to keep to the limits proposed. Hard drives are very large and getting larger day by day. People are keeping more data for longer and backing them up more so as not to lose it. Everything is moving "to the cloud" we are getting much more bandwidth but no actual ability to use it. its like a drowning person being told they can only have 4 ounces and for each additional ounce they cn pay and they will get another sip.

Considering they are the only cable provider and only one of two isp's in the area i dont have any option to change. As they are now classed as a utility, it would be the same as if the power company said you have 220 volts of electricity but we might clock it down to 50 volts depending on usage and the time of day AND you only have X KWh per month to use. Any additional X KWh usage is x cost. People will go broke. In the digital age, internet is no longer a luxury but a necessity.

Please do something to stop them from hurting the people in this country. There were claims that they will cause damage if there was a merger with Time Warner. We now see that would have been true on a much larger scale. There needs to be more control of ISP's.

Thank you.

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**Ticket: # 505287 - Comcast/Xfinity Data Cap**

**Date:** 9/2/2015 10:01:30 AM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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**Description**

Beginning 10/1/15, Comcast/Xfinity will begin to impose a data cap of 300GB for internet usage in my area of Ft. Lauderdale/Plantation, Florida. In this day and age EVERYTHING is streamed or cloud base (tv programs, home security system, climate control system, just to name a few) to subscriber's home.

Because of streaming, home security system, climate control systems, work and entertainment my household already surpasses the 300GB cap that they are imposing as "trial" and forcing my family to pay \$30 more per month for a contract that I already agreed on. I just recently as of July 2015 sign up for a new 2yr contract with Comcast/Xfinity.

This complaint is to stop this move by Comcast/Xfinity. They know that customers will be forced to pay because they do have the best internet service.

Its time for the FCC to get into the ring with Comcast/Xfinity and have them provide better service to their customers.

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[Ticket: # 505450 - Cannot unsubscribe from email list from Town Supervisor, Greenburgh New York](#)

**Date:** 9/2/2015 11:05:15 AM

**City/State/Zip:** Los Angeles, California 90019

**Company Complaining About:** Town Of Greenburgh, New York ,

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## **Description**

I previously lived in the Town of Greenburgh, New York and had to subscribe to the Town Supervisor's email list because it was the only way to access information on changes in the trash pick up schedule in the event of inclement weather. I have endured 1-10 emails every day ever since. Now I have moved away from Greenburgh, and despite submitting 10+ unsubscribe requests and speaking to the Supervisor himself, and designating the emails as spam, they keep coming in droves. The messages are harmless -- the Town conducted a pet adoption event or attracted a new ramen restaurant. As I live 3,000 miles away, it is just not critical information. I know that the Town is not a commercial enterprise and therefore may not be subject to the FTC's jurisdiction, but perhaps the FTC should make it possible for consumers to complain about any entity that just doesn't want to say good bye

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**Ticket: # 505493 - Comcast tech and system service**

**Date:** 9/2/2015 11:18:26 AM

**City/State/Zip:** Annapolis, Maryland 21409

**Company Complaining About:** Comcast

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## **Description**

Gave me old router which died. Scheduled new equipment install for Thursday, no show until Friday. Nice guy but he lost my emails getting me back on line. Agent help is no help. I got conflicting answers. I have a mac which they really don't seem to be able to figure out what the problem is. Want to send me to Apple for tech help which is \$39. Sent me to 3rd tier which is no is a dead end, no one answers. The system itself seems to change my port numbers which means I have to go to talk to tech help. My assessment: Comcast is not Mac friendly.

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[Ticket: # 506134 - Complaint about accessing my credit report with Experian.](#)

**Date:** 9/2/2015 1:37:42 PM

**City/State/Zip:** Nashville, Tennessee 37228

**Company Complaining About:** Comcast

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## **Description**

I tried to file an complaint with the Federal Trade Commission with Consumer Protection Finance, and the website freezes up and I'm unable to file my complaint, because someone is hacking into my cell phone, and computer to prevent me from filing my complaint. I'm having issues with obtain my credit report from Experian. Someone has purchase a new car, and I have not purchased a new car. I need to purchase a new.

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**Ticket: # 506557 - COMCAST XFINITY**

**Date:** 9/2/2015 3:32:28 PM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast

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### **Description**

I have outside signal degradation issues that COMCAST cannot resolve. I have tried numerous times to talk with Management and I am flat out ignored!

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[Ticket: # 507854 - Comcast data caps](#)

**Date:** 9/3/2015 8:14:15 AM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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### **Description**

Comcast is spreading its locations with data caps, which includes my area, and needs to be stopped.

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[Ticket: # 506953 - Comcast Data Capping](#)

**Date:** 9/2/2015 5:13:57 PM

**City/State/Zip:** Homestead, Florida 33033

**Company Complaining About:** Comcast

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## **Description**

Comcast is going to start data capping users in my area starting October 1st, 2015. This is extortion in it's finest form, trying to overcharge people for internet who have decided to cut the cable cord. The cap is 300 gigs, which myself and many other people go over monthly, so we will either have to pay 30 extra dollars a month or get extra fees added onto our bills every month! Comcast is abusing its customers and taking advantage of the fact that they're one of the only big internet providers in my area.

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**Ticket: # 508388 - text messages on my phone**

**Date:** 9/3/2015 12:32:39 PM

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

**Company Complaining About:** T Mobile

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## **Description**

I have been getting terrible messages on my cell phone...I do not put my phone number on the internet and these messages are unsolicited.

here is the message I recieved yesterday...(Quote)

"Are you cold? You should be; you've been naked in my mind all night"...

I have gotten two messages from the same website.

the web site address is- [www.bit.ly/1fVzseY?FW](http://www.bit.ly/1fVzseY?FW)

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**Ticket: # 507268 - Comcast Internet service oversubscribed node**

**Date:** 9/2/2015 7:03:04 PM

**City/State/Zip:** Naples, Florida 34102

**Company Complaining About:** Comcast

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## **Description**

I am filing this complaint on behalf of my customer American Eagle Mortgage Company. Our issue lies with Comcast's inability to provide a consistent level of service with their internet service. I have had many conversations with Comcast technicians who have admitted that the equipment servicing American Eagle's account is oversubscribed and over utilized. This is causing tremendous interference on our ability to use our phone equipment. Repeated contact with Comcast support personnel is going nowhere and it is affecting our ability to conduct business. I have customers located throughout South West Florida and only experience the service issues in this vicinity. I will be filing more complaints on behalf of other subscribers experiencing these issues shortly.

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**Ticket: # 507508 - COMCAST DATA CAPS/CUSTOMER SERVICE**

**Date:** 9/2/2015 9:10:53 PM

**City/State/Zip:** Tuscumbia, Alabama 35674

**Company Complaining About:** Comcast

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## **Description**

Comcast is the only internet provider in my area. I have no other options. I am on an extremely tight budget after a recent divorce. My complaints:

Was quoted a price, was not told anything about data caps.

Installer would not look at my modem/router, insisted I use Comcast equipment. I told him I could not afford \$10 a month for it, he said there was no extra charge. That is a lie.

Required me to buy a wireless adapter for my PC, as "Comcast doesn't let us connect directly to the box."

After I called customer service to find out about this data cap I had apparently gone over in 7 days, I asked how it was measured, how much do I use for Netflix? Youtube? Browsing? The operator LAUGHED and said they "had no way to accurately measure that." Then how do they accurately charge me?

I was told NO ONE goes over their data cap, I must be an anomaly. This is ridiculous. 300 GB cap for one month? An hour of Netflix or YouTube a day and its gone. Download a game on Steam and its gone. Help me. I'm an average person just trying to make it, with a child who just wants an hour of cartoons every now and again.

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[Ticket: # 507513 - horrible customer service](#)

**Date:** 9/2/2015 9:14:19 PM

**City/State/Zip:** Allen Park, Michigan 48101

**Company Complaining About:** Comcast

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## **Description**

Internet issues that had no resolution, been hung up on, transferred, lied to, spoken rudely to and still have no idea when a tech will be out again.

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**Ticket: # 507515 - CRAIGSLIST PHOENIX ADD HACKED****Date:** 9/2/2015 9:14:48 PM**City/State/Zip:** Gilbert, Arizona 85295**Company Complaining About:** Cox

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**Description**

On 8/31 I submitted an ad to sell my 2003 Saab on Craigslist Phoenix-East Valley. About an hour later I received several text messages stating that they had received several complaints that my ad might be SPAM and asked me to confirm the content of my ad by providing the link emailed to me to confirm I was a real person placing the ad. I sent that information back to (b) (6). I then tried to reach that number but no answer/straight to voicemail. So I sent another text asking if the issue was resolved. The next text stated that they suspected that my Craigslist account had been compromised and they needed my Manage/Edit/Delete link to confirm. I text it back to them. Afterwards, I received another text that my ad was approved. Being a bit suspicious I clicked on the link I received in email to discover my ad had been changed to someone else's ad for a 2005 Acura White in color but the VIN number and ad match almost to the T what I put in my ad. I received several text messages which eventually included LUDE content /pictures of a penis telling me to "suck his dick" from the follow numbers which I investigated after suspicion that my ad was being hacked. My ad was changed from 2003 Saab 9-3 to include images of a 2005 Acura and eventually I received an email that my ad would be deleted.

After investigation, I work in the Telecom Industry....the numbers were determined to be prepaid cell phones. Not sure if there is anything you can do about this... The numbers are as follows:

(b) (6)  
[REDACTED]

My cell phone # (b) (6)

The link to the Craigslist Ad:

<https://post.Craigslist.org/u/BiRvwxFQ5RGA5PFPDvyUAQ/6>

The post ID afterwards is 5199683348

I have these text messages saved to my phone. I'm not able to save them to provide an attachment of the text messages.

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**Ticket: # 507651 - Comcast Shreveport Complaint****Date:** 9/2/2015 11:02:37 PM**City/State/Zip:** Shreveport, Louisiana 71115**Company Complaining About:** Comcast

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**Description**

Our internet then our cable service has been down for 9 days. The service agent had us go to the Comcast office and get a new modem which I knew wasn't the problem and that didn't work. After spending 2 whole evenings on the phone they agreed to send a tech. Said service repair down the street had caused interference with my service. No one showed for the appointment. Called back and they promised a time the next day. Again none showed. Said they would send a Senior Technician the following day. No one showed. They say the ticket is still open but gave us an additional appointment a week from now. Comcast missed their appointments and I get to wait another week without cable or internet and hope they come next time.

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**Ticket: # 507704 - Internet Connection Interference****Date:** 9/2/2015 11:48:59 PM**City/State/Zip:** Apex, North Carolina 27502**Company Complaining About:** AT&T

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**Description**

I signed up with AT&T about a year ago with their bundle package. I have cell phone service, Internet service, home phone, and U-verse. I made it very clear that I wanted a land line for my home phone and they assured me that they understood and I would be getting a land line. About a month ago we had a power outage and I discovered that AT&T lied to me. They never gave me a landline. Instead, they gave me a line through the Internet (U Voice). I called and made them issue me the landline that I originally wanted.

I have always had Internet connection problems since the beginning but it has gotten worse as time goes by. My TV (U-verse) will freeze and I will lose the connection and of course my computer goes down too. I am losing my Internet connection at least once a day and sometimes several times a day. Sometimes it down for only 10 minutes and other times it's down for about 30 minutes. The other weekend I had guests over to watch a movie on TV and it pixelated, froze, and I lost the connection. It didn't come back on again and we could not finish watching the movie. My neighbors are having the same issues also. Our neighborhood is growing very rapidly and we think more and more people are using AT&T with a limited number of channels. If we are all online and filling up the capacity, it would be logical that all the channels are being used up and this could be the culprit. AT&T is not addressing this issue. They keep sending repairmen out to give me a new modem which is not resolving the issue. I am very tired of the runaround! I pay my bills in full every month however I am not getting the service that I am paying for.

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**Ticket: # 507706 - comcast internet not working due to deactivation from company and Comcast will not fix it**

**Date:** 9/2/2015 11:49:40 PM

**City/State/Zip:** Medford, Massachusetts 02155

**Company Complaining About:** Comcast

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## **Description**

My boyfriend started a new Comcast cable and Internet account and used his own modem and router. These items were being used with Comcast before the new account set up. The day the new account started and he connected the new cable box Comcast disconnected the modem and router. We called Comcast to get it fixed on Sunday and have called back Tuesday and told it was fixed. Called back tonight and spoke to 5 people none of which could fix the Internet or re-activate the modem that Comcast had disconnected but we own. In total tonight we have been on the phone for 4 hours. We have been paying for this service for four days now and are still not getting service.

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**Ticket: # 507768 - Re: Cannot access Aljazeera English**

**Date:** 9/3/2015 3:21:56 AM

**City/State/Zip:** Elkhorn, Nebraska 68022

**Company Complaining About:** Cox

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## **Description**

Cox Cable Elkhorn, NE throttling or banning access to Aljazeera.com (English). I notice that Fox News and American sources come up fine (which is great) but Aljazeera does not.

Not sure if this a banned site (wouldn't think so since I can get to Aljazeera America just fine).

World information is crucial to what I do and I need access to BBC, WSJ, Aljazeera, CNN, etc.

My IP: (b) (6)

Best,

(b) (6)

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**Ticket: # 508031 - Internet Sharing (Tethering Blocked) by ATT when Using Straight Talk.**

**Date:** 9/3/2015 10:10:27 AM

**City/State/Zip:** Ponce, Puerto Rico 00716-(b) [REDACTED]

**Company Complaining About:** AT&T

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### **Description**

I have a Lumia 920 Windows Phone 8.1 Cellphone ATT Branded (unlocked). My current cellphone carrier is Straight Talk. I try to use my Internet Sharing (tethering) and ATT BLOCKS with some code even when I am not using their service. So no matter what GSM I put in the cellphone ATT doesn't let me use my Tethering.

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**Ticket: # 508061 - Internet Connectivity Issues**

**Date:** 9/3/2015 10:28:32 AM

**City/State/Zip:** Tustin, California 92780

**Company Complaining About:** AT&T

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**Description**

I have an intermittent issue with connectivity. My AT&T U-Verse router seems to show the blinking red light about once or twice a day, for about 5 minutes each time. During the time the red light is blinking, my internet browser leads most web pages to a page served by the router which indicates broadband is down or something along those lines.

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[Ticket: # 508369 - complaining about comcast internet service](#)

**Date:** 9/3/2015 12:27:28 PM

**City/State/Zip:** Wilton Manors, Florida 33305

**Company Complaining About:** Comcast

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### **Description**

the service freezes up... then reboots and then is slower than before. The wild part is I am not ANY kind of gaming. Just watching net shows and downloading tv shows/movies sometimes. Now they want to cap my data. WHAT!? They can't even provide decent service on what they are doing now.

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**Ticket: # 508400 - AT&T**

**Date:** 9/3/2015 12:36:48 PM

**City/State/Zip:** Tomball, Texas 77375

**Company Complaining About:** AT&T

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## **Description**

I never know when I will have service for the last year, i.e., outage for days and since I bundle my services I'm double whammed. I feel like I live in India and Enron is my service provider! In the last 6 weeks alone - 4 days without service, 2 days without service, 24 hours without service and yesterday and today still no service. Representative in Philippines tells me all they know is outage! Unacceptable.

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**Ticket: # 508644 - Still No Email Replies From** (b) (6)

**Date:** 9/3/2015 1:56:07 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** AT&T

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## **Description**

And you closed by last request. What is up with that? My hijacked email addresses are

(b) (6) and (b) (6) (b) (6) are

(b) (6) and (b) (6). If you are getting a response from the latter, it may not be from (b) (6)

By: (b) (6), all rights reserved, without prejudice, sui juris.

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**Ticket: # 509249 - terrorism**

**Date:** 9/3/2015 4:49:09 PM

**City/State/Zip:** Kalamazoo, Michigan 49048

**Company Complaining About:** Sattellite

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## **Description**

To whom it may concern,

I humbly and urgently ask that you take the time to read this with serious attention to the nature of its content so as to not do yourself or this country a great disservice. I'm approaching you for help because of your experience in a field that affords me someone with the knowledge needed to help me with the content contained in this document. This will test your ability to begin to imagine, comprehend and give attention to this matter. There are not enough words to explain the abilities afforded the technology I will inform you of to my best abilities, but implore you to take the time to entertain. I have appealed to others and found myself with the conclusion that this scenario needs your attention. I ask for your help as a man of my word, honor and integrity and promise that I hold much more information to validate these claims.

I write you today concerning the most complicated subject we might ever face in life to this point. First, I must reestablish grounds for you to recognize the ability of mankind to develop technologies only thought to be imagination at one time. Remember that only decades ago we sent men to the moon; we've created destructive nuclear devices that took out whole cities, and virtual interactive software that has the capability to interact vocally. Computer processors that at one time had occupied the space of a building the size of a warehouse are reduced in size down to the Nano technology that exists today. We have ways to communicate over the internet and phone without a cable or visible connection anywhere and anytime. We have introduced untested medicines and experimented on fellow human beings in the past which is morally deplorable. History has already shown a disregard and lack of humanity to obtain results for development through unimaginable cruelty. Hopefully that will eventually inspire the acknowledgement of such incomprehensible occurrences can lead us to learn to address such atrocities before they take flight. This one has hit the "land of the free and home of the brave". With these things in mind I shall begin to give you a glimpse into the situation I'm asking you to help me to address.

I'm a man in today's society with limited resources being one of the reasons I need your help. Men's desire to conquer the frontiers of science has taken a wrong turn once again. These things you will come to learn as true through research which is already being studied at several universities in one capacity or another and is already among us. I'm a man educated in such things as bio-anatomy, psychology, and electrical concepts, etc....bestowing me with a layman's understanding.

The application of a technology has been created that can totally influence our very minds, and whole body through radio frequencies. The following examples should hopefully be enough clues to the rule out any possibility of confusion with any diseases or psychological afflictions that could exist in combination with one another. Research will reveal a positive conclusion that these attributes are unable to coexist. I'm worried that this might spread too far before I can personally find a way to shed light on this problem. This is a topic that every single person should want to do something to help me with. I've had my vehicles radio turn on at will, my phone or another's controlled in various ways, the cable station actually turned, and even the computer at my local library controlled, my DVD player paused and brag about it, then to play and start at a different chapter. I know that they have my passwords and schedule. I believe that they monitor my e-mails along with any phone conversations or receiving them. They even erased my document while I was sending it out. Please help me.

My body can be afflicted with EXTREME pain anywhere from the exoskeleton system, transdermal, brain tissue, central nervous system and down to the very organs that give life. Such examples will be only a very short list of the assaults I've suffered as the recipient. I have also had medical diagnostics including a complete blood workup, MRI imaging on my brain, psychological screening, heart monitoring, and an EKG (sleep study) where I was mentally aware of myself being awake and could hear myself snoring with the results coming back as normal to help hide the true status of my mind's function. Very labored breathing to where I had to mentally beg for my life with thought, for I had no air in my lungs to speak but my body did not convulse as time far passed the body's normal response. The smelling of another's person's environment when smelling a flower. The consistent pain or other stimulations in the area below my waist that is consistent timing when I pray or the attacking of my body and mind whenever I go to church. The slowing of my heart to such slow beats that I felt thumping echoes of a huge drum throughout my body till it slowed to a stop, while facilitated by wearing earplugs. The acceleration to where it felt as if I were going to have a heart attack coupled with the deepened red flushing and burning of my face and skin or a simulated stroke with the feeling of ice running through my veins. The mockery of a stroke on the other side of my body using my lung with the same feeling in my veins on the other side of my body. I've had the feeling of both my kidneys being simultaneously being punched with the intensity of a prize fighter. My prostate being constantly stimulated to humiliate me with the knowledge of another's presence over and over again, or the suppressing of my appetite. The consistent stimulation of my groin region and any other area below my waist with pain or a variety of other uncomfortable experiences consistently. Whenever I'm praying or going to church there are attacks of stimulation, pain, and looking at other people in my church to degrade them with a variety of approaches. The tearing of my calf muscles in single strands that were used and experienced in an increment of time that was exasperated by the controller of this technology to make me suffer and scream in agony while stopping and starting over and over again. Holding on to the affected sections in my legs to find only a strand of that one muscle tissue being stressed from the rest of its whole. The plucking of my spinal cord bringing me to my knees in any section of my spinal cord. The actual contorting of my toes and ankle joints to go in different directions from my leg that is just not possible to do with a thought of my own that struck me with overwhelming pain. Having Pain in my eyes to where it seemed as if they were going to explode while in my head or melt, or seeing 1000's of little stars in my vision. Having the feeling best described as an unmeasurable electrical shock of pain anywhere throughout my brain, in a chosen circumference of the persons with access.

These abilities can also be used to aggravate and stimulate in ways not associated with pain. The feeling that I've got a speck in my eye as I hold my bible coupled with an extreme burning sensation similar to arthritis or contractures in my hands, while I suffer through the reading. The feeling that I've got a hair in my ear canal that cannot be seen or touched on any portion of my epidermis or to be put in a sensation of "sleeping". The stimulation of a nose hair that is not even there or a consistent explosion of pain in my testicles. The progressive development of actually moving my tongue muscles while I tried to resist, coupled with the chatter of my teeth (not convulsive) to where they could finally take over speech. These are only some of the physical attributes of this abomination to mankind's existence.

The next explanation I'll try my best to elaborate on is on the mental capabilities. I believe it is also a confidence to the users that no one shall entertain the possibility of one man's testimony to hold enough validity for an inquiry. I recall the experience of a te

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**Ticket: # 509388 - FRAUD**

**Date:** 9/3/2015 5:36:18 PM

**City/State/Zip:** San Francisco, California 94903

**Company Complaining About:** Comcast

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### **Description**

A company claiming to be APPLE locks your IPHONE access to the internet and a popup comes up stating " your browser (safari) is at risk please call APPLE @ (800)457-5916" . This is the second time it happens to our iPhone ----- when I called they claimed to be "support online". It is a company out of operating out of india which has absolutely nothing to do w/APPLE. I called the FBI to file a complain and was given the FCC #(888)225-5322 which in turn informed to file the complaint online. This is a serious scam that needs to be investigated and its culprits punished to the full extent of the law . We do have a business and need constant access our emails and data from the Internet from our smart phones. Please advise.

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**Ticket: # 509517 - Unresolved service interruption with no attempt to resolve by Comcast**

**Date:** 9/3/2015 6:17:44 PM

**City/State/Zip:** Dunwoody, Georgia 30338-(b)

**Company Complaining About:** Comcast

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## **Description**

Over the past month, we have suffered several service interruptions for periods ranging from 8-12 hours. Each time, we were told that the loss of services were due to "equipment and capacity upgrades in the area." This time, though, our Comcast services, cable TV, internet, and telephone, has been interrupted for over 60 hours. No technician has come to even attempt a resolution. No one has returned our calls for service restoration. We are being billed for services that Comcast is apparently uninterested in providing.

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[Ticket: # 509828 - Aledged destructive interfearence from competing wireless broadband ISP](#)

**Date:** 9/3/2015 8:32:25 PM

**City/State/Zip:** Worton, Maryland 21678

**Company Complaining About:** Bridgemaxx

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## **Description**

Our ISP is unable to provide consistent reliable service to our community due to constant interference generated by his competitor. Our supplier feels that it is intentional.

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**Ticket: # 510019 - Comcast Data Cap on Internet**

**Date:** 9/3/2015 11:02:47 PM

**City/State/Zip:** Hialeah, Florida 33016

**Company Complaining About:** Comcast

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## **Description**

Comcast is imploring a "trial" last more than a year where they are capping their users internet usage to merely 300GB a month.

They then charge you \$10 for every 50GB you go over.

They have an optional \$30 fee you can pay to have unlimited internet usage.

This is anti competitive as it is the only Internet service provider I have in the area and I cannot use the Internet I'm paying for without feet of having to pay even MORE MONEY!!

The Internet is a right to everyone and you should NOT be charged pro rated to use it!! Literally everything pertaining to your everyday revolves around the Internet and Comcast is exploiting the fact that they are OUR ONLY INTERNET PROVIDER to charge a ridiculous amount because they know we have no choice!!

FCC I ask that this is not the time to remain idle as you watch Comcast exploit their users.

I trust you have our best interests and I trust that you see how blatantly they are taking advantage of us.

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**Ticket: # 510076 - Comcast, ATT, Direct TV**

**Date:** 9/4/2015 12:08:00 AM

**City/State/Zip:** Round Lake Heights, Illinois 60073- (b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

The FCC is supposed to protect the consumer against unfair practices by media and internet providers. I had Comcast for years for internet and TV but continuous outages, with no remedy forced me to seek other providers, i.e., CLEAR (internet/home phone); Direct TV for digital television. CLEAR was purchased by SPRINT, who jacked up the prices more than double previously paid to CLEAR and for half the services. That left me with no other option than COMCAST or ATT. I had moved from ATT for overbilling to Comcast years ago and would NOT go back to ATT or Comcast from previous horrible experiences. Continuous outages and overbilling forced me to Direct TV to get rid of Comcast for digital TV, now ATT has acquired Direct TV. SO! Your agency has thrown consumers back to two giants: Comcast and ATT that do not provide the services paid for by the consumer, have absolutely no resolution for anything. Constant calls to customer service are disconnected. Internet service is intermittent, drops out every single day for hours. I teach college and deal with students online, but am barred by Comcast's continuous and reported outages. THERE IS NO WHERE TO GO. WHAT IS YOUR AGENCY DOING allowing these mergers that bottleneck US consumers? I do not have time to chase media providers that offer a service but cannot deliver. WHERE ARE WE SUPPOSED TO GO? I have transcripts of online chats over successive days, wasting hours chasing Comcast. These two companies are TOO BIG TO DEAL WITH ANYONE, meanwhile the consumer is cheated!

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**Ticket: # 510112 - blocking web sites**

**Date:** 9/4/2015 12:58:34 AM

**City/State/Zip:** Fort Worth, Texas 76135

**Company Complaining About:** Charter

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## **Description**

I have had service with Charter Cable for almost 10 years, it is exclusively the only CABLE internet provider in my area, during that time I have used my own privately purchased cable modem and wifi router. Last week when my router went down a service man brought out a modem that Charter provides to customers that has no wifi connection. When using Charter's modem I am getting specific sites that they are blocking, that have never been blocked before. Instead of loading the internet page I want to look at, a message appears on the screen telling me I have to accept certain legal terms and conditions to view the site. I have never had to do this before and feel it is exceptionally proprietary and invasive. I pay for their services; I will not and should not have to accept any special terms for certain websites that I want to browse especially when it is multiple pages of legal dialog that the layman can not comprehend or decipher. I want it removed from my browsing and the sites unblocked, and I do not want any of my internet activity tracked or recorded by their company at all and I will not sign an agreement to let them do this in order to view particular internet sites that were free and open to me before using their modem. I pay for them to deliver a cable connection to the internet. I do not pay them to edit or censor my use of that service especially since they are the only Cable provider on the market in my area and I do not have the option to seek services with another without changing the mode in which I receive my internet into my home.

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**Ticket: # 510559 - Tempering with service and repeated harassing phone calls**

**Date:** 9/4/2015 11:46:38 AM

**City/State/Zip:** Groveport, Ohio 43125

**Company Complaining About:** Time Warner

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## **Description**

We are getting interference on our devices with repeated phone calls trying to sell us repair and recovery service. This is my second complaint, first was 08/23/2015. The name and number are the same . (b) (6) . You can not return a call to this number , and the person sounds either from India or the Mid-East and is very hard to understand .But wants to sell service for an enormous price . It may launch from a banner offering Windows 10 . First time he convinced my 82 yr old Mother to log on. While he controlled the computer the back ground and graphics resembled Microsoft.

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**Ticket: # 510663 - harrasing phone calls to sell internet services**

**Date:** 9/4/2015 12:20:00 PM

**City/State/Zip:** Groveport, Ohio 43125

**Company Complaining About:** Time Warner

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## **Description**

Harassing phone calls , submitted my second complaint just minutes ago, and just received a third call this morning. Caller must be interfering with computers and devices , then trying to sell repair services . (b) (6)

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**Ticket: # 510703 - Website Intrusion****Date:** 9/4/2015 12:37:38 PM**City/State/Zip:** Dallas, Texas 20850**Company Complaining About:** Support Pc2

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**Description**

While using the website " Evite", a pop up intrusion came up trying to direct me to the following page and phone number:

supportpc2.info/gizmo/win-32-issues-2.jsp?h=0810ela6-b68e-43ef-9ceb-cv279950d7d31&k=f34d55fe-a516-4811-804f-d53175adde76

phone number: 1-855-274-8042

The pop up told me that there was a security issue and I needed to connect with this support to correct the problem. I immediately shut down my computer, but the pop up continues coming up every time I access "Evite" website. I tried calling the phone number with my number restricted by \*67, and when I hung up after hearing a foreign voice, they called me right back. Since they bypassed my restricted phone number, I believe they have fraud intent. Hope this information helps you shut them down.

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[Ticket: # 512117 - internet service](#)

**Date:** 9/5/2015 9:52:03 AM

**City/State/Zip:** Austin, Texas 78640

**Company Complaining About:** Time Warner

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## **Description**

Internet works when it wants

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[Ticket: # 511219 - Harassing website](#)

**Date:** 9/4/2015 3:28:25 PM

**City/State/Zip:** Selmer, Tennessee 38375

**Company Complaining About:** Do Not Know

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## **Description**

When I am online & enter a search site, sometimes I get this annoying website that locks up my computer, it will never exiting from it. The page reads i may have a computer virus. It will have a person that wants to "chat" online with me.

They ask me to call 1-866-742-3506. I never call the number. I have to restart my computer, sometimes it is still locked when I try to go back online.

To

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**Ticket: # 511554 - Internet connection**

**Date:** 9/4/2015 5:39:12 PM

**City/State/Zip:** Bloomington, Illinois 61704

**Company Complaining About:** Comcast

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## **Description**

Three days of no Internet service. Called to create a ticket after spending a full day trying to troubleshoot the devices in my home. Giving Comcast the benefit of the doubt that it was my equipment. After following all the steps required by them u still have no internet. I called on day two to try to resolve the issue and they created a ticket sent it to service engineers to check on the issue. Was told it was a leak in the Internet so we are not getting the service to our house! They know what the issue is. Day three rolls around still no service to our internet. I can not continue to Hotspot my cellular device to operate my home business as it is eating up my data that I also pay for. They told me when I called back that they know what the issue is but there is no ETA to get it fixed and I would get a call once they got it fixed. That call was at 1100 am today. It is approaching 5 pm. Days with no Internet is putting a damper on my lifestyle as well as my business. Think about it like this. If you did not go to work for three days (not using sick leave or vacation time) would you get paid? I just want my Internet up and running so I can operate my home based business! I am losing money everyday it is down!

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[Ticket: # 511623 - Comcast Data Cap](#)

**Date:** 9/4/2015 6:08:26 PM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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### **Description**

I live in Knoxville Tennessee, and Comcast has implemented low data caps that interfere with my ability to use the open internet.

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**Ticket: # 511671 - unwanted text message solicitaiton**

**Date:** 9/4/2015 6:33:39 PM

**City/State/Zip:** Elkton, Maryland 21921-(b) (6)

**Company Complaining About:** Verizon Wireless

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## **Description**

unwanted text message solicitation to someone by a different name than mine (b) (6). Text is from (b) (6). Greetings! (b) (6), Your App for Car Loan has already been approved for upto \$25k with 0 down. To process click <http://tinyurl.com/psh5qyb?> 2:57pm today 9/4/15

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[Ticket: # 511843 - Microsoft blocking my Netflix on m laptop because they cannot update when they want](#)

**Date:** 9/4/2015 8:59:24 PM

**City/State/Zip:** Fort Worth, Texas 76135

**Company Complaining About:** Microsoft

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## **Description**

I have watched Netflix on my computer since I got it. Since changing the updates to only when I want them to, Microsoft has not allowed me to get into my updates and it is keeping me from watching my shows on Netflix. Called Netflix and they said to sell this computer with Windows 8.1 on it and get a Mac because Microsoft thinks its above the law. I want this stopped on not only my computer but on all laptops with Windows on it.

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**Ticket: # 512098 - Failed to provide working Internet for a year**

**Date:** 9/5/2015 9:14:43 AM

**City/State/Zip:** Silver Creek, Georgia 30173

**Company Complaining About:** Comcast

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## **Description**

I have been with comcast for roughly 5 years. After I moved into my current home a year ago, I started having intermittent trouble with my internet. It wasn't uncommon for the Internet to crash whenever you started using it. I have been working with comcast for the past year with techs coming out to service my home and had replaced every wire and box in the home and each tech states there is a problem with the wiring at the street. I was billed for many of these techs to come out and each tech would state that they put in a work order for the street wiring to be repaired but no one ever came. Usually the day after the tech would leave, the Internet would begin cutting out again. I spent the last week fighting with the comcast customer service to simply get someone out to repair my internet again, but after a week, and hours of waiting on hold where no one would ever pick up and talk, I called yesterday and was forced to simply discontinue all of my services. The final person I spoke with could not even give me any useable information to get someone to fix my problems. This is by far the worst experience I've ever had with a company in my life. When the service would work, it was a good product, but there is no need to pay hundreds each money for a product that is basically unusable.

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**Ticket: # 512116 - internet service**

**Date:** 9/5/2015 9:50:07 AM

**City/State/Zip:** Kyle, Texas 78640

**Company Complaining About:** Time Warner

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### **Description**

Have time warner cable,have trouble with service it works when it wants,have called to have fixed a bunch of times still same problem,but being charged and they wanting more money

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[Ticket: # 512407 - Data caps](#)

**Date:** 9/5/2015 2:04:36 PM

**City/State/Zip:** Doral, Florida 33178

**Company Complaining About:** Comcast

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## **Description**

The new comcast data caps are absurd. We shouldn't have our Internet limited

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[Ticket: # 512595 - Comcast Monthly Data Caps on Internet](#)

**Date:** 9/5/2015 4:04:17 PM

**City/State/Zip:** Tigard, Oregon 97224

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing monthly data caps on home internet in an effort to charge more money for what would essentially be the same level of service. This is utter insanity, and has to be prevented if there is to be fair and equal access to the Internet for everyone living in the U.S. Some areas in the U.S. have Comcast as their only Internet option, and should Comcast impose these data caps on their customers then those people will be forced to either relinquish their use of the Internet or pay more for Comcast's already infamous low speeds and high bills.

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[Ticket: # 513444 - Service Interruptions](#)

**Date:** 9/6/2015 2:01:06 PM

**City/State/Zip:** Van Lear, Kentucky 41265

**Company Complaining About:** Big Sandy Broadband

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### **Description**

Everyday when I try to do my business online, including education courses and running an amazon business, the conection gets interrumped by "DNS Errors" and the equipment on my end is good.

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**Ticket: # 512904 - Time Warner Cable**

**Date:** 9/5/2015 6:32:27 PM

**City/State/Zip:** Matthews, North Carolina 28105

**Company Complaining About:** Time Warner

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## **Description**

Three years but the last 3 months severe internet issues. We have called numerous times and have had no less than 6 Techs come out to our house to fix a on going internet issues in a three month period. Three modem replacements in a three month period with nothing correcting the issue. I am currently on hold waiting on a schedule for our 7th visit by a "Senior supervisor" to come out and fix the internet yet again! We have documented issues and the phone support has found numerous issues and the responding field techs have not fixed it. We are furious and have had enough. We are contacting everyone we know including news, consumer services to report this. Most of the time when they come out they just drop a new modem, charge us a freakin install fee then walk out the door. TIRED OF IT!!!!!! -- Update out next visit is scheduled on Thursday seeing that it is Friday we won't have any support for 5 days! We even upgraded to there highest tier of internet service because they said that would fix it! It was a scam to take our money and not offer a fix to the solution.

---

**Ticket: # 513890 - Yahoo Account Hacked**

**Date:** 9/7/2015 6:55:05 AM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** AT&T

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**Description**

I can successfully change my yahoo email password to delirium , but the login page continues to loop back to the login page after successful login. I have been hacked AND I wss using private browsing, too. I can' get responses to (b) (6) but only to (b) (6) .  
By: (b) (6) , all rights reserved, without prejudicd,sui juris.

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[Ticket: # 512948 - Broadband Data Caps](#)

**Date:** 9/5/2015 7:00:20 PM

**City/State/Zip:** Jersey Shore, Pennsylvania 17740

**Company Complaining About:** Comcast

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## **Description**

Comcast implementing data caps for their broadband internet service at 300GBs per month. We are paying for 105MB/s download speed, and this cap will be easily over ran. We are consuming 100 GB every 4 days, so this cap will easily be doubled within the monthly time period.

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**Ticket: # 513056 - Comcast Data Cap**

**Date:** 9/5/2015 8:15:00 PM

**City/State/Zip:** Tupelo, Mississippi 38801

**Company Complaining About:** Comcast

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## **Description**

The Comcast Data Cap "trial", which the company neglected to notify us we were enrolled in by the way, should absolutely be done away with because it will

- a) curb people's consumption
- b) extract more money from the same customers for the exact same service
- c) impose a legal precedent for offering less for more money

This is one of many steps Comcast is making to control how we use the Internet. I feel as if I'm being punished for preferring to use Netflix instead of purchasing Comcast's TV package. They have an absolute ability to strangle my use of other competitive services because of our dependence on them as our ISP.

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**Ticket: # 513188 - Comcast Disconnected my Services Without Verification****Date:** 9/5/2015 11:11:05 PM**City/State/Zip:** Chicago, Illinois 60642**Company Complaining About:** Comcast

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**Description**

A new resident moved into the apartment unit below mine. While attempting to set up their internet service through Comcast and having difficulties, Comcast disconnected the internet and cable services and de-activated my account. For clarity, Comcast de-activated my account due to someone else calling with none of the applicable account information because they could not figure out how to activate their services on the first floor unit. They did this with zero confirmation from me, the current resident of the apartment on the second floor. It took multiple phone calls and I had to spend at least 3 hours on the phone with Comcast technicians. During this time, I was hung up on, given incorrect information about which department to deal with, and finally got through to a competent employee to resolve the issue.

The final technician says that Comcast will disconnect services if someone had provided proof of residence at my location. This was definitely not the case, and they disconnected the service without confirmation.

---

**Ticket: # 513282 - Xfinity sending jamming or blocking signals**

**Date:** 9/6/2015 8:29:15 AM

**City/State/Zip:** Salem, New Hampshire 03079

**Company Complaining About:** Xfinity6

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## **Description**

Twice in the past couple of weeks, while either surfing a site, or trying to register for a Webinar, my Web page was rerouted to an Xfinity registration page to sign up for their expensive services.

For the past several weeks, I have experienced problems getting several of my devices connected to the internet. One of them will not connect at all through the home network, but works just fine, when connected to the Barnes & Nobles network.

I have my service through FairPoint, and have no desire to change, because I can't afford to.

Please investigate this deceptive and invasive practice, and put a stop to it.

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**Ticket: # 513311 - Ask.com Search Engine**

**Date:** 9/6/2015 9:56:43 AM

**City/State/Zip:** Louisville, Kentucky 40219

**Company Complaining About:** Time Warner

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## **Description**

Somehow I got this toolbar downloaded with another program and which one I don't know. I have tried my best to get rid of it but it is impossible. I understand that ask.com attaches their files to other downloads as an effort of promotion. It is annoying that it is considered malware and there is no easy way to remove it. This company should be prosecuted or forced out of business. Is this company owned my microsoft? Please do something about this. I am going to have to buy recovery disks and reformat my computer. Thank you. (I'm not sure what this has to do with Time Warner Cable but I filled in the information anyway by force)

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**Ticket: # 513356 - Annoying cookie from Tracfone**

**Date:** 9/6/2015 11:41:28 AM

**City/State/Zip:** Brooklyn New York, New York 11205

**Company Complaining About:** Tracfone

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### **Description**

I do not want promotion from Tracfone products through cookies inserted in my computer system. I CAN NOT RECEIVE CALLS ON TELEPHONE (b) (6), THE ONLY SERVICE I HAVE IS OUT CALLS TO 911. I AM IN THE PROCESS OF GETTING SERVICE FROM ASSURANCE. By the way, I received a telephone device from Tracfone and since I do not want Tracfone service (it is still in the unopened original shipping box), do I send it to FCC and FCC send it to Tracfone? or do I send it to Tracfone myself?

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[Ticket: # 513397 - Verizon Wireless delaying emails & halting data transfer while on webmail site](#)

**Date:** 9/6/2015 12:44:34 PM

**City/State/Zip:** Nashville, Tennessee 37205

**Company Complaining About:** Verizon Wireless

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## **Description**

Verizon Wireless supposedly gives me unlimited data per our contract, but in reality they frequently throttle my data rate to a useless level when my usage exceeds about 2 GB per month. Lately, they have been effectively stopping data transfer while I am on my webmail site, causing me to lose entered draft email text. They also delay some important emails sent to me, especially those from family, often for days. My internet usage has been higher than normal (roughly x 3) the past month, due to my mother having been diagnosed with a terminal illness. I believe this higher than usual data use is what has caused Verizon to increase their data throttling at critical times, negatively impacting my ability to deal with this ongoing crisis. This covert manipulation of critical communication channels needs to be dealt with ASAP.

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**Ticket: # 513406 - Time Warner Charged wi-fi**

**Date:** 9/6/2015 12:54:47 PM

**City/State/Zip:** Dallas, Texas 75228

**Company Complaining About:** Time Warner

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## **Description**

Dear FCC,

I used internet access from TWC for year I paid 14.99 a month with wifi, after few months they blocked wifi, if I want to use it I must pay for \$5.00 a month. I heard FCC announcement whose charged wifi will report to the FCC if its right please take an action with TWC.

Thank you!

(b) (6)

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**Ticket: # 513421 - Clear Wire**

**Date:** 9/6/2015 1:21:22 PM

**City/State/Zip:** Rochester, New York 14617

**Company Complaining About:** Clear Wire

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## **Description**

I have been a Clear Wire subscriber for over ten years. A few months ago they announced that they were going to discontinue service in early Nov. Since then the service has steadily deteriorated. It has gotten to the point where there are days that I can't get on line at all. In the past week, four of five days I had no service at all at my office. (I also had a half day outage the previous week.)

When you call their support (and get someone in the Philippines) they tell you that "there is a tower problem that will be fixed as soon as possible". I think a week's outage is not "as soon as possible". Apparently they are not waiting until the announced shutdown before removing some of their towers (and service) while continuing to collect their monthly fee.

They also advise you to switch to Sprint, who bought Clearwire.

To get the same level of service as I get now it would cost me three times as much. And why would I want to switch to them when they are treating existing customers so poorly?

I have talked to local internet providers and I am finding that alternatives will cost me significantly more, especially because I will need two connections. (I can currently use the same modem both at home and at the office.)

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[Ticket: # 513879 - Throttled](#)

**Date:** 9/7/2015 5:11:15 AM

**City/State/Zip:** Stillwater, Oklahoma 74075

**Company Complaining About:** Sudden Link

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## **Description**

I filed a complaint about data caps a few months ago. It seems that I finally went over my godly amount of 850 gigs of data I'm allowed and now suddenlink has throttled my internet. I pay 105 a month just so my family can enjoy what they love to do on the internet. This is a 70/8mbps connection that they have throttled down to .04mbps download. I'm unable to do anything because of this. This is not some consumer resource.

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[Ticket: # 513947 - Unregistered 3.65ghz Disrupting our links](#)

**Date:** 9/7/2015 9:55:38 AM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Broadwave

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## **Description**

We are a WiSP and we are seeing unregistered 3.65ghz access points installed causing interference with our systems. The strongest offender is (b) (6) located at (b) (6). (b) (6). The system was installed by a company called Edge Communications 972-905-6500.

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**Ticket: # 513987 - internet adn tv**

**Date:** 9/7/2015 10:24:35 AM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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## **Description**

since a year ago I am paying for Comcast TV and internet services that I have not received, they are continuously charging me, last month \$180, this is completely unacceptable, technicians comes and cant fix the problem, meanwhile I keep paying for a service that I am not receiving, I ve already filled a complain with fcc and department of agriculture in FL, and still no service, cables are hanging outside my house and over the ground, no technician from Comcast came to fix this issues either. since I don't have internet I have to transport my kids to library to do homework, this is getting really problematic for me and my family, TV services are bad , no signal, slow picture, there's is a person that called me a few times saying that Comcast is sorry but no fix yet Olga 561-881-3260 executive customer service specialist. this person cant fix the issue either also a tech named Steve with phone # 305-619-3404 nothing, I am still with no service since a year and keep paying month to month because if I don't pay regardless that I don't have service, they send me to collections, and that is not fair, I need a solution to this ASAP I cant wait anymore giving Comcast chances that those chances are never available to me, I want the service in working conditions, a full refund of whatever I got billed by Comcast also a letter apologizing for all the inconveniences that along this year I had and a reimbursement for the problems that this caused me, also because of i waited more than a year, what else comcast can do for me ? because if i dont pay for a year what would happened ?

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**Ticket: # 514006 - SPAM**

**Date:** 9/7/2015 10:39:41 AM

**City/State/Zip:** Brooklyn, New York 11209

**Company Complaining About:** Directv

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## **Description**

There is a very dangerous blacklist in our country called SORBS SPAM! This blacklist sends spam to hard working American's all over the country! This list need to be found and done away with!

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[Ticket: # 514054 - high Jitter and packet loss while trying to use my internet and telephone](#)

**Date:** 9/7/2015 11:25:55 AM

**City/State/Zip:** Chesapeake, Virginia 23325

**Company Complaining About:** Cox

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## **Description**

I have a internet phone, which is not provided by my internet service provider. It is provided by Ooma . My problem is my phone service just drops and go dead in the middle of calls . Itook the problem to Ooma who diagnosed the line and found that the line jitter was too high. They said the jitter should be 5 or less my jitter was around 15. I called Cox my ISP and sent out a technician who said that he didn't see a problem and tried to bill me. I called Ooma back and explained that was not planning to correct the problem. Ooma had their support team call and the jitter immediately dropped in the required range after about two weeks I started dropping calls again and I notice the jitter is way out of range I need your assistance in getting COX to correct this problem and provide the kind of service they should be providing

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**Ticket: # 514204 - No internet for 5 days**

**Date:** 9/7/2015 1:37:52 PM

**City/State/Zip:** Piedmont, Ohio 43983

**Company Complaining About:** Windstream Communications

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## **Description**

I haven't had internet in 5 days. My connection is dropping 15-20 times an hour. If i try to load a webpage it immediately times out. They will not send a technician out. And the telephone techs tell me they cant help me. How the hell can they not help me? Why wont they send a technician out? I am paying them 80\$ a month and i don't have internet and my phone service isn't working. And they refuse to do anything. They are the only internet service in my area. And they are taking advantage of that fact. So what legal recourse do I have here? Doesn't the FCC go after companies like this? I keep getting the run around from Windstream. They have been telling me for 3 years they are going to upgrade this area. Instead they are overselling their dslam. Is there not a law against this? Is it legal for them to continue to sell highspeed internet when they cannot provide it? And its not just me having this issue here. My mother in law has their 1 meg service and she doesnt even get 1 meg. And her connection is dropping as well. She is also having the phone issues and has contacted Windstream and they give her the run around also. Did the FCC not pass a vote to regulate broadband Internet service as a public utility? I know phone service is. Yet they aren't even fixing that. At the moment, the FCC allows 4Mbps download speeds to be advertised as broadband/high-speed. They are advertising broadband in this area. And it is not broadband. Is that not a violation of the law? How are they getting away with this? And what does it take for you (the FCC) to step in and actually get involved? All you (the FCC) has done is forward complaints to Windstream which is doing nothing. And you the (FCC) has just given Windstream 175 Million a year(of my money) for 7 years to expand. Dont you think that waiting 4 Years for reliable service in phone and internet is long enough? Windstream keeps saying due to the explosion of internet needs in my area they are having issues giving us reliable service. Well if that's the case shouldn't they be allocating some of that 175 million to our area? NOW. Not years down the road. Its already been 4 years. This issue is hurting my business. I build custom PC's for a living and do PC repair. And drivers and updates require reliable internet. And i have No usable internet. No internet at all at the moment. I had to drive to my mothers house to even send this complaint. So is my recourse to sue windstream for the lack of service and loss of thousands of dollars a month? They are putting me out of business! So again. Please instead of just forwarding my complaint to them investigate them in this area. What they are doing cannot be legal. Putting tax paying Americans and business out of work. At minimum stop them from selling anymore internet out here to anyone else. They cant handle it. And they should not be advertising Broadband/highspeed internet in this area. They do not meet the FCC req to call it such. This is beyond ridiculous now. Its a crime. Its NOT A SPEED ISSUE! It is a no internet issue. Its constant dropped connections and a phone service that works 50% of the time. Thank God for cell phones. Ive had to switch from using my home phone to my personal cell phone for work. And going to my familys homes to do my business because i dont have internet here. Satellite internet is not an option due to the extreme price and low data caps. Drivers updates etc require a lot of gigabytes of Data. Making satellite too expensive.

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**Ticket: # 514238 - Century Link**

**Date:** 9/7/2015 2:01:02 PM

**City/State/Zip:** Wirtz, Virginia 24184

**Company Complaining About:** Centurylink

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### **Description**

I've had Century Link internet service for 50 days. I pay for guaranteed 5mbps speed and have had that speed MAYBE 5 days out of the 50 I'm being billed for. I've spent countless hours with technical support, had 4 service calls to my house and still they do not meet the guaranteed speed. I also had an entire week of no service during this time. How are they even in business?!?

---

**Ticket: # 514280 - Keefe Jail Commissary**

**Date:** 9/7/2015 2:41:22 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Keefe Thru The Hays County Jail, Texas

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## **Description**

I see where the Keefe kiosk in the Hays County Jail has email capability, but the system is insured not to work for the inmates like this, that there is no virtual keyboard made a available, and if anything, then purposely so. Keefe has the capacity to move email from an inmate to recipient and that jail administration, meaning that sick-ass corrupt jail-owner, district court judge (b) (6), original name (b) (6), did this by purpose then. By: (b) (6), all rights reserved, without prejudice, sui juris.

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[Ticket: # 514526 - persistant ads from Mackeeper](#)

**Date:** 9/7/2015 5:53:04 PM

**City/State/Zip:** Jefferson, Iowa 50129

**Company Complaining About:** Mackeeper

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## **Description**

Ads pop up during searches claiming your computer has issues when there are none, you can't get out of their ads without shutting down the browser.

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**Ticket: # 514622 - Interruption of Wifi Signal on location - between devices**

**Date:** 9/7/2015 7:34:52 PM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

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## **Description**

We have experience disruption of our wifi signal between devices over the last two years. Our evidence is circumstantial, however over a long period of time we have put two and two together. We stream games for Cushing Public Schools and the football program, and our competition also produces a broadcast of the same. Each time one particular member of our competition is in the location of a broadcast we experience the disruption. We have been through all the other equipment trouble shooting including our AT&T broadband device and other equipment, but to no avail. Every broadcast when this person and or entity is present 15 minutes prior to the game we loose the wifi signal and the about 10 minutes after the game is over we regain the signal. During investigation of the game on September 4th our first football game of the year this happened again. During the trouble shooting it was discussed that a "pineapple" could possibly be in use to disrupt our signal specifically. We need help in getting this to stop. We understand that it is an illegal use of this device by this entity and or person. We understand that this individual may be a member of law enforcement in the area as well, with knowledge of the use of the devices in that field. After last Friday's game it was recommended to us to file a complaint with the FCC.

Thank you for your attention to this matter,

(b) (6)



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**Ticket: # 514641 - internet service**

**Date:** 9/7/2015 7:50:40 PM

**City/State/Zip:** Nogales, Arizona 85621

**Company Complaining About:** Centurylink

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## **Description**

on-going problem of service loss, currently no service for the last five days, have contacted century link about this problem, their response was to do a "speed test" and tell me everything is fine, on any work night the connection crashes and I lose hours of work that have not been saved yet, the connection on our computers has a \*connection limited-contact your service provider,, century link refused to look into it stating their speed test scores are adequate,, I asked if they could explain what speeds parameters were, if they could explain, what my line results were and they have only repeated that everything was fine, they had no problems on their end and there was nothing indicating a need for further analysis.. The connection falters constantly and on occasion quits for hours at a time. This issue comes amidst of an increase to my phone/internet bill, I was quoted a five year lock at \$65.00 however the latest bills have been \$100.00 - \$120.00 .. When I inquired why they said the added charges were for local fees and taxes, the worst part was when the rep for century link said "these charges are not illegal" .. He explained there was nothing I could do. (Century link is the only provider in my area) .. These last five days with no service have been bad for my business and even worse on the moral of my home, we are treated badly, ripped off and basically told to shut up and take it. Century link is just horrible, we hope maybe writing to you might get them to live up to their promises. Any help you can give us would be greatly appreciated (I'm writing this from my phone/Sprint-network) (b) (6)

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[Ticket: # 514708 - comcast](#)

**Date:** 9/7/2015 8:52:39 PM

**City/State/Zip:** Colorado Springs, Colorado 80911

**Company Complaining About:** Comcast

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## **Description**

I have xfinity Comcast for my internet service. I have repeatedly tried to get them to fix my internet. I have even gone and spent my time and gas on exchanging out my equipment...but my internet still is very slow and my modem resets itself several times a day. This further complicates matters since my phone is digital phone service. I don't know what else to do, since I still have to pay my bill every month, but I am not getting the service I am paying for.

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**Ticket: # 514698 - Comcast Service**

**Date:** 9/7/2015 8:38:56 PM

**City/State/Zip:** Greenwood, Indiana 46143

**Company Complaining About:** Comcast

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## **Description**

Comcast is absolutely terrible with the way they handle their customers over the phone. I have been having issues for the past month and a half with internet issues and have had multiple techs tell me it is just a modem problem, when it is clearly not, as I have bought multiple modems. When I requested for a tech to come out I was told no and that I needed a reason for a tech to come or, as if I didn't have one. When the tech came out, he was professional and did his job, but it did not completely fix the problem. He said if this happened to call Comcast and schedule a go back. That was at 8:30 am. I was told by Comcast he would be back by 11 Am. No show. Then I called at 12:30. The agent said that the tech would DEFINITELY be there before 3. No show. Then he would be there by 5. No show. I was told if I didn't get a call from dispatch by 7:30 to call back And they would make sure that the tech would come back tomorrow morning. When I called back in to do this they told me the next tech would not be able to come until a week. I have been very disappointed with the way they have treated their "customers"

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**Ticket: # 514717 - hijacking of computer**

**Date:** 9/7/2015 9:09:12 PM

**City/State/Zip:** Hobbs, New Mexico 88240

**Company Complaining About:** Would Not Give Me Name Of Company.

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### **Description**

a screen pops up and no way to get this screen off computer with out turning off computer with power switch loosing your work says a virus is on computer call their # to get it off 1 800 841 0435  
<http://securityerror.in/jammer/index.php> is in status bar.

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[Ticket: # 514742 - Comcast Internet Drops](#)

**Date:** 9/7/2015 9:30:57 PM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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### **Description**

Internet drops every few hours, Comcast have come out to my location 4 times and refuse to check the connection box on the outside of the property and insist the issue is my modem. I have replaced my Modem and now they will not return my calls or come out to check the problem

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**Ticket: # 514913 - Kaspersky**

**Date:** 9/8/2015 8:38:09 AM

**City/State/Zip:** Los Angeles (hollywood), California 90068

**Company Complaining About:** AT&T

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## **Description**

One day a couple of months ago I noticed that there was a Kaspersky icon on my desktop. I don't know where it came from and I never asked for it. The icon just stayed on the desktop for a couple of months, and I don't know what it meant. My anti virus and anti malwear are covered by an outfit that I use for computer help(various adjustments). They go by the name of Sure Bit and Safe Comp. I very much doubt that they are the source of this problem. I have asked Kaspersky repeatedly to get rid of their pop-ups, icon, and emails. I have made that request many times. They just keep sending me emails that I ask them not to send. They send me what appear to be some kind of account number. However, I don't know how that can be, because I've never had either an account nor business. I just wish that they will get all their stuff out of my computer.

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**Ticket: # 514982 - unwanted email - unsubscribe link disabled**

**Date:** 9/8/2015 9:44:39 AM

**City/State/Zip:** Burlington, North Carolina 27217

**Company Complaining About:** Centurylink

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## **Description**

I have been receiving emails from a site labled "Survive End Days" and, when I attempt to unsubscribe, the page is "not available". The urls that pop up when I attempt to unsubscribe are: [http://d2.84.b6.static.xlhost.com/rdc.php?32=1o04unsaberzzzzz\\_outvl\\_broadband\\_action.a2ssjali.C000rfi8w0jjj2bi\\_qx794.gghkqa2Z5M28xa2Y2OHNx0f2czT](http://d2.84.b6.static.xlhost.com/rdc.php?32=1o04unsaberzzzzz_outvl_broadband_action.a2ssjali.C000rfi8w0jjj2bi_qx794.gghkqa2Z5M28xa2Y2OHNx0f2czT) and it quickly changes to [http://pricetronics.net/?email=\(b\) \(6\)](http://pricetronics.net/?email=(b) (6)). Can you help?



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**Ticket: # 515290 - constant and random Internet outage**

**Date:** 9/8/2015 11:48:26 AM

**City/State/Zip:** Evansville, Indiana 47714-(b) [REDACTED]

**Company Complaining About:** Wow Internet Cable And Phone

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## **Description**

I have been fighting With Wow Internet cable and phone My internet has been going out randomly several times a day I have the dates and times documented they have sent techs to the home but they have not fixed the issue , they act like they do not care and for us to just live with the problem There biggest concern is getting paid for the services all they do is over charge disconnect my service and charge me reactivation fees They do not care about the outage problem , this has been going on since the on set of the services Sept 14 for a year now ! they just brush it off I want compensation for this that is acceptable they refused to do that

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**Ticket: # 515391 - Comcast Service****Date:** 9/8/2015 12:17:06 PM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

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**Description**

I have recently moved my comcast service from my old apartment to my new apartment which I was promised, would be an easy process. I was told however that I needed a new account and hence a new activation again. After setting up the equipment, I could not connect to the internet. I called technical support twice and both times they recommended and promised that a technician will come within 24 hours as there was an issue with the connection having interferences. 24 hours passed and no one came. When I called comcast again, they blatantly claimed that I did not call earlier and a technician was not scheduled to visit. They also could not understand the progress of my issues as it was not recorded on my file in the system. As such i was made to go through the same tedious troubleshooting process to again come to the same conclusion that there are interference in the signal and a technician would need to visit. This time, the earliest date that the technician can visit is 3 days later and can only arrive within a range of 4 hours and not a specific timing. This means I would be without connection for a total of 5 days which is highly inconvenient for my work. I would also have to take leave from work to remain at home to wait for the technician. This level of customer service is highly disappointing from an established american company.

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**Ticket: # 515634 - Constant email harassment from one company**

**Date:** 9/8/2015 1:25:36 PM

**City/State/Zip:** Pensacola, Florida 32502

**Company Complaining About:** Luis C De La Espriella

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## **Description**

I had a bid from the company listed below done on buying a commercial freezer over 5 years ago. Since then I have received emails from them on at least a weekly basis even though I called them and asked them to stop spamming me and emailed them to stop spamming me and they refuse to stop sending me spam. They do not have an opt out on their emails and no remedy for spamming! Please get to them and have them stop spamming me!

Luis C De La Espriella

Tel: 786-286-2926

Tel:786-519-1211

Email: Luisca59@gmail.com <mailto:Luisca86@hotmail.com> MANUFACTURERS OF  
PREFABRICATED WALK-IN COOLERS/FREEZERS/REFRIGERATION & COLD STORAGE  
DOORS.

<http://www.walkincoolersandfreezers.com/>

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[Ticket: # 515969 - Unsolicited e-mail without opt-out from Mimeo](#)

**Date:** 9/8/2015 2:51:34 PM

**City/State/Zip:** San Mateo, California 94404

**Company Complaining About:** Mimeo

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### **Description**

I received 3 unsolicited e-mails from an unknown source at Mimeo. The messages do not include an opt-out option.

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**Ticket: # 516137 - Daily Tire e-mails**

**Date:** 9/8/2015 3:30:43 PM

**City/State/Zip:** Sterling Heights, Michigan 48313-(b) [REDACTED]

**Company Complaining About:** Wow

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### **Description**

Suddenly I am the "lucky" recipient of advertisement e-mails all saying "Search for Printable Tire Coupons & Other Discounts". Today I have another 26 such mailings. On those that allow me to click on the spam notice on the bottom it still seems to make no difference. I have notified three suppliers multiple times to stop sending their notices. I don't want ANY of them. Please help get me off of their lists. Thanks, in advance, for your help.

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**Ticket: # 516143 - Comcast Internet service**

**Date:** 9/8/2015 3:31:33 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19118

**Company Complaining About:** Comcast

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## **Description**

For three months my internet has been intermittent with numerous one phone calls to get it working. My internet is now not working at all with the fourth visit today without any resolve and more time wasted. The technician didn't even call or let me know the work had been done. Another 1 hour phone call later I still have no internet service and another technician may or may not call tomorrow to come in my home again to try and fix again. The supervisors are absolutely useless and who knows if they are supervisors at all. There was no feedback and I feel they don't know what they are doing. I have been refused any compensation until this issue is resolved I just want to cancel the service and go with someone else. It is so frustrating my wife has work to do at home for her day job we have to rely on other people to watch our kids so we can accommodate Comcast. Absolutely ridiculous.

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**Ticket: # 516497 - AT&T internet services**

**Date:** 9/8/2015 5:06:15 PM

**City/State/Zip:** Riverside, California 92507

**Company Complaining About:** AT&T

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## **Description**

Our family has AT&T and we have issues with our internet connection. The internet connection of our family drops to the point where our family got a reminder that we used 75% of our data 6GB and 90% of our 6GB data within the span of 4 hours...

Secondly, AT&T has cut off our internet connection after "not getting the bill". Which is against their own norm of billing service. The customer service was unable to help. Although, I do not know if this matters their partner, Direct TV (we have a bundle option from no competitors in a particular service at the time of making the contract) has substantially leveraged its price, after its contract. The nature of AT&T and Direct TV's partnership forces consumers to work with a cooperation's customer service that is fully able to transfer liabilities to the other to escape responsibility. Leaving the customer in a state where all responsibility falls to them, they hold unlimited liability, in which they have two options: be have unlimited responsibility in resolving issues of: "interference", "billing disputes", etc; or to simply end or leaving the services entirely.

Our family has chosen the latter, to cut all ties to the two companies, but feel that the telecommunication service providers have market dominance or monopoly in places where they have no competitor, use and leverage their standing, and their customers definitely lose.

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**Ticket: # 516930 - Kapersy**

**Date:** 9/8/2015 7:14:48 PM

**City/State/Zip:** Los Angeles (hollywood), California 90068

**Company Complaining About:** AT&T

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## **Description**

Kapersky has intered, like a virus, my computer, and I can't get rid of them! They send pop-ups, emails(with account numbers, which is impossible since I've NEVER done any business with them), links that I can't use. And they send these things over, and over, and over!

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**Ticket: # 516962 - Comcast serious service interruptions****Date:** 9/8/2015 7:44:09 PM**City/State/Zip:** East Brunswick, New Jersey 08816**Company Complaining About:** Comcast

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**Description**

Since May 15, 2015 I have called Comcast help desk about 25 times to deal with Internet /wireless problems. I should attach my wireless phone bill to show how many hours I have spent dealing with the problem. I have spoken about 10 times with the Gateway Wireless group; I have exchanged my modem/router 3 times; I have had 4 technicians come to my house - at least 3 times they were "no shows". Usually my connectivity issue is fixed for a few days - then back again with the lost signal. The only remedy they suggest is to unplug my modem. Well - between cable, Internet, and phone my monthly bill is over \$250. Having constant service interruptions when I pay my monthly bill is unfair and should be illegal. I have no other choice but to deal with this - no other service provider other than Direct TV. What makes matters worse is that I supposed to be working from home a few days a week - and I need the Internet connection. Since I have been working at home the problems are so much more obvious because I have to deal with it every few hours. I tried to send a complaint on the Comcast website - Customer Care - but after I typed my message there was no ability to submit my complaint. I am desperate and don't know what to do .

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[Ticket: # 517164 - Intermittent Internet](#)

**Date:** 9/8/2015 9:37:09 PM

**City/State/Zip:** Cape May Ch, New Jersey 08210

**Company Complaining About:** Comcast

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## **Description**

I have been experiencing issues with my internet connection all summer. I've had my modem replaced twice and still my service is spotty at best. I've made repeated calls to customer service and still have no resolution. Xfinity dominates service in my area so I don't have much choice.

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**Ticket: # 517272 - Internet Problems with Comcast**

**Date:** 9/8/2015 10:58:51 PM

**City/State/Zip:** Fort Collins, Colorado 80524

**Company Complaining About:** Comcast

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**Description**

I have been trying to get my Comcast Internet problems resolved for over a month. I have had three technicians out to my home, and the first two worked on my internal equipment to boost signals. The third was a very experienced tech and he validated for me that it was a Comcast system problem. Ingress is the apparent issue from a bad main line. This seems to go on and on, and either I need to have resolution or I need to find another provider. I have been waiting to get resolution on their apparent need to construct new lines to my subdivision to rectify the problem.

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**Ticket: # 517373 - Amazon Unfair Business Practice with Kindle Fire**

**Date:** 9/9/2015 12:38:42 AM

**City/State/Zip:** Alameda, California 94501

**Company Complaining About:** Amazon.com

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## **Description**

Amazon deceptively downloads "updates" to customers who have purchased the Kindle Fire. I paid \$340 for the device which Amazon, through it's updates, controls. It has two updates which many consumers complain about: Special Offers ver 7.0.225.1\_72250110 and Shop Amazon ver MSAWKG6C\_1.3.105.23\_1301052310. Unlike other applications, these two cannot be "uninstalled." They come up on the device several times per day, and are placed in the "Favorites." However, most customers understand they are to have the ability to choose their own favorites. In addition, these icons show up several times per day on the "carousel" which is the main screen. Sometimes, the device is frozen while it comes back to the front of the screen. Amazon's practice is dishonest and does not allow customers the privacy of using their device unimpeded by Amazon. I am interested in advice regarding a legal action that consumers may take to force Amazon to stop this practice.

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**Ticket: # 517627 - electric noise harassment**

**Date:** 9/9/2015 10:22:13 AM

**City/State/Zip:** Springtown, Texas 76082

**Company Complaining About:** Wild Blue

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## **Description**

I live near microwave towers and in the past several months the electronic noise is getting very loud. they are constant low frequency hi pitch sounds and are effecting me both mentally and physically, I have seen dr but they want to put me on mental drugs which with the info I have read it makes the waves easier to enhance mind control. electronic mind control is illegal and I need it to be sought out and stopped before the microwave do more damage to me.

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**Ticket: # 517668 - Comcast broadband service failure complaint****Date:** 9/9/2015 10:43:25 AM**City/State/Zip:** Denver, Colorado 80203**Company Complaining About:** Comcast

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**Description**

Starting Sunday 9-6 approximately at 6pm, my paid for Internet failed. I contacted Comcast where the agent stated my address was not correct, I had used the Comcast services to move from address 1 to a new address and it was to functional for 2.5 months. The agent stated there was nothing they could/would do.

I contacted the Comcast office the next day and they were able to create a new account and restart the paid for services. After 8 hours my internet again failed and in trouble shooting was told the modem had gone bad, I went out and purchased a new Arris 6121 modem, installed it and called into Comcast to activate the new modem on the account, this worked for 16 hours then all services failed. HSI and video, I contacted Comcast and they stated that they could not see any devices, as if I was disconnected. They further stated the soonest visit was 3 days out. I took the appointment and have attempted to use the Comcast Cares support with no avail. The level of commitment and service from Comcast makes me question the companies commitment and methods in support of the until it's type service. I use HSI to support others in the cable industry.

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**Ticket: # 517776 - Comcast Xfinity Service**

**Date:** 9/9/2015 11:19:10 AM

**City/State/Zip:** Senoia, Georgia 30277

**Company Complaining About:** Comcast

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## **Description**

I have been having extremely poor Internet service at my home for over a year now. I have contacted Comcast about this issue many times, each time I call them I get a runaround. They tell me to reset my modem, unplug my router etc.. Comcast has mailed me a new modem twice in the last two years. On a daily basis my internet would stop working, sometimes it would be fixed by resetting my modem, sometimes it would just start working again on its own. I called today 9/9/2015 and cancelled my service and was told I must pay a \$180 early termination fee. Comcast did not provide me a reliable service I was paying for so why should I have to pay this fee? Thank you for takin the time to read this.

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**Ticket: # 517805 - Computer Hacking and Viruses Sent**

**Date:** 9/9/2015 11:25:54 AM

**City/State/Zip:** Delmont, Pennsylvania 15626

**Company Complaining About:** Windstream Communications

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**Description**

(b) (6) keeps using the internet somehow to freeze my computer. He hacks into my email and crashes my computer. I have photos of the files my Smart PC pulls out and the problems that he causes.

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[Ticket: # 517893 - internet out for 1 week](#)

**Date:** 9/9/2015 11:48:45 AM

**City/State/Zip:** Colorado Springs, Colorado 80910

**Company Complaining About:** Centurylink

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## **Description**

Internet in and out for 1 week have called they still haven't fixed it said they were going to send someone out never seen any century link techs out in my area not even near my house

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[Ticket: # 518278 - Data caps](#)

**Date:** 9/9/2015 1:34:56 PM

**City/State/Zip:** Bowie, Maryland 20716

**Company Complaining About:** Verizon

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### **Description**

its ridiculos how company's like Verizon can use Data caps to suck every cent out of their consumers pockets.

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**Ticket: # 518413 - Intemtent disconnection**

**Date:** 9/9/2015 2:09:16 PM

**City/State/Zip:** Mexico, Maine 04257

**Company Complaining About:** Time Warner

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## **Description**

The issue that I am having is that when time warner cable sends their stuff over the internet to New York & New Jersey there is a loss of connection for my internet service in Maine. They have been to my home and done all the tests. They know where I am loosing service and it is when they hand off their service to AT&T. Time Warner says that it is not their problem even though they know that the problem exists and where it is. I am not an AT&T customer so I do not feel that it is my responsibility to fix a problem that Time Warner knows about and is using the service of AT&T to connect my internet globally. I have tried to work with them to get this resolved but, now it has been left up to me and I have no idea how to contact anyone at AT&T especially in a different state. I believe that the burden of an ongoing issue with the provider that I pay my bill to (Time Warner) should be the one to handle the problems with my disconnection considering I will assume they have some sort of contract with AT&T. I am not the customer of AT&T Time Warner is. I have also talked to Blizzard Entertainment and they sent me an email as well stating that the loss of connection when I play their on line game World of Warcraft was not from their end either because Time Warner said that the issue lies with them. I am disconnected randomly and not always while I am on the game but, I wanted to cover all of the bases because everyone keeps trying to pass the buck. Also Time Warner has set my modem to DMZ status so all of my ports are now open 100% 24/7 which leaves my PC and network vulnerable to hackers.

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**Ticket: # 519302 - Bouncing Emails**

**Date:** 9/9/2015 5:05:00 PM

**City/State/Zip:** Castro Valley, California 94546

**Company Complaining About:** AT&T

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**Description**

To Whom it May Concern:

For several months have been communicating with ATT including ATT's Office of the President, regarding an on-going Internet problem. The problem of receiving "BOUNCED" DAEMON emails stating your, "whenever I cc myself on an email communication (please see sample enclosed below this email--here are the opening lines:

" Sorry, we were unable to deliver your message to the following address.

(b) (6) : Mail server for "sbglobal.net" unreachable for too long." Please find the remainder of this message posted at the bottom of this email complaint.

This very problematic situation is quite disconcerting as I have been a customer of ATT for more than 40 years, and using the same email address (b) (6) for more than a decade. This lack of confirmation/ server performance makes it very difficult for me to keep track of important communications--as my all of my cc'd communications bounce and in some instance are not received by, not only by myself, but by those who I am addressing.

After several months of being consistently directed to ATT's technical support (sometimes on my own and at others connected by people at ATT's Office of the President), without resolution or follow-up by ATT, I gave technical support one last try before contacting the FCC.

Most interestingly, I was connected with an ATT tech person in the Philippines named, "Ice," case reference number 8488328534 or 1488328534 (please note, I wrote the aforementioned number down in haste and was also dealing with an unclear phone connection). When I explained the problem, she told me the following, "Many other ATT customers are experiencing the same difficulty for some time. Get in touch with YAHOO as ATT and YAHOO are in partnership and the problem is a technical one which YAHOO can solve."

I again called ATT's Office of the President, explained what I had learned from their technical support person and asked them for help with their "partner, Yahoo. "The woman answering the phone quite rudely informed me that she/ATT cannot help me that I must get communicate with YAHOO. I guess the new definition of a business partnership has changed from partners working together to assist mutual customers, to partners refusing to help customers that they and their partner share!

I called YAHOO, but none of their options would allow me to speak with anyone. I was directed to "send an email," but was then messaged that "the email could not be sent by my ATT/YAHOO email address."

I very much look forward to hearing back from your offices. Thank you for your good help with this very frustrating situation.

Sincerely,

(b) (6)

Here is the "bounced" message:

Sorry, we were unable to deliver your message to the following address.

(b) (6)

Mail server for "sbglobal.net" unreachable for too long :

--- Below this line is a copy of the message.

Received: from (b) (6) by nm16.bullet.mail.gq1.yahoo.com with NNFMP; 08 Sep 2015 18:56:45 -0000

Received: from (b) (6) by tm10.bullet.mail.gq1.yahoo.com with NNFMP; 08 Sep 2015 18:56:45 -0000

Received: from (b) (6) by omp1022.mail.gq1.yahoo.com with NNFMP; 08 Sep 2015 18:56:45 -0000

X-Yahoo-Newman-Property: ymail-3

X-Yahoo-Newman-Id: (b) (6)

X-YMail-OSG: Jel4hLcVM1nvZAF3XAb6M1PAvQUEHlPvEnYgF4bC4q\_A\_xhLpyDNrUwjJsXS1G3LJjIS5ip\_28PZJs4psOhK3SxT07vEWd5xgghj2cDWQjCC.D4YGE\_6bOp4GxWbG1A5O4pcR6Zlzc3v6bBhV2JE..tgsbwyNcC\_axRGnni4nFTG3gHhx\_wwWP2CpxAeYQszytf6KfvdlerKp3MJz3RSqrVXXOTB2jFiJuSUFtAq8sE9Vv31f9w4afIL1OzVhO161yZELGWy6LXko4.\_c9HXt6nIFHSsQLkUmJLQYYQmZ3ZHglkOZ0KQYQWTaO.nAnn0wiKolZBaTqCeTzXri\_rU3jdhzL.CqNPgR\_a5knYkfRc8ebNt2ES3Td3.KJ1udszicbQza31j.sijCPR1IOZPEo1FcWRIQbRcenmn.1QPHluYMKN3\_b3j5OspZl dtPytjVe50Sj2uqdpeDzeKDL4cdC99ua9rZvJzXbSxeA8KI6LRHSFPyd2ZYnxEQ3Axj2cFWTlwJh tazwuJV2cJP.1ODluQ.BC4lfV\_OLJkdT4\_8g-

Received: by (b) (6); Tue, 08 Sep 2015 18:56:44 +0000

Date: Tue, 8 Sep 2015 18:56:44 +0000 (UTC)

From: (b) (6)

Reply-To: (b) (6)

To: (b) (6)

Message-ID: (b) (6) <JavaMail.yahoo@mail.yahoo.com>

In-Reply-To: (b) (6) <.JavaMail.yahoo@mail.yahoo.com>

References: <BLU177-W10316741CC9904A1BCDDD7B16E0@phx.gbl>

<1620622866.2476450.1441052189537.JavaMail.yahoo@mail.yahoo.com>

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[Ticket: # 519305 - Unable to provide data usage and prove I used so much data](#)

**Date:** 9/9/2015 5:05:51 PM

**City/State/Zip:** Atlanta, Georgia 30318

**Company Complaining About:** Comcast

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## **Description**

This is the second complaint against Comcast who declare that I use so much internet data but cannot prove I used or when I used the data. I do not believe what they are reporting and why should I be penalized when they cannot prove I used the data and when.

---

[Ticket: # 519723 - Marriott chain never stopped blocking outside ISP's](#)

**Date:** 9/9/2015 7:19:43 PM

**City/State/Zip:** Nashville, Tennessee 37217

**Company Complaining About:** Marriott

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## **Description**

I am at the Fairfield Inn, Dunbarton Road in Florence SC for the third time this summer and they have consistently blocked my government mifi wireless. I find this at other sites as well as I am a frequent (to say the least) government traveler. I suppose it was worth any fine to collect fees from the small percentage of guests who are not a member of their Marriott Rewards program (therefore no free internet). I do have additional firewalls but we at the government know all about our online vulnerability, esp of late.

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**Ticket: # 519977 - Email address**

**Date:** 9/9/2015 9:04:43 PM

**City/State/Zip:** North Salt Lake, Utah 84054

**Company Complaining About:** Comcast

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## **Description**

I have called Comcast for 3 days now due to the fact I moved and tried to take my business email address over with me that we have had for 15 years now and have been hung up on numerous times, have missed hundreds of emails and still have no email address. I littlerly do not even know who to ask for or call at this point they disconnect me every time. I might end up having to contact my attorney tomorrow if this is not fixed. Please call to resolve (b) (6) Email address that is not working (b) (6)

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**Ticket: # 520060 - AT&T & Netflix**

**Date:** 9/9/2015 10:19:36 PM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

AT&T is my service provider and my employer. Since 2011 they have been interfering with the speakers on all of my devices connected to the internet. My voice is recorded and noises are played through the design ice speakers at their desired leisure but mostly all night and all day. The speaker noises can be altered to appear further out or up close. The speed can be very fast or slow I know it is recording because it is played all night long without stopping only in patterns. This type of Internet and mobile abuse can be very dangerous. Imagine driving while being harassed so severely for five years. The only thing that can stop the noise is reminder ingredients the street. Most phones you cannot remove the battery anymore. My camera is turned off and I have tape over camera. AT&T can intercept the sequence of jokes I listen on the Internet and play targeted jokes to specifically harass me. My text messages are often purposely delayed a day often when I try to call anyone for assistance regarding the harassment the calls will not go through. Earlier today I tried to text family and the messages were intercepted.

Netflix has targeted movies and episodes set up in a special algorithm pattern when I login. If (b) (6) or my employer calls me, all kid movies appear on the recommended page for me. If I am called a lesbian, lesbian movies are targeted towards me and I have now watched those shows. Whatever message (b) (6) or my employer wants to send a movie will be shown and suggested for me to watch. In addition, Netflix can change the words by the actors to play psychological games and to send subliminal messages. All of the crimes are a form of internet torture. As of now, I almost cannot watch TV at all. Netflix is getting ready to air a series about the effects of technology abuse and I believe everything is based on the torture I have experienced for five years. Through their comment rooms they have illegal data, videos, and recordings.

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**Ticket: # 520063 - AT&T & Netflix**

**Date:** 9/9/2015 10:20:36 PM

**City/State/Zip:** Dallas, Texas 75204

**Company Complaining About:** AT&T

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## **Description**

AT&T is my service provider and my employer. Since 2011 they have been interfering with the speakers on all of my devices connected to the internet. My voice is recorded and noises are played through the design ice speakers at their desired leisure but mostly all night and all day. The speaker noises can be altered to appear further out or up close. The speed can be very fast or slow I know it is recording because it is played all night long without stopping only in patterns. This type of Internet and mobile abuse can be very dangerous. Imagine driving while being harassed so severely for five years. The only thing that can stop the noise is reminder ingredients the street. Most phones you cannot remove the battery anymore. My camera is turned off and I have tape over camera. AT&T can intercept the sequence of jokes I listen on the Internet and play targeted jokes to specifically harass me. My text messages are often purposely delayed a day often when I try to call anyone for assistance regarding the harassment the calls will not go through. Earlier today I tried to text family and the messages were intercepted.

Netflix has targeted movies and episodes set up in a special algorithm pattern when I login. If (b) (6) or my employer calls me, all kid movies appear on the recommended page for me. If I am called a lesbian, lesbian movies are targeted towards me and I have now watched those shows. Whatever message (b) (6) or my employer wants to send a movie will be shown and suggested for me to watch. In addition, Netflix can change the words by the actors to play psychological games and to send subliminal messages. All of the crimes are a form of Internet torture. As of now, I almost cannot watch TV at all. Netflix is getting ready to air a series about the effects of technology abuse and I believe everything is based on the torture I have experienced for five years. Through their comment rooms they have illegal data, videos, and recordings.

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**Ticket: # 520229 - convenient dishonesty**

**Date:** 9/10/2015 4:56:29 AM

**City/State/Zip:** Bismarck, North Dakota 58504

**Company Complaining About:** Midcontinent

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## **Description**

america simulation of genocide has amnesia everything designed to divine precious with convenient dishonesty being punishing making unhealthy devious they have shopping problem im expert shopper Google chrome designed to hijack gmail rattle the lock then be illogical and uncooperative identity most valuable thing there is in universe why movies that and Hollywood military mental hospital.I want account (b) (6) password restored without run around quickly since restoring a password one of easiest to do for a computer if owners not punishing evil like mad abortion doctor.do not delude doing nothing simulating genocide with the wrong side.work here.

(b) (6)

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**Ticket: # 520238 - Bank of America CAN SPAM violation**

**Date:** 9/10/2015 6:21:27 AM

**City/State/Zip:** Ellicott City, Maryland 21043

**Company Complaining About:** Bank Of America

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## **Description**

Repeatedly receiving Spam from Bank of America that contaos no option to opt out. These emails carry this: "You received this non-promotional email as a part of your service agreements with us." They are, however, very clearly promotional emails, with no other value. I would love to include attachments or the forwarded email, but there is no option for that in this report submission form. However, the number ARSCV36D/K9CUA5 is found at the bottom of the most recent such email. It might be an email index code.

---

**Ticket: # 520371 - IMPORTANT LOST EMAIL IN TRANSET AND IN STORAGE**

**Date:** 9/10/2015 9:30:41 AM

**City/State/Zip:** Sebastian, Florida 32958

**Company Complaining About:** Comcast

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### **Description**

MY FACEBOOK POST THIS MORNING.

WARNING! Two days ago, at my Comcast email site I moved all my important business e-mails to their category and yesterday found out that they are all gone, not even in spam or trash. Also e-mail response I've been waiting for are also gone and not in the sent log.

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**Ticket: # 520516 - Comcast internet**

**Date:** 9/10/2015 10:40:18 AM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Comcast

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## **Description**

I contacted comcast support a little longer than 2 months to report a slow and interrupted internet connection speed test shows 10mbps sometimes it goes up to 40mbps but the interruption wouldn't let me load videos or anything that I could be loading on a 5 mbps steady connection while I am paying for 105mbps speed I have spoken to multiple support agents, supervisors and managers, I have had so far 5 technicians in my apartment none of them has been able to fix my problem and keep promising that somebody else will come in 48 hours to fix the problem and no one ever shows until I have to call again for them to send the wrong technician again to tell me the same story over again and here I am still paying the same amount of money for 105mbps and not getting anything near that

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[Ticket: # 520545 - Internet Connectivity](#)

**Date:** 9/10/2015 10:50:16 AM

**City/State/Zip:** Houston, Texas 77041

**Company Complaining About:** Comcast

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## **Description**

For the past couple of months, I've had issues with internet time-outs and disconnectivity. Comcast has been notified and said they sent someone out to fix the line from outside, but the problem still persists, even though they say they've taken care of it.

---

**Ticket: # 520611 - Unwanted email**

**Date:** 9/10/2015 11:14:36 AM

**City/State/Zip:** San Antonio, Texas 78218-(b) [REDACTED]

**Company Complaining About:** Time Warner

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## **Description**

No matter how much I try, I keep getting email with sex contact. When I try to block them I get the below message. There has got to be a law that punishes these sites that does not allow us to click on the link, it is a fake. When I copy and paste the email address it comes back as undeliverables because it is not a real address. There has to be a way to block the sexual content emails. I have to check my Spam folder daily. If I do not, I have over one hundred emails. For instance the ones that have Dr Oz or other what I think may be real, again the link does not work. Is there anything I or your org can possible do? Thanks, (b) (6) [REDACTED]

This message was sent to (b) (6) [REDACTED]. If you don't want to receive these emails from The Memory Healer in the futur, please unsubscribe .

The Memory Healer, Inc., Attention: Department 4515, PO Box 10006, Palo Alto, CA 94303

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**Ticket: # 520847 - Comcast Complaint****Date:** 9/10/2015 12:23:04 PM**City/State/Zip:** Chicago, Illinois 60646**Company Complaining About:** Comcast

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**Description**

Since I have signed up for their Triple Play I have had nothing but problems. They do not show up at appointments, they promised us credits for not showing up, they gave me a reference number showing they were going to come out to repair loose cable caused by a storm-when I called to tell them my internet keeps shutting off, they told me they had no record of the previous call even though I had a reference # 499140012. I have spoken to at least 5 different customer service people, they all talk the talk, but nothing ever gets done! I am fed up. I work from home and I lose hours of work because the internet does not work properly. I am still waiting for the phone service to get completed as well.

---

**Ticket: # 521169 - Fraudulent installation of satellite internet**

**Date:** 9/10/2015 1:49:15 PM

**City/State/Zip:** Grandview, Missouri 64030

**Company Complaining About:** Hughes Net

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## **Description**

Satellite internet service was installed in my home by Exede. During the entire time that I had this service I had problems with connectivity for which I called the support line. They were never able to tell me what was going on. The router that was installed led me to device information where I discovered that 50 computers were allowed access to my wifi signal. Since i have limited access of 20 gbps per month, this was alarming. Each attempt to lower the allowed computers to 1 was countered. I realized that someone else was accessing my router. I discontinued my service only to find out that a router was not included with the service. Whoever installed my service gave me that router so they had access to my computer the whole time. So my computer was being monitored by employees of exede. Now the want to charge me for canceling and futher they are requiring that I return part of the satellite dish that is very hard to. access.

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**Ticket: # 521188 - Fraudulent installation of satellite internet**

**Date:** 9/10/2015 1:55:18 PM

**City/State/Zip:** Grandview, Missouri 64030

**Company Complaining About:** Hughes Net

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## **Description**

Satellite internet service was installed in my home by Exede. During the entire time that I had this service I had problems with connectivity for which I called the support line. They were never able to tell me what was going on. The router that was installed led me to device information where I discovered that 50 computers were allowed access to my wifi signal. Since i have limited access of 20 gbps per month, this was alarming. Each attempt to lower the allowed computers to 1 was countered. I realized that someone else was accessing my router. I discontinued my service only to find out that a router was not included with the service. Whoever installed my service gave me that router so they had access to my computer the whole time. So my computer was being monitored by employees of exede. Now the want to charge me for canceling and futher they are requiring that I return part of the satellite dish that is very hard to. access.

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[Ticket: # 523758 - Internet just is plain out terrible](#)

**Date:** 9/11/2015 2:01:59 PM

**City/State/Zip:** Alma, Georgia 31510

**Company Complaining About:** Atc

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## **Description**

We always go offline and it's not just us this always happens I feel like the reason for this is because it's a small town and they don't update anything like thier servers and equipment etc. Please help, and think you for listening

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[Ticket: # 521539 - email use blocked by AT&T advertisement](#)

**Date:** 9/10/2015 3:20:43 PM

**City/State/Zip:** Houston, Texas 77035

**Company Complaining About:** AT&T

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## **Description**

On 9/10/2015 I could not use my email because each time I clicked the mail button on my Yahoo home page, an AT&T advertisement would pop up. I could not make it go away and open my email. There was no x in the upper right corner to click. I called the customer service but I will not be able to use my email for at more than 24 hours. I believe they have no right to interfere with my use of my private email. Please make this bully stop interfering with peoples email. I have sent a letter to Mr. Timmermans In St.Louis, MO

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**Ticket: # 521743 - Internet Throttling**

**Date:** 9/10/2015 4:21:30 PM

**City/State/Zip:** Lombard, Illinois 60148

**Company Complaining About:** Comcast

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## **Description**

Every single day without fail. My comcast internet has been throttled down to around 1 Mbps. AROUND 2-3 pm and 8-10 pm every single day. I have complained to them and they just do a simple troubleshoot on their end. By the end of the conversation, they always harass me into buying their cable package (I only have their internet and I pay \$24.99 per month). Here is my most recent speed test. [http://results.speedtest.comcast.net/result/\(b\) \(6\) .png](http://results.speedtest.comcast.net/result/(b) (6) .png)

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**Ticket: # 522247 - Wi-Fi Range Extender Blocked by Marriott**

**Date:** 9/10/2015 6:54:04 PM

**City/State/Zip:** Philadelphia, Pennsylvania 19145

**Company Complaining About:** Marriott Wi-fi

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## **Description**

I am a government employee traveling on official business. By DoD policy, we are not allowed to use wireless connectivity in hotels. I am currently staying at the Marriott at 595 Hotel Cir S, San Diego, CA 92108. I am utilizing a Wi-Fi range extender to create an ethernet port to plug in my computer to access my work email via WebMail. The signal for both Wi-Fi and cell service in my room directly next to the elevator (b) (6) is spotty at best. 2 to 3 bars for Wi-Fi and 1 to 2 bars for cell service. I purchased the Wi-Fi extender on Monday 07 Sept 15 and it was working fine to assist me in establishing an ethernet connection for my work computer. I also connected my phone since I was now getting a full signal. I am also a gold member so my Wi-Fi is included with my room. By Thursday 10 Sept 15, my Wi-Fi extender's connectivity was being blocked. It showed the connection that I created but the connection was useless as all it did was time out. I now cannot conduct business and communicate with my Command and I have another 8 days in this hotel.

---

**Ticket: # 522253 - No Help**

**Date:** 9/10/2015 6:56:31 PM

**City/State/Zip:** Chicago, Illinois 60639

**Company Complaining About:** Comcast

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## **Description**

On August 31,2015 I call about my internet issues about how my internet resets every 5 to 10 mins. If the internet done work than my phone don't work, I have the triple play. So they scheduled an appointment on September 3 and the 4th because it was still doing the same. So they told me they would credit me \$20 and on the 8th they would show up my house. Guess what nobody showed up and I called and they said there was no record on it as usual and said she was going to credit me another \$20 and that a tech was gonna show up on September 10. Guess what no show after to voicemail saying they were going to show up 1-3. The man told me theirs no record of anything about my complaint and that no record of an appointment for the 10. like why I'm going to waste my time calling comcast about the same problems and have an appointment on September 13,8-10 am like they going to show up or when I call they gonna say no records of it. So basically the 1 hr each time talking to them they didn't file my complaint seriously didn't write nothing down like they said and guess what I never get those credits like they always say. I already pay\$250 and that's alot of money for internet and phone not to work till this day.

---

**Ticket: # 522343 - Service interruptions**

**Date:** 9/10/2015 7:33:27 PM

**City/State/Zip:** Glenville, West Virginia 26351

**Company Complaining About:** Frontier Communications

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### **Description**

Line down in road and ran over by cars trucks tractors hay wagons for 3 weeks put back up without replacement service for phone is cracking constantly and Internet is off and on all the time hardly a constant time span of it being on called several times to frontier and only have received credit on bill stopped calling cause I would be calling everyday nothing fixed

---

**Ticket: # 522888 - Infinity Comcast Overriding My RCN's Wireless Services****Date:** 9/11/2015 6:37:12 AM**City/State/Zip:** Washington, District Of Columbia 20002**Company Complaining About:** Comcast

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**Description**

Infinity Comcast is overriding my Wifi services. I have been an RCN (Starpower) customer for over 5 years. However, recently Infinity Comcast has been overriding my WiFi Internet with their promotional web page and I cannot get Internet services on my laptop computer. I cannot access my email, Google, or any other webpage that I place in my browser. I've contacted Comcast about this inconvenient problem, however they have not fixed the problem which they said they would. I live at (b) (6) and recently I noticed that Comcast's wires are dangling and exposed from the building, which might be the source of the problem. I am a disabled senior citizen and I NEED ACCESS TO MY WIRELESS SERVICES. Again, I cannot get access to my WiFi services on my account with RCN. I have notified RCN of this problem. Please address this issue with Comcast as I am not interested in their services. Thank you.

---

**Ticket: # 523017 - pornographic emails solicitation and text messages.**

**Date:** 9/11/2015 10:09:51 AM

**City/State/Zip:** St Louis, Missouri 63112- (b) (6)

**Company Complaining About:** Charter

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## **Description**

I am receiving pornographic solicitation on my email and also text messages on cell phone registered:

(b) (6) 9/11/15: (b) (6) <http://bit.ly/1KbRJNc?ur> There have been others and I have repeatedly tried to filter or delete them.

---

**Ticket: # 523125 - horrible internet service**

**Date:** 9/11/2015 10:57:26 AM

**City/State/Zip:** Bellevue, Ohio 44811-(b) [REDACTED]

**Company Complaining About:** Frontier Communications

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## **Description**

Slow service, intermittent service, multiple losses of service while online. I have contacted Frontier Communication at least 3 times in the last 6 months, even replacing my laptop thinking that might be the problem. The first time they told me I needed to connect to the ethernet, because wireless wasn't reliable, which I have since learned is not applicable to my problem. The second call they sent out a tech, who I never saw, and service improved for about three weeks before the same problems returned. This last time, they sent out a tech who right away told me the problem was within my house. When I questioned this, as me next door neighbor and across the road neighbor have the same problem, he told me there must be something in the area interfering with the wireless signal. He installed a new modem. We will see how that turns out. My daughter-in-law received a new modem for the same problem, and the tech told her her problem was that she had her modem plugged into a surge protector. Funny, when the tech installed my new modem, he unplugged the old modem from the surge protector and plugged the new one right back into it. This problem is rampant in the Bellevue OH area and the techs appear not to know how to handle it. CAN YOU PLEASE HELP US? My only alternative where I live is satellite internet, which is very expensive and I cannot afford that.

---

[Ticket: # 523304 - MicroSoft loading 5+ gigabytes of unwanted software on my private personal computer](#)

**Date:** 9/11/2015 12:00:11 PM

**City/State/Zip:** Erie, Pennsylvania 16508

**Company Complaining About:** Microsoft

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## **Description**

I have not asked to update for Win10, yet Microsoft has shoved nearly 6 gigabytes of Win10 files onto my computer. I can't even delete it - I don't have "permission" on my own computer!

This is identical to the credit card companies sending activated cards to people back in the 1980s and 1990s. It is an invasion of privacy, and you, the FCC, need to stop MS from this practice. Above all, MS needs to provide users with "permission" to delete this unwanted malware from their system.

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**Ticket: # 524288 - Comcast Infinity Marketing Problem**

**Date:** 9/11/2015 4:45:13 PM

**City/State/Zip:** Olympia, Washington 98506

**Company Complaining About:** Comcast

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**Description**

I am a Comcast customer. My wireless internet service is continually interrupted by a Comcast Infinity Marketing Message. It interrupts my service. Kicks me off. I have to then search for my home port and re-access. It happens at all hours of the day. A friend stated that this is related to Comcast attempting to get people to sign up for mobile services. I have contacted Comcast re. this. I have spoken with service reps and technical reps. I was told that they have no control over it and I need to go to Apple for tech assistance. It is not an Apple problem.

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[Ticket: # 524509 - internet](#)

**Date:** 9/11/2015 6:01:07 PM

**City/State/Zip:** Atlanta, Georgia 30331

**Company Complaining About:** Comcast

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## **Description**

internet interruption / interference. Unable to take classes/ test.

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[Ticket: # 524382 - Comcast outage and poor service](#)

**Date:** 9/11/2015 5:23:32 PM

**City/State/Zip:** Hoschton, Georgia 30548

**Company Complaining About:** Comcast

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### **Description**

Our service is constantly out. Every week there is a day when it's out. When you call then they do nothing and even if I wanted to upgrade my service their call center can't even handle the request.

---

Ticket: # 528974 - Limited Time Offer! Digital TV (Showtime Included) + Whole House  
DVR + 100 Mbps Internet for \$79.99 per month

**Date:** 9/15/2015 12:37:25 AM

**City/State/Zip:** Waipahu, Hawaii 96797

**Company Complaining About:** Time Warner

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## **Description**

Have unsubscribed several times but continue to receive promotional emails...

<http://www.oceanic.com/unsubscribe/>

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**Ticket: # 524518 - Facebook Contact for communication**

**Date:** 9/11/2015 6:07:54 PM

**City/State/Zip:** Allentown, Pennsylvania 18105

**Company Complaining About:** Facebook

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## **Description**

I joined facebook.com a few years ago with my personal information without a government issued id. Recently the telephone number was removed from my profile and facebook.com is requesting a government issued id to allow me to use my account profile.

My complaints are:-

There is no phone number ,email address or live chat to contact them.

So I therefore decline to send any government issued id e.g drivers license or US passport to them.

How is it possible that a company doing business on social media there is no means of communication with Facebook for consumers???.

---

[Ticket: # 524586 - virus hoax complaint](#)

**Date:** 9/11/2015 6:43:26 PM

**City/State/Zip:** Nampa, Idaho 83651

**Company Complaining About:** Cable One

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## **Description**

I had a virus in my computer and had a number to call, so I did. after 40 minutes I realized it was a hoax. this is the number I called. (1-877-574-3576) Please check this number out.

---

[Ticket: # 524716 - Big Sandy Broadband still won't fix issues](#)

**Date:** 9/11/2015 7:58:37 PM

**City/State/Zip:** Van Lear, Kentucky 41265

**Company Complaining About:** Big Sandy Broadband

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## **Description**

There are still issues with Big Sandy Broadband suddenly dropping service and having DNS problems. These droppings of service hinder my ability to run business operations online or apply for new jobs

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[Ticket: # 524732 - ISP let in viruses](#)

**Date:** 9/11/2015 8:09:31 PM

**City/State/Zip:** Van Lear, Kentucky 41265

**Company Complaining About:** Big Sandy Broadband

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## **Description**

Recently I have been getting viruses and adware on my computer and there hasn't been issues when the same thing is done on a different network. Locals report the same issues with Popdeals and they all are on the same ISP

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[Ticket: # 524876 - Comcast](#)

**Date:** 9/11/2015 10:26:23 PM

**City/State/Zip:** Hoschton, Georgia 30548

**Company Complaining About:** Comcast

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### **Description**

My cable company which is comcast is very bad inu area Each time rain there is no service and my alarm will not work for the pass 6 months it's hitting worst which causing my wfi not to work. I wish there was some other company of Internet please assist

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**Ticket: # 524905 - Locked out of my computer by HP****Date:** 9/11/2015 11:28:09 PM**City/State/Zip:** Murrells Inlet, South Carolina 29576**Company Complaining About:** Hp

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**Description**

I am in a dispute with HP regarding an unauthorized charge to my credit card for assisting me to load Windows 10 on my computer (that should have been a free upgrade). I was told when I called that there would be a charge of \$29.99 + tax that I authorized. The first technician was having a problem with one part of the upload so he had someone else help me. The second tech (Mark) told me that he could see where I had already been charged \$199.99 + tax at which time I told him absolutely not and that I had only authorized a \$29.99 + tax charge. He said that was no problem and he would give me a credit back. While the program was being uploaded, Mark told me that he had issued the credit but it may take up to two weeks before showing on my credit card. When we received my statement both the \$29.99 + tax and the \$199.99 + tax were charged. I called my CC company to see if the credit had been posted yet since it had now been four weeks. I was told there had been no credit issued so I told them I wanted to dispute the charge. I received a call from an HP rep who had an attitude from the minute she told me who she was and that she only saw one charge. I told her the dates that they were both charged to my account at which time she said that she could see where I had called more than once. When I tried to explain that the upload was done during the night and that I was told that I would get a call back the next day to make sure that everything was fine or that I could call if there was a problem and that there would be no additional charge if there were any problems with Windows 10. I did not get a call back so I called because there was an issue with a missing component on my computer. The tech this time thought he had resolved the issue but the next time I turned the computer on the same thing happened so I called again. While we were going through the troubleshooting I asked the tech if there had been a lot of issues with the Windows updates and he said not too many and the main issue was that the virus protection and firewall needed to be disabled before uploading Windows 10 and this was not done before we did my upload. After several attempts to solve my problem he had me disable my virus protection and firewall and we went through the same steps again and my issue was resolved. After telling the HP rep what I had been told she told me two different times that she doubted that anyone had told me anything that I was saying. I told her that I had no reason to lie about what I was told and I was upset to be spoken to like I had. She told me that if I raised my voice to her she would hang up at which time I told her that our conversation was over but that I refused to pay the \$199.99 + tax and I hung up. Every since that day I have had several strange things going on with my computer up until day before yesterday when I turned my computer on to a message stating that my computer did not start properly. After going through several diagnostic tests and thinking that my hard drive was gone, it was determined that everything was working properly but got a message that Windows 10 had been locked and needed to be unlocked. I now have to take my computer back to when it was new and lose everything. I ask the HP rep about my Windows 10 that I had paid for and was told that I would have to pay again to have it reloaded. I was told that I made the choice to update to Windows 10 so they were not responsible. If your computer came with Windows 8.1 you are supposed to be able to receive the upgrade to Windows 10 for free. I am not that upset over the \$29.99 + tax that I had to pay but I am livid over the fact that someone can take over my computer, without my knowledge or authorization, and lock me out of my computer causing me to lose everything and now having to pay a second time for something that I have already paid for. I feel that what they did is totally illegal and that they

should ever be allowed to do this to anyone else. I am seriously considering taking legal action against them.

---

**Ticket: # 525079 - Disruption and hacking of signal on location**

**Date:** 9/12/2015 10:26:39 AM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

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## **Description**

This happened again with additional issues. Now our device was hacked into with the same result, even after taking additional steps to update and change password and encrypting methods. We have experience disruption of our wifi signal between devices over the last two years. Our evidence is circumstantial, however over a long period of time we have put two and two together. We stream games for Cushing Public Schools and the football program, and our competition also produces a broadcast of the same. Each time one particular member of our competition is in the location of a broadcast we experience the disruption. We have been through all the other equipment trouble shooting including our AT&T broadband device and other equipment, but to no avail. Every broadcast when this person and or entity is present 15 minutes prior to the game we loose the wifi signal and the about 10 minutes after the game is over we regain the signal. During investigation of the game on September 4th our first football game of the year this happened again. During the trouble shooting it was discussed that a "pineapple" could possibly be in use to disrupt our signal specifically. We need help in getting this to stop. We understand that it is an illegal use of this device by this entity and or person. We understand that this individual may be a member of law enforcement in the area as well, with knowledge of the use of the devices in that field. After last Friday's game it was recommended to us to file a complaint with the FCC.

This happeneed this time at (b) (6) Friday 9-11-2015, The next possible issue could arrise on 09-18-2015 at (b) (6).

Thank you for your attention to this matter,

(b) (6)

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[Ticket: # 525909 - Harassing calls and emails from Comcast about data usage](#)

**Date:** 9/12/2015 9:09:05 PM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Comcast

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### **Description**

I constantly get harassing calls from comcast about going over a limit i was not told before hand. They lied to me over the phone about a cheaper rate and now wont obey it.

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[Ticket: # 525159 - loss of audio on television and disconnection of my internet connection](#)

**Date:** 9/12/2015 11:45:03 AM

**City/State/Zip:** De Pere, Wisconsin 54115

**Company Complaining About:** AT&T

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## **Description**

(b) (6) has previously hacked my smartphone and used it as microphone. He also has a sophisticated radio/ham system approx. 5 miles from our home. My internet connection is lost frequently and the audio on our television has changed significantly.

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[Ticket: # 525942 - Spam from outlook.com](#)

**Date:** 9/12/2015 9:32:18 PM

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

**Company Complaining About:** Comcast

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## Description

I am getting spam from an outlook.com email address. Microsoft will not assist in removing this persons email account.

(b) (6)

The email contains spam with adult content

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**Ticket: # 525818 - Intermittent ,Erratic Internet Service . (Nicked feeder ) Line MV Leak**

**Date:** 9/12/2015 7:52:03 PM

**City/State/Zip:** Winterville, North Carolina 28590

**Company Complaining About:** Sudden Link

---

## **Description**

Called ISP for spotty internet services . Experiencing 3 mb downloads on 50 mb service. MTA telephony /cable modem would disconnect for no apparent reason. Had a service call MTA swaped .Tech advised reverse tilt on plant with a docsis test fail . Tech escalated call to plant tech . Work order was completed but issue still existed . MTA logs indicated un-correctables or plant related issues even when FEC logs were reset . Talked to local isp again . Advised they will monitor services but a tech showed up without notice . Advised tech issue was not in home and tech again tried docsis test outside . Test again failed and escalated to Plant tech for repair . Work order again completed with the same issues. Nothing changed . I was not at home on Sept 4th and wife advised when I got home all services were out for 3 + hours . Called local ISP to chat with supervisor and request service call and told services are fine now . They could not answer why it was out for 3 hours .] Got nowhere with supervisor and decided to just call back . I did and requested a service call. I did monitor services and something had changed . Logs did not indicate the mta falling offline ,timing out and logs and signals were clear but different with no errors.

Tech came out and tested plant for docsis test . It passed this time . I admit I did run into a tech about 5 weeks ago and stated something was off with the internet ,phone with missing local cable channels and VOD issues no being available . He said he would look at it when he had a chance . I got in touch with the tech during the service call and found out he and another tech were the one's who had the cable out . He stated it was leaking 250 mv then back tracked to 60 mv . Not sure if he was trying to save the other tech's face that had the prior plant work orders. He stated the local utility company dug two houses up on a gas line and damaged the feeder . It was never called in to them . I asked well if it was leaking why did the other tech's not address this . He said he couldn't answer that but thought I was in the clear . All services are indeed working as they should now . If it had not been for that conversation 5 weeks ago it is unlikely the leak would be repaired just yet . To top it all off we got charged 45.00 for that truck roll with false notes stating I did not want to troubleshoot over the phone .

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**Ticket: # 526197 - Over sold area resulting in poor service**

**Date:** 9/13/2015 1:38:09 PM

**City/State/Zip:** Greensburg, Indiana 47240

**Company Complaining About:** Frontier Communications

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## **Description**

My high speed internet service from

Frontier communications has steadily gotten worse, due to them overselling the area. Frontier's only response is I'm sorry. I paid \$300 to buy out my Hughes net contract to go with Frontier, now the service is worse than satellite. In addition, 3 days after learning they had over sold the area, I received a flyer in the mail, where they are still trying to sell the service for less than I'm paying a month. If they have oversold shouldn't they stop selling until they can provide the service promised.

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**Ticket: # 526219 - Web page blocks internet**

**Date:** 9/13/2015 2:10:47 PM

**City/State/Zip:** Brooklyn, New York 11234

**Company Complaining About:** T Mobile

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## **Description**

This company stops my phone from running a web browser by putting up a square box in the middle of the page that reads. Lucky winner picked today to claim prize press okay. And if you don't press ok your not allowed to open another browser at any point. The address that your being forced to respond too is:

<http://Facebook.com-claimprize.click>

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[Ticket: # 526223 - phone service](#)

**Date:** 9/13/2015 2:13:34 PM

**City/State/Zip:** Chauncey, Ohio 45719

**Company Complaining About:** Frontier Communications

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## **Description**

I have sent in a complaint before over Frontier Communications. And for well over a month now My phone and internet both go out when it rains because a phone line in the area is down. nothing has been fixed. I complained like Everyone does on their facebook page, I asked for about the issue. 72 hours later I had no response to public posts or a private post. One private post I posted was directly telling them I am handicapped. I am in a wheelchair, My father suffered a stroke 2 years ago, still not well over that. So what happens when it rains and My dad is ill?, or I have a spell of some sort and its on a night its raining and my phone goes out?, I asked them that directly in a post and no response. I feel like nothing is being done,

---

[Ticket: # 526469 - Internet speed](#)

**Date:** 9/13/2015 8:41:47 PM

**City/State/Zip:** Baltimore, Maryland 21206

**Company Complaining About:** Verizon

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## **Description**

I have DSL with Verizon and I am having issues with getting online, i have been trying to get verizon to increase my speed and they tell me they can do that without me getting a 56 dollar landline, when I told the customer service agent Tina I was going to record this proposal she was bringing to me, she told me I couldn't record her and she quickly disconnected the call.

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[Ticket: # 526488 - Comcast Data Cap and HTML Injection](#)

**Date:** 9/13/2015 9:03:41 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

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**Ticket: # 526497 - Comcast Data Cap and Data Injection**

**Date:** 9/13/2015 9:14:36 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

[Ticket: # 526498 - Comcast Data Cap and Data Injection](#)

**Date:** 9/13/2015 9:16:33 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

**Ticket: # 526607 - Poor Internet service**

**Date:** 9/13/2015 11:54:48 PM

**City/State/Zip:** Grand Rapids, Michigan 49544

**Company Complaining About:** Comcast

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## **Description**

I have comcast internet services. I have only had these services for a week. I can not even connect my single phone to my wifi connection. I have been advised that comcast knowingly gave me the wrong box and that they are knowingly throttling my services. We are not being given the bandwidth that was advertised or told that we would be getting. They refuse to ship me a new box and stated that I would have to take time out of my schedule to drive thirty minutes to a comcast location and pick a new box up. They have done nothing to compensate me for the money and time that I have wasted on this company. One week of service and I already know that I would never advise anyone to order services through Comcast. I do not have my account number at this time but I can find it out upon request.

---

[Ticket: # 526648 - Hbo go](#)

**Date:** 9/14/2015 2:58:17 AM

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

**Company Complaining About:** Comcast

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**Description**

Comcast has prohibited my usage of the hbo go app on both my devices.

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[Ticket: # 526720 - Still receiving spam texts](#)

**Date:** 9/14/2015 8:32:23 AM

**City/State/Zip:** Valley Village, California 91607

**Company Complaining About:** T Mobile

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## **Description**

I've told T-Mobile, I've put my name on the Do Not Call list, I've filed a complaint with FCC, I've blocked the callers, and I've forwarded the texts to 7726. I'm still receiving spam texts on my phone from email addresses. There has to be a way to stop this.

---

**Ticket: # 526788 - unwanted email**

**Date:** 9/14/2015 9:38:47 AM

**City/State/Zip:** Los Angeles (hollywood), California 90068

**Company Complaining About:** AT&T

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## **Description**

For the last several months my computer has been invaded by Kapersky! I have never asked for Kapersky, I have never wanted Kapersky. I don't know how it happened that they decided to invade my computer, but that is exactly what they've done.

Are you able to contact them and "lay down the law"? I've no other way to stop them from causing pop-ups in my computer.

At the same time, I've been getting emails from some outfit that calls themselves and the NAVY Credit Union. I don't know who they are, and I've never had any contact, any business with them.

I implore you to help me in these two instances. Best wishes,

(b) (6)

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[Ticket: # 526882 - Unwanted email won't stop texting or email me wit this unwanted mrssages](#)

**Date:** 9/14/2015 10:34:07 AM

**City/State/Zip:** Orlando, Florida 32835

**Company Complaining About:** T Mobile

---

## Description

This email (b) (6) is sending text and email to my phone number and email with sexual harrastment. Im not sure how they find my email and phone number. My search on Internet is very limited . I never search for this kind of article.

---

**Ticket: # 527051 - Questionable scams related to unusual inability to access Word or authentic Microsoft account team on line**

**Date:** 9/14/2015 11:29:14 AM

**City/State/Zip:** Cresson, Pennsylvania 16630-(b) (6)

**Company Complaining About:** Comcast

---

## Description

When I tried accessing Word on my computer by clicking on the bright blue W as normally done for years, a black question mark appears over the blue W. The site does not open. When I tried to set up an on line account with Microsoft Technical Support at <https://support.microsoft.com/en-us/search?query=i%20cannot%20access%20my%20word%202010&p=office> I followed the instructions of providing requested information along with creating a password. I was then instructed in the following text that I would receive an email to verify my email address: Account  
Email sent

The Microsoft account team just sent a message to (b) (6). If it's not in your inbox, check again in a few minutes or check your junk mail.

Use a different email address as your Microsoft account

[Terms of Use](#) [Privacy & Cookies](#) [Sign out](#)

© 2015 Microsoft.

I did receive the email from Microsoft account team with text highlighting and stating my email address with the word verify preceding my email address as follows:

Microsoft account

Verify your email address

To finish setting up this Microsoft account, we just need to make sure this email address is yours.

Verify (b) (6)

Or you may be asked to enter this security code: (b) (6)

If you didn't make this request, [click here to cancel](#).

Thanks,

The Microsoft account team

I continued the process by clicking on verify. A blank email form with my own email address in the to slot appeared. I then attempted to send the verification by clicking reply and the following address appeared: [account-security-noreply@account.microsoft.com](mailto:account-security-noreply@account.microsoft.com). The email came back undeliverable.

Although it was weird, I filled the email with my address automatically appearing in the to slot anyway, acknowledging receipt of the request for validation. The email came back to me. I went to the Microsoft Technical Support link again <https://support.microsoft.com/en-us/search?query=i%20cannot%20access%20my%20word%202010&p=office> and clicked on

• Contact Answer Desk. This is what appeared: Before you can continue, you need to check your inbox for a message from the Microsoft account team. Follow the instructions in the mail to finish setting up your account. Another email as previously copied and pasted was received with the same

thing happening when I tried to validate my email address with what I believe is the legitimate company but somehow was blocked(?). I made a phone call to 24/7 Microsoft Support [Admicrosoft.myphonesupport.com/](https://admicrosoft.myphonesupport.com/) (855) 698-3249 and asked if they represented the authentic Microsoft Support team because the person had an accent like the company misrepresenting Microsoft in a past experience resolved through my credit card company and taking my computer to the Apple store in Shadyside, Pittsburgh. Since that experience we have received phone calls from persons with the same accent asking if we are having problems with our computer.

This morning, upon my asking if the person was an authentic representative for Microsoft Word she said no and offered the following number for Microsoft Word: 800-642-7676. I called the number and a person with the same accent answered. I asked again if this was the authentic company of Microsoft and was told no. I hung up and decided to file this complaint because of the possibility of scams to impair computers so costly deceptive support services are engaged. The closest Apple store that can address iMac problems is 80 miles away.

---

[Ticket: # 530276 - Unwanted advertisement video streaming](#)

**Date:** 9/15/2015 3:33:14 PM

**City/State/Zip:** Palm Harbor, Florida 34683

**Company Complaining About:** Verizon

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## **Description**

The trend of commercial video streaming is starting to become a problem and it's also impacting bandwidth and possibly future charges to the customer from the internet provider. Its to the point now where you cannot stop the video from playing. I hope the FCC takes a strong look and stance on this nuisance...

---

[Ticket: # 527928 - Can Spam Complaint](#)

**Date:** 9/14/2015 3:54:55 PM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Office Depot

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## **Description**

I was asked to answer a survey online and never gave my permission to be bombarded with e-mail offers for products. When I went to unsubscribe, it was an impossibly difficult process and all I want is for these jerks to stop bombarding me with spam and to unsubscribe me as of today

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**Ticket: # 527981 - Email Address book.**

**Date:** 9/14/2015 4:09:11 PM

**City/State/Zip:** Dayton, Virginia 22821

**Company Complaining About:** Comcast

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## **Description**

. is gone. I go in my address book groups and delete a email from the group, save it and the go back and check it is gone as it should be. I then go to created an email to the group I modified, click on TO: Click the group it shows all email addresses including the ones I deleted from the group. I contacted Comcast last week about this matter , all they did was changed me email password. Didn't fix.... Called back this morning got a run around. Asked them to call me back because I had to go to an appointment. No re-turn call. Called back about this afternoon got another run around. Every time you talk to Comcast, you can not get the same individual you were working with, and they say it will take 24 hours for them to get back to you. many times "TIOME IS MONEY" What can be done???????

---

**Ticket: # 528487 - Unethical Sales Practice - Sudden Link**

**Date:** 9/14/2015 7:00:17 PM

**City/State/Zip:** Georgetown, Texas 78628

**Company Complaining About:** Sudden Link

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### **Description**

Sudden Link shut off internet due to wanting a representative to come into our home and up sale us. They did not notify us via email or phone just left a paper on the door after it was shut off.

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[Ticket: # 528825 - Missing email](#)

**Date:** 9/14/2015 10:07:10 PM

**City/State/Zip:** Norwalk, California 90651

**Company Complaining About:** Verizon

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## **Description**

On my iPad Air on the home screen & my inbox indicated I had 7 new emails ,when I went to look there were only6 marked with the blue dot as new, I checked my junk trash, sent vip, and there is no 7 th new mail to be found ,I called apple support 1800-myApple and I was told it was Outlook who is keeping my mail or a glitch, anyhow the number indicated does not show the correct number of emails. I have been expecting a job reply and I am not receiving it, therefore it could be kept from my inbox if the number of new emails don't match what is in my inbox.

---

**Ticket: # 528782 - Comcast/Xfinity Removing Service after online session review**

**Date:** 9/14/2015 9:37:33 PM

**City/State/Zip:** New Prague, Minnesota 56071

**Company Complaining About:** Comcast

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**Description**

During a drawn out hold time online with comcast on why my Tv box was not working, I left the chat after 5 minutes of inactivity this evening, Sept. 14, 2015. The next window to pop up was a feedback survey. I responded how horrible comcast was on this session, how bad the tech was (that never joined the chat mind you) and I added in the comment box that this horrible customer service is why people hate their ISP like comcast.

Within 30 minutes of submitting that feedback, I no longer had internet access on my account and all access was dead in my home. My app for my iphone confirmed that I now only had TV service (local channels only) with no internet service. They removed the service altogether.

I called up comcast to find out why my internet service was not active, and the tech I was talking with sounded puzzled as he pulled up my account. Then proceeded to type something with a giggle in his voice on his keyboard which took him about a minute. Then he came back and told me he doesn't know why the service was not active and he added it back to my account and turned it on. within 15 minutes, my internet was working again.

This is flat out abuse and you are the agency that oversees these monster communication companies and moreso to get involved when they bully their customers. This is not right and it shouldn't be allowed.

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[Ticket: # 528985 - Internet problem](#)

**Date:** 9/15/2015 12:50:58 AM

**City/State/Zip:** Avon, Colorado 81620

**Company Complaining About:** Comcast

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## **Description**

The people I spoke was an offshore company handling calls for Comcast didn't speak English well couldn't understand anything called many times I was toled someone will contact me later , one time there system was down My internet was on and off line for few weeks just gave up on calling and being on hold for 30 min and then nothing couldn't even understand what they war saying

---

**Ticket: # 529038 - Charter internet**

**Date:** 9/15/2015 6:12:04 AM

**City/State/Zip:** Glendale, California 91207

**Company Complaining About:** Charter

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## **Description**

I filed a complaint against charter cable due to weak and often nonexistent signal and here's their response. They are threatening me with more charges. I am fricking Unemployed with a Ucla MFA in film. Tell Obama that a higher education without possibility of employment is worthless. In the meantime, perhaps you could DO something about charter corporate abuse b

Of course I could not contact the FCC since at this time I have no service.

On Sep 14, 2015, at 10:02 PM, (b) (6) wrote:

Don't threaten me with extra charges for lousy service. I use the Internet to look for work and do my work. If you cannot guarantee wireless service you should not charge for it. That is FRAUD. A copy of this goes to the FCC.

On Sep 11, 2015, at 4:21 PM, Mendez, Donjahli A <donjahli.mendez@charter.com> wrote:

In regards to account (b) (6)

Dear Ms. (b) (6),

Our local office is in receipt of your escalation submitted to the FCC and Leanne Stephan dated September 4, 2015 regarding the wireless connectivity at your residence. Our field professionals have verified all equipment and services inside and outside your home are working properly. Charter is responsible for providing signal to the modem so it can perform as it should. Unfortunately Charter cannot guarantee wireless services as there are many reasons that can limit its range. Additionally, any device connected to the modem is not within our control nor that of any other internet provider.

Jerry Bayles, the local Field Operations Manager whom which you have been in contact with continues to verify that your modem connectivity is working within specs and the speeds received are consistent with your subscription level. In an email response he sent you on September 4, 2015 he shared his findings that your services were confirmed to be working properly after testing your modem connectivity and speeds. He also included the link to a website providing valuable information explaining in part why a wireless signal may be hindered and recommendations of what you can do to obtain a better range within your home.

Attached is a formal communication from our Area Vice President, Wally Bakare. We will continue to address your reported problems, however in the event there is no trouble found, the appointment will result in a \$45 dispatch fee (per visit).

We apologize that we have not been able to satisfactorily resolve your concerns. We value you as our customer and look forward to serving you in the future.

Best Regards,  
Donjahli

CharterCommunicatio#B375E30

Donjahli Mendez | Executive Assistant to Wally Bakare  
4781 Irwindale Ave | Irwindale, CA 91706

(b) (6)

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**Ticket: # 529061 - internet service**

**Date:** 9/15/2015 7:52:36 AM

**City/State/Zip:** Reeves, Louisiana 70658

**Company Complaining About:** Centurylink

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**Description**

9 month of poor service. I have never had service for the pay period i pay. I have had over 8day without service. I call everyday . They give me appointment and they do not show.

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[Ticket: # 529098 - Suddenlink accusations of piracy without complainant or copyright holder notice](#)

**Date:** 9/15/2015 8:49:18 AM

**City/State/Zip:** Andrews, Texas 79714

**Company Complaining About:** Sudden Link

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## **Description**

Suddenlink just accused my household of piracy without providing me with a claimant so I could dispute the supposed activity (there wasn't any).

I have a notion that they do this to their users who use a lot of bandwidth watching movies on netflix, listening to pandora radio, and playing online games such as world of warcraft.

They gave me no option to dispute and gave me no complainant who "supposedly" accused my household/IP address.

This is apparently not an isolated incident.

---

**Ticket: # 529606 - unwanted commercial text as that is an email**

**Date:** 9/15/2015 12:23:15 PM

**City/State/Zip:** West Covina, California 91793

**Company Complaining About:** 1 619-212-3450 ,1 619-793-7590, Rfkxdxp84@mortgage-monster.com, 6197937590@tmomail.net

---

## **Description**

Unwanted text at odds times of the middle of the night that are actually emails and are commercial text form unsolicited marketing. Unable to stop incoming text emails into my cell phone number.

Unable to contact sender to stop contacting me!

6192123450@tmomail.net

1 619-212-3450

1 619-793-7590

rfkxdxp84@mortgage-monster.com

6197937590@tmomail.net

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[Ticket: # 529704 - service tampering](#)

**Date:** 9/15/2015 12:54:09 PM

**City/State/Zip:** Austin, Texas 78745

**Company Complaining About:** Time Warner

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## **Description**

For 2.5 years our Time Warner internet service has been interrupted non stop modems are being remotely accessed changing modem settings we are being issued repeats of returned modems by TWC credit cards canceled we believe this stems from a problem with an old neighbor who worked for TWC and has friends in their tech department I have voice recordings of techs saying there is tampering going on and at the extent of it it can only be a TWC employee I also have screen shots and extensive photo evidence . we changed addresses and account holders names and the problem goes on I all so have TWC security on voice recording admitting there is a problem but they have done nothing

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[Ticket: # 529929 - I have opted out many times](#)

**Date:** 9/15/2015 2:00:38 PM

**City/State/Zip:** Mickleton, New Jersey 08056

**Company Complaining About:** Sprint

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## **Description**

I gave my email address to "something" - cannot remember the company now, it has been months. But I keep getting emails from Womens Day magazine. I went through the process to "unsubscribe" on at least 4 occasions and they STILL send me unsolicited emails - my phone is almost out of memory and this is annoying and making it worse!

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**Ticket: # 530059 - COMCAST IS THE WORST**

**Date:** 9/15/2015 2:40:00 PM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

I have had 9 AWFUL months of service with Comcast internet. It has not worked from day one. It is CONSTANTLY dropping service. On GOOD days, it will drop probably 10 times a day & bad days, close to 30. And when it drops, it stays off for a good 5-6 minutes. 5min multiplied by 30 - Yeah you do the math. I have had a tech guy come out twice, they've replaced the modem to the newest model & I have made so many calls for troubleshooting & nobody ever offers a new solution. All they suggest doing is sending out a wave that "assures" me that I will have internet OR my person favorite - ask if i've tried restarting the unit..... At this point, I am the MASTER of troubleshooting at home, but thanks for asking. I've been hung up on probably three times & they have NOT kept every conversation on record or they're just flat out lying about what my account says. I can't even begin to express my frustration.. Why should I have to continue calling these people (especially when I'm on the phone more than an hour each time). I have better things to do with my time. They've given me two months free in the past but that solved NOTHING. I would not mind paying for a service if it WORKED. They have no interest in fixing this issue now. They offered a \$20 credit & a fee waived for sending out a technician. Why wouldn't the technician be free anyways since its not MY fault their internet service isn't up to par. I can't afford to have television so I highly rely on my internet to work so i can use services like netflix or those sorts of things & it just seems a little unfair to me that I spend my hard earned money on something that doesn't work as it should.

---

[Ticket: # 530352 - internet attack](#)

**Date:** 9/15/2015 3:54:46 PM

**City/State/Zip:** Greatfalls, Montana 59405

**Company Complaining About:** Charter

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## **Description**

I was at a movie site (prime wire.com&4k movies) when my computer browser page was locked up and I had to reload my computer. a new page with a 1-800 number to call took over and demanded \$500.00 to fix my screen? I don't have the # to call any more and the only way to get it is to be infected. both sites are set up to defraud the public as I've been attack at both how many more I don't know?

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**Ticket: # 530665 - Hacking on my PC**

**Date:** 9/15/2015 5:17:53 PM

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

**Company Complaining About:** Optimum

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**Description**

On 09/15/2015 around 3:30 p.m.(ET)my computer was blocked by some hackers!4 days ago(on 09/11/2015) some person,name Sam Thomas called me from ph#1(239)257-4961 and told me that he ie from the company,which provide the TechService to my PC!He said that his company didn't get the money(\$149.99) and that I should transfer this amount to New Delhi,India!The same day I went to my bank and got the staintment,that my bank made the transfer to the company,which provides support to my PC(the amount of \$149.99)!Next day the same person called from different ph#1(661)214-8133 and asked me again to transfer the amount of \$149.99!I did not,so today(09/15/2015)someone got into my PC and blocked it,and now on the screen I have a massage!It says that THe FBI blocked my PC and in case to unblock it I have to pay \$150 to FBI and they provide the ph.#1(631)573-1522!I called that number and someone name Frank answered me and said that he is a Federal Agent and I must pay the amount of \$150!I called my tech support team,guy name (b) (6) and asked him:" What's going on?"He said he need 24 hours to unblock my computer and that the persons who called me where the hackers!So,that's why I want to feel up that complaint!My name is (b) (6) and my ph.(b) (6) and I am a disable person!Thank you!

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**Ticket: # 530682 - Comcast internet provider**

**Date:** 9/15/2015 5:24:57 PM

**City/State/Zip:** Miami, Florida 33161

**Company Complaining About:** Comcast

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## **Description**

I started calling comcast about two weeks ago. Their Modem is defective and the new nternet is unstable. After about three calls with agents trying to have me solve the problem on my own we got nowhere. A tech was sent to my home on Thursday September 10th. He told me the wires were loose and tightened them up. Teo days later the problem returned. The internet connection would come on then go off every two minutes, now its every couple of seconds. I called someone in tech earlier today to set up another appointment but they said i needed to be home so they can try the same thing that has never worked before, which is unplugging the modem for ten minutes and having them send a signal. I told the rep i wouldnt be home for another thirty minutes, he said he would call me. Not only has he not called me but now when i call comcast each rep hangs up on me. Ita the same process every time. I call, go through the verifications and when it starts to ring someone picks up and hangs up. This has happened the last eight attempts i made today. I verify everything before they transfer me, maybe someone flagged me as a difficult customer. Im not sure what it is but i mainly have internet with them, a service i paid for but have received little of in the last two weeks. Please help me with this inquiry! This is not fair, they cant charge me for a service they refuse to provide. Thank you.

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**Ticket: # 531065 - SMS text from spam email**

**Date:** 9/15/2015 8:06:19 PM

**City/State/Zip:** Rockaway, New Jersey 07866

**Company Complaining About:** T Mobile

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## **Description**

I am continuing to get SMS text from email spammer, with attached links.

the email user name was uutxjr55@moorecreations.com received in a sms message to my cell phone mobile number (b) (6). This is the third type of message, and complaint.

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**Ticket: # 531120 - Verizon FIOS high speed internet**

**Date:** 9/15/2015 8:24:14 PM

**City/State/Zip:** Walworth, New York 14568

**Company Complaining About:** Verizon

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## **Description**

My husband and I have been under Verizon high speed internet for 3 years now. Past three years to present where we have complained and contacted many times to fix our high speed internet where there often that the DSL always disconnecting all the time. We have called Verizon many times and they claimed that they are sending their tech support to my house to fix the issues. A lot of times they would lie to us that they did call our videophone or texted us that they will be arriving my house to fix the internet. We are very angry with them that they have done nothing to help and always replaces that are also defective that doesn't work either. So they decided to charge us 30 dollars a month for telephone that we don't use because we are deaf. They are ripping us off with 40.00 for DSL and 30 dollars a month for telephone that we don' use. In fact, they have done nothing to resolve anything. I don't want them to take advantage of us or other people that are doing this.

---

[Ticket: # 531283 - Poor signal quality](#)

**Date:** 9/15/2015 9:48:02 PM

**City/State/Zip:** Casper, Wyoming 82604

**Company Complaining About:** Charter

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## **Description**

Charter communications signal quality is so poor that the technician said you could not get a Internet connection from the junction box where the cable splits and goes to each home. We called again today because still not fixed but they can't send somebody out tomorrow between 7 pm and 9pm to look at our house again basically refusing to fix the issue Also there is no other company to chose from in the area so it is a monopoly.

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[Ticket: # 531382 - Internet provider](#)

**Date:** 9/15/2015 11:33:34 PM

**City/State/Zip:** Little Rock, Arkansas 72209

**Company Complaining About:** Comcast

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## **Description**

I have had Internet issues with comcast for 10 years. I given them every opportunity to resolve my internet. I have a intermittent signal, and the say will send maintenance, but they don't contact the customer. When they come out and the customer, is never informed, whether the problem is resolved.

---

**Ticket: # 531383 - Excessive Commercial Volume on Internet**

**Date:** 9/15/2015 11:33:38 PM

**City/State/Zip:** Jeffersonton, Virginia 22724

**Company Complaining About:** Cbs

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## **Description**

The volume of commercials cbs.com is excessive compared to the volume of the shows themselves. I believe there are restrictions on such advertisement methods of getting viewer's attention on broadcast TV, but it seems streaming websites don't have to abide by those same restrictions even if they're the same company and show.

---

**Ticket: # 531564 - Data Caps by Comcast and Other ISPs**

**Date:** 9/16/2015 9:23:47 AM

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

**Company Complaining About:** Comcast

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## **Description**

Caps in any form, whether it is speed or total data transferred are completely ludicrous and an obvious way for these companies to earn a little extra profit by gouging the customer. It is so clearly and blatantly bs to anyone who understands how the system works, it is amazing to me that is even legal. Another issue I experienced which I can't believe is legal is that ATT&T forces customers to have their internet service if they wish to access most of the applications provided via their digital cable service (UVERSE). To be clear, they DO NOT tell you this when you sign up and do not offer any solutions upon complaint other than "it's not usually a problem because most customers have our internet service". Why does the FCC allow these companies to do this to people? Who is looking out for us? Is profit the only thing that matters in this country? Where are the consumer protections? I guess since we don't have a multi-million dollar team of attorneys to fight the case and millions of dollars in lobby money for congress, no one cares. What a sad situation.

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**Ticket: # 531576 - My Facebook was hacked**

**Date:** 9/16/2015 9:29:03 AM

**City/State/Zip:** Berwick, Pennsylvania 18603

**Company Complaining About:** Verizon

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### **Description**

Hi I tried to get ahold of Facebook but they won't answer my facebook has been hacked and there is somebody sending nasty messages to my friends and family that I don't appreciate somebody hacking my facebook if you can please contact me by email I'd appreciate it thank you

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[Ticket: # 531614 - unwanted spam via text messaging](#)

**Date:** 9/16/2015 9:45:24 AM

**City/State/Zip:** Wenatchee, Washington 98801

**Company Complaining About:** Boss Revolution

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## **Description**

Boss Revolution continues to send texts to my cell phone even after I have spent a great deal of time with them on the phone to get off their list. They have assured me twice that it would cease but that is not the case.

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[Ticket: # 531628 - Comcast](#)

**Date:** 9/16/2015 9:54:57 AM

**City/State/Zip:** Greenbrier, Tennessee 37073

**Company Complaining About:** Comcast

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## **Description**

The worse service ever. I called 6 times today and got six different answers. And every time you request to speak to someone in the USA, they say they can't switch the phone over I would have to call back. Had appointment today, no one called, no one showed up. So sad this company thinks it can continue to treat their customers like this. So sad!

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**Ticket: # 531833 - Substandard connection.**

**Date:** 9/16/2015 11:09:59 AM

**City/State/Zip:** Columbia, Kentucky 42728

**Company Complaining About:** Windstream Communications

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## **Description**

I have been a Windstream customer for 12 years. Four and a half years ago we moved outside of town and are now on a small branch services by Windstream. Connection speeds here have always been slow but over the last two or more years drops, outages and slow upload and down load speeds have plagued this trunk. Windstream has addressed the problem at every turn. However, the fixes are temporary in nature in that the connection speed doesn't increase, drops of connection continue with very high frequency and subjectively the problem appears to be worsening.

I have been told by Windstream that the hardware cannot handle the demand. This appears to be the case based upon my experience yet Windstream has not upgraded the system to meet demand.

As a paying customer I am giving hard earned income to Windstream for a service that falls far below a basic acceptable of function. I would love to have the chance to change services to a competing company. However, I cannot do so. Windstream is the only other land line based provider for my area of the county.

I would appreciate any help that can be given. I am extremely frustrated to be paying for a service and receiving a substandard product in return.

Thank you,

(b) (6)

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[Ticket: # 532309 - An attempt at ransomware](#)

**Date:** 9/16/2015 1:20:53 PM

**City/State/Zip:** Boca Raton, Florida 33431

**Company Complaining About:** Comcast

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## **Description**

When visiting a website a popup appeared that locked down my browser stating that I need to call a company posing as Microsoft Support at 844-879-3977. Upon researching this company I found that it actually leads to a company named FastAssist which was trying to dupe me into paying for them to remotely "service" my computer after paying a hefty sum.

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[Ticket: # 532347 - Constant issues with Comcast services and billing](#)

**Date:** 9/16/2015 1:31:25 PM

**City/State/Zip:** Houston, Texas 77077

**Company Complaining About:** Comcast

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## **Description**

I've constantly experienced issues with my Comcast services, starting within the first week of install. I've made dozens of calls, quite a few online chat sessions, multiple tech visits to my house, 4-5 modems and am still experiencing issues. To top it off, I've been experiencing billing errors related to these modems and unsuccessful tech visits. 3-4 chat sessions in 3 months, each one assuring me they've credited my account or removed fees, but none seem to be able to get it ALL fixed in one shot.

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[Ticket: # 532500 - Unwanted spam - HRMorningpartners.com](#)

**Date:** 9/16/2015 2:06:58 PM

**City/State/Zip:** Murfreesboro, Tennessee 37129

**Company Complaining About:** AT&T

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## **Description**

I receive anywhere from 3 to 5 emails a day from this company. They have a dead link on their unsubscribe message, and I've even gone to the trouble of calling them to complain and demand the unsubscription. Despite my best efforts, they continue to send unsolicited emails to me.

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**Ticket: # 532775 - Threat in spam folder**

**Date:** 9/16/2015 3:22:57 PM

**City/State/Zip:** Owings Mills, Maryland 21117

**Company Complaining About:** Verizon

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## **Description**

I received today what would appear to be a threat in my spam folder today. I did not open it, but read the first line - "Time to say good-bye!!!" There is an ongoing employee-employer dispute between myself and the (b) (6) is finding difficult to resolve justly.

---

[Ticket: # 532950 - face book](#)

**Date:** 9/16/2015 4:07:42 PM

**City/State/Zip:** San Diego, Ca 92101, California 92101

**Company Complaining About:** Cox

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## **Description**

when do a share and can not do a comment, when friend request it does come back to me, when name is typed it does not come back to me, my spelling does no always work, sometimes seem some people seem blocked to me but not a block list , these things have by phone calls by (b) (6) supervisor for (b) (6) this on computer at (b) (6) , (b) (6) in the computer room

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[Ticket: # 532966 - Yahoo](#)

**Date:** 9/16/2015 4:13:20 PM

**City/State/Zip:** San Diego, California 92101

**Company Complaining About:** Cox

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## **Description**

some emails are blocked, some email i send and say error don't see one, spell check does always work, (b) (6) wants to make it hard for any one to contact me so blocks all he can , he a supervisor in San Diego who have law suits and go to meeting and talk , use public computers , (b) (6) where I live

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**Ticket: # 532974 - Failure to fix Internet problems**

**Date:** 9/16/2015 4:15:58 PM

**City/State/Zip:** Pine Hill, New Jersey 08021

**Company Complaining About:** Comcast

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**Description**

Good afternoon,

I'm writing to complain because of a failure by my cable Internet provider to repair problems on their service for a period of several months, and poor customer service processes in doing so.

For several months my Internet service has lost connection on an almost daily basis in the afternoon. I've made several calls to Comcast customer service, who has attempted to troubleshoot the problem, and sent a technician to my home. The technician verified that my internal wiring was all in good condition. However, my problems continued.

On calling technical support, I was told that they could not send a technician to check my outside lines without first sending another technician to check my inside lines. This is a significant burden on me, as it requires me to miss more time from work and make myself available for troubleshooting that isn't necessary.

Customer service representatives have hung up on me, have misled me with false or misinformation, and have inconvenienced me by making me repeat troubleshooting that has already been attempted.

I'm extremely unhappy with the network that Comcast is providing as a company, and with their efforts to maintain that service. I demand that the service I am paying for is made functional to a reasonable standard.

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**Ticket: # 533041 - Internet Constant Outages/Slow Speeds**

**Date:** 9/16/2015 4:36:41 PM

**City/State/Zip:** Killen, Alabama 35645

**Company Complaining About:** Zito Media

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**Description**

I have Zito Media as my internet, TV, and phone provider. The internet connection at its current state is very unreliable. It constantly goes out or has very slow speeds. I have contacted Zito about this MULTIPLE times, and continually I get the same response about my service being on a maintenance work order; a work order that has NO SCHEDULE or ETA; seriously who operates like this? I have service that is constantly going out, and that is deemed acceptable enough to let it continue with a work order that has no ETA...a work order I have technically been on indefinitely since 2013... It gets very frustrating to have to keep dealing with this. We are limited on service options where I live so simply switching to another provider is not really an option. It is a monopolized effect down here because it is either Zito Media or AT&T. When it works Zito Media has the better speed/value but LOW reliability. AT&T has slow speeds/worse value, but MORE reliability. It is disturbing that in 2015 the US is still operating on monopolized companies that restrict competition and in turn worsen service for the consumers. Our situation is limited options with both available providers having issues that seem to be in an endless loop. I am not asking for a miracle here I am just asking for my service to be fixed, reliable, and within operating standards...or is that asking for a miracle...

(b) (6)



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**Ticket: # 533164 - Comcast TV, Phone, Internet transfer services**

**Date:** 9/16/2015 5:11:02 PM

**City/State/Zip:** Sebring, Florida 33875

**Company Complaining About:** Comcast

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## **Description**

thank you for your receipt and reply to my prior message/complaint approx 2 hours ago. I am following up with additional info. I called Comcast again to ask if there were any possibility of the work crew coming out to the (b) (6) address earlier than next Thurs 9/24 to install the correct Code compliant wiring. The rep stated my account reflected the transfer was completed today ???????? Per my recent

message/complaint to you, it was not.

After 6 Transfers.....75min of holds/transfers/re-explaining my urgent issue, I finally was transferred to MARK, who when I requested his location, was OFFSHORE ??? He gave me a ticket #031765415, stating the work crew would be out within 1-2 days to install the compliant Code wiring All comcast reps I spoke with are very much aware that all my furniture is at the new address, (b) (6) and my most basic office furniture/equipment is still here at (b) (6) until service is connected at Divot. Service cannot be connected at Divot until the prior Comcast Wiring is rewired to comply with Code. Since September 1, with a visit to the local Comcast office, to set up a simple transfer of service, here I am still coping with Comcast to complete that transfer on September 16. Unable to do so due to prior Comcast non-compliant wiring. I cannot make the full move with my office furn/equip as that is my livelihood/job/income producing work.

(b) (6)

[REDACTED]

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**Ticket: # 533426 - Hotspot signal Jamming at Tech shows (CEDIA)**

**Date:** 9/16/2015 6:27:34 PM

**City/State/Zip:** North Port, Florida 34286

**Company Complaining About:** Verizon

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## **Description**

Every year the company I work for shows product here: <http://expo.cedia.net/>

Every year they block hotspots so the show exhibitors are forced to purchase Internet access at exorbitant prices.

The last 2 years the show was in Denver and I tried to use my Verizon Jetpack to connect my laptop and it was not able to get out.

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**Ticket: # 533351 - Data Cap**

**Date:** 9/16/2015 6:00:28 PM

**City/State/Zip:** Plantation, Florida 33324

**Company Complaining About:** Comcast

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## **Description**

I received an email from Comcast informing me that they will introduce a 300gb per month cap on my account. If i go over this i will be charged \$10 for an additional 50gb. I called to ask about it and was told that this is not a new change and has already been a part of my service, which is a lie considering ive had service with them since march of 2015 and have never had this problem. Further more, the email clearly states that this will be a change being implemented as of october 1, 2015 and it is a trial in my area for a new data plan. Considering we live in a world where everything is digital and we watch movies, tv, listen to music, read the news.... all online, i myself use approx. 500gb on avg every month. Now i will be forced to pay an extra \$40 dollars a month on my home cable bill. thats unaccepttable.

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**Ticket: # 533864 - Major Internet Issues w/ Comcast****Date:** 9/16/2015 10:58:06 PM**City/State/Zip:** Cockeysville, Maryland 21030**Company Complaining About:** Comcast

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**Description**

I started having internet issues at least a couple years ago. I've been through modems, routers, many tech appointments, but the same issues would keep coming back to haunt us. After many months of frustration, the problem was finally diagnosed. That was Spring of 2014. I was told the problem was 25 lines going into 12 slots in the box outside due to lazy technicians not setting up new service properly. Instead they were splitting lines, not removing old lines, etc. Apparently, my line is split with another apartment here. I was told this would be fixed and that a new box with new wiring would be installed. They would send workers out, but the workers they sent out always said the same thing, "I am not qualified to do this work, but I tightened the line for you so you can have some stability. It will come loose again, though, but we have the order in to get this fixed properly." Again, this was Spring and now going into Summer of 2014. Well, here I am, 9/16/2015, and the problem is back, fiercely. My husband and I have been on the phone with Comcast every night starting last Friday, 9/11/15, because our internet keeps dropping. Then it comes back up, then it drops, then it's up, and so on and so forth, ALL DAY AND NIGHT. I have not been able to enjoy the internet that is STILL costing me full price. On Friday, we were told an appointment was made for Monday. That was the earliest they could come out. They were sending a worker out to replace the box and the wiring. I went to work Monday. I came home, and the problem was still here. My husband called Comcast. We were told, AGAIN, "The worker was not certified to do the job. We have an appointment set for Tuesday." Ok. Tuesday came, and the problem was still here. We were given the SAME excuse. Another appointment for Wednesday. This morning, Wednesday, the Comcast truck was outside when I left for work. I had hope, again. Tonight, the problem is still here. My husband called Comcast, AGAIN. We were given the SAME excuse. I am not exaggerating, either. Then I was told that our problem is a "special order" which is "very hard to fulfill." Then I was told they still have to send the technicians to the appointment, even if they are sending a technician not qualified to do the job. Now this leaves me in a predicament because when Comcast tells me they are sending someone to fix my problem, how can I believe that to be true? This means I have to call every single day to report my internet issues that I am paying FULL price for because if I don't, they will ignore it altogether. So, do I cancel my service? I'd rather not. They are the only high speed internet I am eligible to receive. Should they be allowed to treat their customers the way they are treating me, with absolute disregard for my needs as a PAYING customer? I am fed up, and I am angered that I have no other options for high speed internet. I'm sure if there was competition for Comcast, they would have this fixed immediately. Please, I need help getting my issues resolved. I think after a year and a half, I have been more than patient. Enough is enough. Please help.

---

[Ticket: # 534217 - fraud](#)

**Date:** 9/17/2015 10:40:42 AM

**City/State/Zip:** Chambersburg, Pennsylvania 17201

**Company Complaining About:** Century Link

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## **Description**

I had called McAfee to have them help me set up. I was speaking to a lady who at one point told me I needed to speak to her supervisor. A man got on the phone, and thinking he was her supervisor I gave him information about my computer and my phone. It turned out to be a fraud called iyugi or bluespan.

---

**Ticket: # 534678 - soliciter refuses to remove me from spam list, ignores requests**

**Date:** 9/17/2015 1:16:28 PM

**City/State/Zip:** Indianapolis, Indiana 46227

**Company Complaining About:** Time Warner

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## **Description**

This company continually spams marketing information regarding some sort of training. multiple requests to stop are ignored. This issue is not related to my carrier

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[Ticket: # 534757 - Bright house bundle package](#)

**Date:** 9/17/2015 1:41:20 PM

**City/State/Zip:** Orlando, Florida 32839

**Company Complaining About:** Bright House

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## **Description**

Termination of cable, phone, and internet by Bright House network due to crime in the subdivision.

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[Ticket: # 534879 - Email Spam No Opt Out](#)

**Date:** 9/17/2015 2:14:35 PM

**City/State/Zip:** Santa Monica, California 90404

**Company Complaining About:** Innominds.com

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## **Description**

I am legal counsel to TigerText, Inc. Our CEO has received a half dozen spam emails from the same company and despite asking to removed from their mailing list they continue to spam him.

---

**Ticket: # 535040 - Prevented From Filing Civil Rights Complaint -Website-AT&T**

**Date:** 9/17/2015 2:38:39 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** AT&T

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## **Description**

The wizard [https://ocrportal.hhs.gov/ocr/cp/wizard\\_cp.jsf](https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf) is a wizard all right, that by the time I get to the end of th page for the complaint portal for the US Health and Human Services Office of Civil Rights in Washington, that any 'next' button is disappeared and not available and as a consequence of that, I can't finish my complaint. By: (b) (6), all rights reserved, without prejudice, sui juris.

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**Ticket: # 535327 - Software Support scam**

**Date:** 9/17/2015 3:23:57 PM

**City/State/Zip:** Denton, Texas 76210

**Company Complaining About:** Syseye Support And Afore Software. Llc

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### **Description**

a pop-up came up on my computer stating that a site was not safe and my husband called the number on the screen. It was to 877-959-9593 which when I called back told me they were Syseye Support. When my husband called they gave him a call back number of 800-391-9038 ext 306. This company seems to be Afore Software who talked him into letting them help him. By the time it was over they had charged him \$230 for absolutely nothing and now have had access to his home computer. When I called and threatened this complaint them they promised to return the money in 8-10 days but they drew the amount immediately from his checking account. I'm sure they will not return the money but to keep anyone else from being taken I hope you will investigate and shut down these companies!

---

[Ticket: # 535349 - q!!Com\[plaint #527981](#)

**Date:** 9/17/2015 3:28:18 PM

**City/State/Zip:** Dayton, Virginia 22821

**Company Complaining About:** Comcast

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### **Description**

Now day 9 no answers. Called back got run around. they found out there was a problem with my address book but nothing has been done. NEEN HEPL COMCST SEEM AS THOUGH THEY DO NMOPT CARE ABLOUT CUSTOMERS!!!!!!

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**Ticket: # 535357 - Unfair Service Practices****Date:** 9/17/2015 3:31:25 PM**City/State/Zip:** Anchorage, Alaska 99507**Company Complaining About:** General Communication Inc.

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**Description**

GCI is the only internet service available in my residential area. They advertise capped internet plans that are supposed to continue service after you reach your cap, although at a reduced rate. Twice with month I have hit the cap and have had my service completely turned off until I paid additional charges to have more "data" added to my plan. This is contrary to all their advertising and information stated on how their service works. Upon calling their support service to complain about the state of the service and how they were not holding up what they had sold, I was told that the only way around it was to continue to pay extra charges to have my service restored.

The internet service I use for work. I am in the IT industry so this service is as important to me as my gas service is here. I don't think it is correct for them to be able to advertise their service as something else, then just cut your service unless you keep feeding them money. There is no alternative to reliable service in this area, so I am stuck without any additional recourse except to follow their every whim to maintain the service I need to do my job.

---

[Ticket: # 535732 - Email Spam complaint against Goodson Acura in Dallas, TX](#)

**Date:** 9/17/2015 4:49:46 PM

**City/State/Zip:** Lucas, Texas 75002

**Company Complaining About:** Goodson Acura

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## **Description**

Goodson Acura emailed me an unsolicited note about buying a new acura. I clicked the opt-out link. I received another email a couple of days later. I submitted the opt-out link again. When I received another email ~7-10 days later, I replied asking them directly to remove me as I have unsubscribed. The representative (Brent Davis) replied back saying I had not unsubscribed and I could not have as this was the first he was hearing of it. I explained can spam and his footer to which he replied with an attitude. This company clearly does not respect the laws around spam and I wish to complain.

---

[Ticket: # 536005 - web site directing to alternate page](#)

**Date:** 9/17/2015 6:15:00 PM

**City/State/Zip:** San Angelo, Texas 76904

**Company Complaining About:** Sudden Link

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## **Description**

websit directs to a different site than the one you wanted and the new page locks browser to that page and instructs you to call a phone number to get browser unlocked the phone number they direct to is 855-465-1850

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[Ticket: # 536549 - Internet outage](#)

**Date:** 9/17/2015 11:58:47 PM

**City/State/Zip:** Show Low, Arizona 85901

**Company Complaining About:** Frontier Communications

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### **Description**

Continual Internet outages at least 1 day or more per month since December 2014! Frontier refuses to give credits or notify customers when they are doing upgrades !

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**Ticket: # 536569 - seniorpeoplemeet.com**

**Date:** 9/18/2015 12:58:20 AM

**City/State/Zip:** Ottawa, Kansas 66067 (b) (6)

**Company Complaining About:** Verizon Wireless

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## **Description**

profile information removed several times. Tonight for the third time I have no access to my. account information. The site sends bogus fake messages. Others have had information on their profiles they didn't put there. Tonight no one can see my profile. It acts like I can send messages, I checked with two people and they didn't receive any messages from me, after I sent message.

---

[Ticket: # 536600 - bad Internet](#)

**Date:** 9/18/2015 3:19:22 AM

**City/State/Zip:** Show Low, Arizona 85902

**Company Complaining About:** Frontier Communications

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## **Description**

Internet outages happening at least once or twice a month. Outage usually lasting longer than 24 hrs. Also trying to figure out if my account has been hacked during the outage, because my password and IP address no longer exist?!?! Frontier can not help until the "cut cable" is fixed!! Arrrrrrgggggg!!

---

**Ticket: # 536635 - Internet**

**Date:** 9/18/2015 7:30:26 AM

**City/State/Zip:** Germantown, Tennessee 38183

**Company Complaining About:** AT&T

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## **Description**

Home network associated with 50 servers. Account has third party associated with the account in order to received portion of monthly payment. I believe the individual is (b) (6) a programmer who has been hacking my network and automobile for two years

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[Ticket: # 536724 - cable service will not work at night](#)

**Date:** 9/18/2015 9:56:05 AM

**City/State/Zip:** Waldorf, Maryland 20601

**Company Complaining About:** Comcast

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## **Description**

I have had 5 visits from comcast , 2 service calls others did not show. My service goes off between 6 and 8 at night ( when I get home ) and the internet , tv and phones do not work for 1-4 hours . Comcast comes during the day and it works then . The technician said I must have a neighbor that is causing a short that causes this problem to keeps rebooting. Comcast will not come at night nor put a meter on the line to check. My bill is \$ 280 a month and terrible service . This has been going on for 4 weeks .

---

**Ticket: # 536911 - Domain Name Issue****Date:** 9/18/2015 11:09:45 AM**City/State/Zip:** Decatur, Georgia 30031**Company Complaining About:** Ipower

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**Description**

I am a long time customer of IPOWER and have several accounts. Because they would at times deduct incorrect amount when I was automatically enrolled I immediately removed all of my accounts and asked to be billed and notified prior to expiration date. I was just faced with a surprise that my domain name had expired in August, 2015 and noticed it when my email on that account bounced. After going to the profile I noticed my account had expired on August 10 and I had no idea. My personal email address associated with that account had not changed and I power sent no notice indicating that it was due or that it was going to expire...NOTHING!!!. As I have done in the past I renewed the domain name for \$16.99 and it renewed automatically and I received a notice. After waiting 4 days the account was not active so I contacted IPOWER to find out why. I was told that they put it in a holding account and I had to pay \$160 redemption fee. I confirmed with the ICANN that they had my \$16.99 and the account was due again in one year. I informed IPOWER and they said it did not matter that I had to pay \$160.00. Notice that when I paid the \$16.99 to renew IPOWER never sent a notice about a redemption fee or to explain this to me. They told me I needed to read the fine print to understand. I requested 3 times as a long time customer to please reconsider their decision because I was never notified or billed for the \$16.99. I was told that since I was not on auto renewal that I need to keep up with it. I think this is a scam to get more out of their customers. Secondly, if my domain was not going to be active after paying \$16.99 it I should immediately get a notice before I pay my money. This is truly not a good business and I believe this may be happening to a lot of people who chooses to be billed as opposed to auto enrollment. Thank you for any assistance. Again my domain name is (b) (6)

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[Ticket: # 559843 - spam text](#)

**Date:** 9/29/2015 9:29:01 PM

**City/State/Zip:** Cleveland, Ohio 44113

**Company Complaining About:** Verizon

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## **Description**

Someone using the address (b) (6) is texting me asking for my identity. i have also recieved likely 30 calls posing as loan companies asking my identity also this week.

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[Ticket: # 537189 - Receiving spam despite unsubscribing](#)

**Date:** 9/18/2015 12:29:06 PM

**City/State/Zip:** Bartlett, Illinois 60103

**Company Complaining About:** Bankerschoice.talentsprint.com

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## **Description**

Already unsubscibed, and then reported spam on gmail, and then even mailed the company support that I do not want these mails. I still receive at least one mail every day, often multiple.

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**Ticket: # 539451 - Probable Wi-Fi exploitation**

**Date:** 9/19/2015 4:52:47 PM

**City/State/Zip:** Scottsdale, Arizona 85258

**Company Complaining About:** (b) (6)

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## **Description**

At about 1:09 pm Arizona time on Saturday, September 19th I observed a white Ford Tahoe vehicle, Arizona plate (b) (6), with multiple V/UHF whip antennas mounted on the roof, curb-crawling through the (b) (6)

The vehicle traversed the entire community over a 5 or 6 minute period. As the vehicle approached me I walked to the center of the road to slow him and observed the occupant to be a white male of indeterminate age, possibly 30s or 40s, wearing sunglasses and a headset.

The Tahoe glass was very heavily tinted.

Subsequently I found, by internet search, that the callsign (b) (6) is issued to (b) (6) - possibly (b) (6), who is also broadcasting live camera pictures of his vehicular travels on the Internet website (b) (6).

I can think of no legitimate reasons for anyone to surveil neighborhoods in this way, and I am concerned that the aim was to discover and exploit wireless networks. As a former (b) (6) specialist in the (b) (6) I am well aware of the techniques that can be used to exploit both secured - by password cracking - and insecure networks, and the potential criminal activities that can ensue.

I am unsure if the FCC is the correct governmental body with whom to file this complaint.

I should be obliged if you would be so kind as to direct me to the correct organization for complaints of this nature.

Sincerely

(b) (6)

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[Ticket: # 537947 - centurylink internet](#)

**Date:** 9/18/2015 3:47:24 PM

**City/State/Zip:** Sheffield Lake, Ohio 44054

**Company Complaining About:** Centurylink

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### **Description**

Connection keeps dropping. Over 13 representatives on the phone and multiple techs out to the house. The problem has yet to be resolved!

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**Ticket: # 538141 - Comcast Internet**

**Date:** 9/18/2015 4:43:31 PM

**City/State/Zip:** Boynton Beach, Florida 33436

**Company Complaining About:** Comcast

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## **Description**

For some unknown reason, Comcast cancelled all of my services over a week ago. I have placed numerous calls to Comcast trying to resolve this issue. Each time they tell me that their installation agent cancelled my services and that they are going to resolve it. After a week of telephone calls and countless hours on the telephone, I still have no service. My children cannot do their homework because they need internet access. This is an all too common occurrence with Comcast and they continue to demonstrate their inability to fix simple problems that they created. All future rate hikes and government approvals should be denied until they demonstrate an ability to service their paying customers.

---

**Ticket: # 538142 - Hacking**

**Date:** 9/18/2015 4:44:40 PM

**City/State/Zip:** Elk Grove, California 95758

**Company Complaining About:** Frontier Communications

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## **Description**

Title 18 United States Code, section 2511

His computer is being hack. He has spoke in great lengths to Secure Tech Support 888-620-3663. It started on the Iphone in December 2014. It had malware on the computer. He looked up the true administrator. He seen an add on IOS and it spoke of disappearing ads on the phone. There is a picture of a lizard. He finally spoke with a senior tech Ted Wyles. Was able to restore the firm ware and had to call all the time.

Another tech name instructed him to break the phone. He was able to get the phone to work and then the systems is not working properly. He has been unable to make any phone calls yet there is bill stating otherwise.

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**Ticket: # 538393 - Telecommunications crimes- continuing violations that involve deliberate efforts to hinder my legitimate efforts to find employment. Libel.**

**Date:** 9/18/2015 6:14:45 PM

**City/State/Zip:** Denver, Colorado 80220

**Company Complaining About:** Manpower At 1560 Lincoln Street,denver, Colorado. An Employee Had Created (b) (6), Which I Had Been Using At The Time.

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## **Description**

I have observed that my efforts to find employment have been deliberately hindered or made impossible. I have observed an unmistakable similarity or even an identity in the ways my legitimate efforts to find employment have been hindered or sabotaged: I recognize a pattern. This criminal hindrance has occurred at three businesses that have computers available to the public, and at a corporation which carried out its crimes over several states distance maliciously. I was searching for employment at one of the businesses on the computer via the Google Search Engine. I reached a point whereat the website required my Gmail address. I submitted it. Then the site requested my password, which I prospiciently had written down so that I was absolutely sure that I would enter the precise password. The site claimed that that password was wrong, despite the fact that I knew that I had typed in the correct password, taking care to observe issues such as case sensitivity. On the unlikely possibility that I could have entered an incorrect one, I entered variations apropos of case sensitivity and the possibility of a different numerical ending than I thought. Having had all these variations rejected, I decided to try to create a new password as prompted by the computer. I carried out the steps suggested by the program. Suddenly, an picture of Oprah Winfrey, weeping, appeared, with a caption that said that "she regretted the fact that she had lied to her viewers." I was mystified as to why this picture would pop up, unbidden, when I was trying to create a new password. Next, an advertisement for some kind of perfume appeared! Then two red arrows appeared and moved up and down at some bizarre image that had, again, nothing whatsoever to do with my attempt to create a new password---period dot. Other totally unrelated pictures appeared. I ended up leaving out of the suspicion that someone either in the building or elsewhere had hacked or otherwise gained access to the computer on which I was working for the purpose of hindering or stopping my legitimate efforts to obtain employment, and to change my password so that problem would be solved. This same pattern occurred at three distinct businesses with public computers with little variation except minor differences in the advertisements which appeared subsequently to the Oprah Winfrey picture and caption. I immediately knew that this obstruction was being carried out by the same unknown people working in the background, or by other people with the same malicious intent and membership in a far-right-wing extremist organization. On or about September 15, '15, at the (b) (6), with no trouble whatsoever with my password, which was not required.(Two employees at that center purported that that happened because I hadn't properly logged off a day earlier.) I left that center and reached an employment agency within approximately minutes. I tried to access my Gmail account there, and the computer outlandishly said that that Gmail account didn't exist---even though I had just used it twenty minutes priorly! I decided to enlist the help of an employee. He claimed that their "server was down", and so that was among the effects of such a malfunction. I returned the next day and tried to retrieve my resume at the aforementioned Gmail account, but the computer refused to allow me access. I decided, instead, to create a resume at the employment service, and an employee helped me to reach the appropriate program. i worked hard to create a good resume, and

the employee helped me to save that resume, and properly to log off. The next day at the same employment agency, I tried to retrieve that resume, but the computer said that it didn't exist! I tried to find it, and notified the kind employee what had happened, and why the computer's actions were so outrageous. I opted to take care of other needs. Suddenly, a strange picture appeared, which displayed a row of perfume bottles, and above these was a caption that asked, "How do you smell?" Then the computer began to show a succession of pictures, each one being shown for a few seconds, then the picture would slide over in exactly the same manner that it would if I had pressed the horizontal scroll key---as if it had a will of its own. The captions that appeared above the unbidden pictures were cryptic, and some seemed subtly pejorative. I logged on to a "Help" website, and a chat box appeared and a woman named "Mary" asked me what the issue was. Now this is important, Note Bene: the chat image bore the same type of blurriness that I recalled in the pictures on the other computers, and so I immediately knew that the site had been compromised by malevolent people, and that some type of hindering problems were soon to ensue. Mary answered some of my questions, and stated that she would try to solve the problem. Then, abruptly, the screen containing Mary disappeared, and a box saying "Create Resume" appeared (precisely at 3:22p.m., I wrote down this time for accuracy.) but there was another woman on the chat box and her name was "Nica." I re-explained the problem to her, and I asked what had happened to Mary. Nica said she would try to help, and so I waited. Two minutes later, Nica disappeared, and another woman appeared! At another time I tried to enter a "Theoretical Physics Chatroom." A screen bearing the tell-tale blurriness appeared, letting me know that something wrong was afoot. I asked questions concerning theoretical physics, and the screen which displayed was split: on one side there was a statement purporting to answer my questions, but on the other side were those suspiciously cryptic and sometimes subtly profane statements which had nothing whatsoever to do with the physics questions I asked. I decided to access the Google/Bing Translator program, which I was able to do. I knew that at least one conspirator knew what I was doing on the computer, so I deliberately began to ask the program for---this was an experiment--- the translation into German of "litigation", "litigant," "telecommunications," "RICO Act," "inchoate," "inchoative," "federal felony", for example. I next accessed the Bing dictionary, and asked for the word "discerptible," which I didn't know the meaning of, and had written down to remember it. The computer stated that the word meant "capable of being torn apart." In this constellation of circumstances, I believe strongly that the perpetrators understood what I was getting at in the sequence of translated words in German, and issued a death threat in response. If discerptible turns out not to have the ostensible meaning stated, it is axiomatic that someone had really threatened my life for indirectly stating my litigative intentions to notify the authorities.

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**Ticket: # 538410 - Neighbor using a Bluetooth, WiFi & GPS jammer****Date:** 9/18/2015 6:22:32 PM**City/State/Zip:** Los Angeles, California 90036**Company Complaining About:** No Company, My Neighbor

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**Description**

I rent a guest house in Los Angeles. My next door neighbor (who had a different landlord) is extraordinarily paranoid that people are trying to hack his computer and electronic devices so he installed a wireless jammer in his home. Unfortunately now nothing seems to be working in my apartment. Bluetooth devices have to be inches away for them work — mice, keyboard, video game controllers, speakers, hue bulbs, nothing works. GPS doesn't work at all. It's incredibly frustrating. Wifi is very very weak.

I approached him last December about the issue and he denied having a jammer, instead ranting about how it must be one of the neighborhood hackers and he had no idea where the jamming signal was coming from. On second approach he admitted he had a jammer and quickly turned it off. It stayed off until earlier this month when he turned it on again. I left him a letter asking him (nicely) to please turn it off. Nothing. Knocked on his door. He never answers. My tech savvy landlord went over and was able to get ahold of him but he denied having a jammer. My landlord got in contact with his landlord who is very old, foreign, and had no clue and was completely confused on what his tenant was doing. He seems to be a dead end.

Am I out of luck here? The jamming is very clearly coming from his house (devices don't work when you're close to his house, but as you move away they start to work again), and he's admitted to having a jammer — and now denies it.

His address is (b) (6). His name is (b) (6), although I don't know his last name.

---

[Ticket: # 538759 - wifi jamming at Golden Nugget Hotel, Las Vegas NV](#)

**Date:** 9/18/2015 11:34:23 PM

**City/State/Zip:** Riverside, California 92501

**Company Complaining About:** Sprint

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### **Description**

I was unable to use my personal wifi 'hotspot' at the Golden Nugget Hotel in Las Vegas NV during August 2015. Also my 915 MHz weather transmitter signal was blocked.

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[Ticket: # 544004 - Comcast injecting ads](#)

**Date:** 9/22/2015 1:07:11 PM

**City/State/Zip:** Albuquerque, New Mexico 87102

**Company Complaining About:** Comcast

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## **Description**

While using Comcast's xfinity network they inject ads into my browsing experience. Typically a popup.

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**Ticket: # 538845 - Internet jamming -interference , aggressive virus pushing**

**Date:** 9/19/2015 4:53:15 AM

**City/State/Zip:** Sacramento, California 95812

**Company Complaining About:** Time Warner

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## **Description**

I have been experiencing electronic interference caused by the "freedom fighters" who are renting private aircrafts at Palm Springs CA airport to electronically jam communications, hack cells calls, PCs and network hi-jacking The electronic interference makes the devices vulnerable to hacks Viruses are being pushed to my sibs PC and cell

On 9/18/15 approx 8-830 am I video taped two aircrafts flying lower than the norm dropping what appeared to be allunimum into our perimeter at Calle Cerrito, called blanco, calle amplolloc, via Domingo, hacienda st, mountain view and Dillon in Desert Hot a Springs CA As they were dropping the electronic interference I began to feel ill abs felt the jamming might be the reasons for this Freedom fighter organization has been harassing and threatening me and my son a minor since we reported their member committing criminal activity in LA 2010 I have reported this to local law but they have informed me "this is a federal violation contact the FAA and FCC Please look into this matter asap! Mailing add: (b) (6)

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[Ticket: # 539987 - Wifi blocking](#)

**Date:** 9/20/2015 10:59:43 AM

**City/State/Zip:** Irvine, California 92618

**Company Complaining About:** T Mobile

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## **Description**

I stayed at Trump hotel in Las Vegas and noted my phone stops working every time I walked into the hotel. I couldn't even use it when standing against the windows. As soon as I get out and stand on sidewalk, it magically started to work

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**Ticket: # 539283 - Comcast Service**

**Date:** 9/19/2015 2:40:22 PM

**City/State/Zip:** Spring, Texas 77380

**Company Complaining About:** Comcast

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## **Description**

I recently contact Comcast about my internet service. Comcast sent out a technician to check the service. Guy comes out to check the service an said everything was fine. He checked outside and inside to see if there was any issue. He also check my modern/router to make sure it was compatible. Everything was fine. He did see the issue that I was receiving the incorrect speeds from Comcast. I call Comcast while he was there. Customer services sent through a run around. Customer service will not get me connected with the right person. I pay my bill on time with Comcast. All I ask in return is my service to work.

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**Ticket: # 539464 - TWC**

**Date:** 9/19/2015 4:59:28 PM

**City/State/Zip:** Lenox Dale, Massachusetts 01242

**Company Complaining About:** Time Warner

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## **Description**

I know my bill was late but how time Warner Handel's it ,is when the bill goes out 2 days later they either shut my Internet off ,but this time because I don't have my pc on line they removed the drivers to use my nettalk phone first I coudn,t use my phone then they made it that I can call out but could not receive calls and missed doctor appointment set ups when I got a hold of my nettalk they said drivers were missing so I bought a new one then the cable truck went by my house the phone went dead and after a restart everything is fine ,so is this right what they are doing

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**Ticket: # 539512 - Internet Service Interrupted**

**Date:** 9/19/2015 5:47:01 PM

**City/State/Zip:** Warrensburg, Missouri 64093

**Company Complaining About:** Charter

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**Description**

Connectivity issues since service was installed May 2015. Numerous phone calls, technician visits, and forced to replacement equipment by Charter. My bill has increased numerous times as a result and Internet use is still intermittent. Call backs are not being followed through and supervisor tech visits are not happening.

I work 7 am-6pm M-F, and am generally not home until 8pm M-Wed. When I am home and need to use the Internet service I pay for, it should work! It still does not work!!

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**Ticket: # 539552 - Jamming of WIFI and denial of service**

**Date:** 9/19/2015 6:14:05 PM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

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**Description**

This is the the third week in a row that we have experienced denial of service on location. Just as the other two complaints detail, it happened to us again. This time however the timing was different and goes to prove that it is a deliberate attempt to hack, jamm and deny wifi service to our specific devies. Again the consistent fact is the 1600AM KUSH is on site and in direct competition with us, and have knowledge and possible help from law enforcement that also work and own the FCC license for the station. This week the game was delayed due to weather. So we were not jammed or denied service at 6:45 for a 7pm game, but since the game was to start at 8pm when the weather cleared our service was jammed at about 7:35pm. However the game was not played, again due to weather, so once that announcement was made, our service returned to normal about 8:10pm once the game was canceled. This is part of the growing circumstantial evidence that convinces us that the FCC need to investigate. We were able to see additional devices pop up just prior to the jammed signal. Again this leads us to believe that the device blocking our signal is on site with the person or entity intent on denying us service. Please act as quickly as you can. The next possible, or most likely time this will happen will be Friday September 25th at 6:45pm at the (b) (6) football field "(b) (6)". This is a serious misuse of technology and illegal, we believe.

Thank you for your assistance,

(b) (6)

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**Ticket: # 539906 - MAC KEEPER invading my computer**

**Date:** 9/20/2015 7:07:39 AM

**City/State/Zip:** Aliquippa, Pennsylvania 15001

**Company Complaining About:** Verizon Wireless

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## **Description**

There is this company that invades my computer. Its name is MAC KEEPER. This is the 2nd time this has happened. I downloaded an update for Adobe Flash which I do, and this time MAC KEEPER comes on my screen and will not allow me to shut down my computer. It claims I have all this wrong with my computer and for \$\$\$\$ several hundred dollars a month they will fix it. When I call their number to ask them to remove this, the thick accented person says they will not and to call Apple to get it off. These people need to be shut down! They idea that they can come on a computer without an invitation and then threaten you with problems you don't have. Please get rid of this company and their lies! I am so very frustrated with this. My husband said to contact you because you are the only ones who can stop this. Please help. Thank you, (b) (6)

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**Ticket: # 540044 - SUNDAY TICKET NFL INTERNET STREAMING**

**Date:** 9/20/2015 12:33:45 PM

**City/State/Zip:** Newport News, Virginia 23606

**Company Complaining About:** AT&T

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**Description**

DIRECT TV AND AT&A TOOK MY MONEY TO WATCH NFL GAMES ON THE INTERNET AND FOR TWO WEEKS IT HASN'T WORKED.

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**Ticket: # 540065 - Internet services from Verizon**

**Date:** 9/20/2015 1:14:56 PM

**City/State/Zip:** Avenel, New Jersey 07001

**Company Complaining About:** Verizon

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## **Description**

Dear Sr/ Madam,

I had been having poor internet connection and had been asking Verizon to solve the issues for the last 2 years with very poor results. They told me if I pay extra 10 dollars they could increase the speed to 7 mb and see the screen shot that it was in 2.2 mpb. I shut off the router and feted again and it was so bad that the session timed out. I was told today that the lines could not hold that much and that is why I was having problems and will downgrade to 3mb and have to pay the same amount. When I had called last time they said the issue will resolve if it is increased to 7 mb. I work and can not get on the phone to waste time to contact and the address issue. I asked for FIOS for more than a year now and they can not provide it in my area. I am not able to go to Optimum as their services are not allowed in my area? this is really a challenge. Why are customers penalized? I have a business in Sayerville and use Optimum there but in the same township, but in Avenel, they can not provide the service.

I need some one to look into this issue please. I really appreciate your input and please contact me at your convenience.

Sincerely

(b) (6)

[REDACTED]

[REDACTED]

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[Ticket: # 540164 - locked up computer screen](#)

**Date:** 9/20/2015 3:24:38 PM

**City/State/Zip:** Lenexa, Kansas 66215-(b) [REDACTED]

**Company Complaining About:** AT&T

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### **Description**

Received a notice of a virus possibility and call 888-997-4966 for support. When we called he id's himself as a windows specialist to correct the "problem". He would not cancel the screen if we didn't employ him. We have no idea who he is or where he is located and would like to get rid of this screen so we can use our computer

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**Ticket: # 540187 - Unwanted emails**

**Date:** 9/20/2015 3:52:25 PM

**City/State/Zip:** Eden, North Carolina 27288

**Company Complaining About:** Centurylink

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**Description**

Lately I've been getting upwards of 200 emails a day of unwanted emails, even after "unsubscribing" them. Just now I received nine (9) emails from the exact same address. These are very annoying and use my data, placing my data plan in jeopardy.

---

**Ticket: # 540225 - Unethical and perhaps illegal practice by AT&T**

**Date:** 9/20/2015 4:46:30 PM

**City/State/Zip:** Greenwood, Mississippi 38930

**Company Complaining About:** AT&T

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## **Description**

On 9/9/2015 my Internet service stopped working. I called AT&T. I spent an hour with a service tech trying to get my service turned on. Finally she turned me over to a "sales person" who proceeded to talk me into an upgraded service that would lower my cost. Their serviceman came the next day and gave me new modem and wiring outside. I have since found out that all my friends that have AT&T Internet service had their service cut off too. Those that did not call like me had their service restored by Monday with no change of account. I also found out that only AT&T Internet customers were cut off; all other Internet provider customers did not have their service interrupted. So the hour with the service tech was a hoax!!! They had no intent of connecting my Internet without upgrading me. This is also a scam!!! I just received my bill and it is not lower. I have no recourse as there is no address to write AT&T to complain and their "services" online do not help at all.

AT&T are crooks! They also sold me a cell phone and service and did not tell me it had e-mail (which I did not use) that I did not know about or want. I was charged monthly for two years for this and I did not request it! AT&T are crooks!!!

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**Ticket: # 540376 - Comcast and AT&T bs**

**Date:** 9/20/2015 7:16:04 PM

**City/State/Zip:** Volo, Illinois 60073

**Company Complaining About:** Comcast

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## **Description**

This is complete and utter bullshit. You can't get through to anybody, they con you into their services and they control your internet speeds. Someone needs to step up and put an end to this bullshit. And when you try to order one, they give you the run around, you can't understand their customer service reps through their heavily Indian accented broken English, and then the other company coincidentally contacts you and tries to con you into another contract with 'new' equipment. Why aren't all of their customers on the new, best equipment/ platform? And when you try to access your bill online to see what they're charging you for, the page funnily won't load...fishy??? And all at the same time they flood your mailbox with offers that are bullshit. Frustrated? Better effin believe it. The citizens need a voice over there.

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**Ticket: # 540448 - INTERNET SERVICE ISSUE**

**Date:** 9/20/2015 9:09:58 PM

**City/State/Zip:** Opa Locka, Florida 33054

**Company Complaining About:** Comcast

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**Description**

ON JULY 12, 2015 I CALLED COMCAST TO INFORM THEM THAT I WAS HAVING INTERNET AND CABLE PHONE SERVICE ISSUE . I WAS TRANFERED TO TECH SUPPORT I WAS TOLD TO UNPLUGG THE ROUTER WAITE 30 SECONDS AND PLUGG IT BACK IN STILL MY INTERNET WAS NOT WORKING . THE WOMAN I SPOKE WITH TRIED TO SEND SIGNAL AFTER SIGNAL TO THE ROUTER WITH NO RESPONSE SHE FINALLY SAID THAT A TECHNICIAN WILL HAVE TO COME OUT TO THE MY HOUSE AND SAID 7/19/2015 WOULD BE THE EARLIEST ANYONE COULD GET OUT TO ME . ON 7/19/2015 A MAN FROM COMCAST CALLED ME AND SAID THAT THEY COULD KEEP THE APPOINTMENT BECAUSE THEY HAD TO MUCH WORK AND TOLD ME THEY COULD COME OUT ON JULY 22, 2015 . AT 3 :30 TO 5:00 PM WHICH I SAID OK . ON JULY 22, 2015 AT 5:45 I HEARD NOTHING FROM COMCAST . SO I CALL TO TELL THEM NOBODY SHOWED UP FOR OUR APPOINTMENT .

THE MAN I SPOKE WITH WAS REALLY RUDE. HE TOLD ME THAT THERE WAS AN ERROR IN THE SERVICE REQUEST WHICH WAS WHY THERE HADN'T BEEN ANYONE SENT AND THE SOONEST THEY COULD HAVE ANY ONE SENT TO ME WOULD BE ON JULY 29, 2015 . FROM 3:00TO 5:00 PM I TOLD HIM THAT HAD TO WORK THAT DAY THAT THEY ADVERTISED A GUARANTEED SERVICE WINOW, AND THAT I EXPECT TO HAVE A TECHNICIAN AT MY HOUSE TODAY OR I WOULD BE CANCELLING MY SERVICE . HE TRANSFERRED ME TO A SUPERVISER HE TOLD ME THAT A TECHNICIAN WOULD COME OUT TO MY HOUSE ON JULY 29, 2015 AT 3:00 TO 5:00 GUARANTEED AND THAT SOMEONE WOULD BE CALLING ME TO LET ME KNOW WHEN THEY WERE ON THEIR WAY WHICH I SAID OK .

ON JULY 29, 2015 THE TECHNICAN CAME OUT AND TOLD ME THAT THERE WAS AN OUTAGE AND HE COULD NOT FIX MY INTERNET SERVICE .

HE GAVE ME HIS FIRST NAME RICARDO AND HIS CELLPHONE 786-459-2583 AND TOLD ME TO CALL HIM IN A WEEK . I HAVE CALL HIM CONSTANTLY AND ONLY GET HIS VOICE MAIL .SO AFTER 5 MISSED APPOINTMENT AND INNUMERABLE PHONE CALLS TO COMCAST IM AM STILL WITH OUT INTERNET SERVICE SINCE JULY 12, 2015 TO SEPTEMBER 20, 2015 AND STILL COUNTING

THE PEOPLE YOU SPEAK WITH ON THE PHONE DON'T CARE THEY HAVE GIVEN ME THE RUN AROUND FOR MONTHS AND I STILL DON'T HAVE INTERNET SERVICE OR PHONE SERVICE I WANT TO CANCEL ME SERVICE BUT IN THE AREA I LIVE IN WE DON'T HAVE MUCH OF CHOICH . I HAVE REQUESTED TO HAVE MY ACCOUNT CREDITED BUT COMCAST HAS REFUSED TO ISSUE CREDIT TO MY ACCOUNT . PLEASE HELP SINCERLY YOUR (b)

(b) (6)

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**Ticket: # 540535 - I believe my internet is be hacked as a form of harassment**

**Date:** 9/20/2015 11:05:06 PM

**City/State/Zip:** Greensboro, North Carolina 27401

**Company Complaining About:** Support@epproach.net

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## **Description**

I believe my internet is be hacked as a form of harassment. My local support is Support@epproach.net tells me their network is secure but my religeous services are being greatly disrupted. this has been going on for over a year now. Please Help... (b) ...

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[Ticket: # 540745 - email spam](#)

**Date:** 9/21/2015 9:54:12 AM

**City/State/Zip:** Eustace, Texas 75124

**Company Complaining About:** Centurylink

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## **Description**

I started receiving email spam. A few. I click to unsubscribe, but soon afterwards, they started spamming me 10x more. I can't seem to get them to stop. Tried sending to my internet company, Centurylink, and tagging the emails as spam. But will not stop. Sincerely, (b) (6)

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[Ticket: # 540853 - Holel blocking personal wifi](#)

**Date:** 9/21/2015 10:47:53 AM

**City/State/Zip:** Brooklyn, New York 11210

**Company Complaining About:** Watkins Glen Harbor Hotel

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## **Description**

Watkins Glen Harbor Hotel blocking personal Wifi

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[Ticket: # 554078 - Ads on MSN browser](#)

**Date:** 9/26/2015 8:45:43 PM

**City/State/Zip:** Paris, Illinois 61944

**Company Complaining About:** Frontier Communications

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## **Description**

I keep getting a ad from Capital One that I can't get off of my computer. Also there should be a simple way to block the ads that I don't want on my computer.

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**Ticket: # 540993 - Internet constantly down**

**Date:** 9/21/2015 11:33:15 AM

**City/State/Zip:** Fannettsburg, Pennsylvania 17221

**Company Complaining About:** Centurylink

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## **Description**

I have been dealing with internet issues for over 3 years now and its been a routine where Centurylink will tell me the problem has been fixed and then 2 weeks later the issue will be back or worse. Centurylink is the only option this area has and they do not update their infrastructure for the demand of the community. I am paying the same price as most people for less speed and i have two internet lines as a fail over / load balance and it still has high ping and low speeds. I would like for this company to take responsibility and upgrade our internet infrastructure. Its pretty bad that i can guess my internet will be back to a crawl after two weeks of good service. They give me credits for the times i don't have internet, but I am paying for the internet for a reason.... I want steady reliable internet and this company cannot offer this. Please investigate into this further and i will be willing to give more information regarding this issue if needed. Thank you

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**Ticket: # 541090 - Extensive and unwanted advertising**

**Date:** 9/21/2015 12:02:55 PM

**City/State/Zip:** Eagan, Minnesota 55122

**Company Complaining About:** Dish Network

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## **Description**

Advertising has taken over our country (world?). At the present time, you cannot bring up an interesting topic, news item, etc., without wading through hundreds of advertising boxes showing up to cover up the item being sought. I am almost at the point of eliminating my internet access because all that is readily available today is ADVERTISING. We all know advertising is a necessary evil in order to produce programs, etc., but enough is enough. It has taken over the internet and the TV networks to the point that you cannot watch a show without popups of advertising covering the screen and the show one is trying to watch. Isn't there some organization or regulation which governs the amount and placement of advertising being forced upon the American public? We have had enough!!! It is to the point that I would definitely not purchase any product being forced on the public just because of this problem. It also slows access to items being offered so that it takes twice the time to obtain the item you desire than ever before. Please do something to stem this unwanted and invasive problem.

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[Ticket: # 541476 - Comcast/Xfinity](#)

**Date:** 9/21/2015 1:56:28 PM

**City/State/Zip:** Denver, Colorado 80231

**Company Complaining About:** Comcast

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## **Description**

My service goes on and off constantly. I finally got a technician to admit that they charge for a service they are unable to provide and everybody up the chain knows it. Every time I ask to speak to a supervisor mt phone call is disconnected.

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[Ticket: # 541578 - Internet not working / hacking / slowed](#)

**Date:** 9/21/2015 2:23:37 PM

**City/State/Zip:** Jonesville, North Carolina 28642

**Company Complaining About:** Time Warner

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## **Description**

I have long time issue with the internet i keep getting a pop up internet has stopped working i called and called about this and keep getting the run around all so the time Warner serch engine page come up when i try to access other web sites today 9/20/15 i called about the problem got the run around again as i spend a total of 25 hours on this problem alone this summer ! I was told the search engine problem was with Google but i found that to be untrue and only happens if bill is past due i have taken pictures and videos of this on my cell phone in aug,Sept of this year this is the second complaint this year for this after the first one i was assured it wouldn't happen again ,and the Internet wouldn't stop all the time like it does i have go to library or some where to use the net . I have requested that they pick up there boxs and shut it off as of 8/9/15

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[Ticket: # 541634 - Neighbor's WIFI invading my home](#)

**Date:** 9/21/2015 2:41:19 PM

**City/State/Zip:** Mercerville, New Jersey 08619-(b) [REDACTED]

**Company Complaining About:** Optimum

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## **Description**

For health reasons, we do NOT have WIFI in our home. However, our home is being invaded by WIFI signals from our neighbors and this is causing severe problems for our disabled daughter who is apparently sensitive to WIFI. She has vibrations and humming sounds from her neck, shoulders and back and is now unable to sleep in our own home. How can we block our home from being invaded by their WIFI?

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**Ticket: # 542329 - COMCAST POOR CABLE SIGNAL**

**Date:** 9/21/2015 4:53:29 PM

**City/State/Zip:** Arlington, Virginia 22202

**Company Complaining About:** Comcast

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**Description**

Fax Ticket Ready For Data Entry

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[Ticket: # 542729 - Do not call list](#)

**Date:** 9/21/2015 8:05:16 PM

**City/State/Zip:** Fairless Hills, Pennsylvania 19030

**Company Complaining About:** Centurylink

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### **Description**

I'm on the national do not call list and telemarketers still keep calling me. What should I do because I feel like i'm getting harassed.

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[Ticket: # 543013 - back gammon live](#)

**Date:** 9/21/2015 11:40:30 PM

**City/State/Zip:** Indianapolis, Indiana 46203

**Company Complaining About:** Comcast

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## **Description**

This game that is offered on face book cheats. They try to charge you money for the games. If you lose enough games and go broke the only way you can play is by buying fake money to play this game. Way too many times have I been ahead in this game and the game cheats me to make me lose. I know many other players feel the same way that I do. I know it is just a game but since they try to charge you I feel like this is a reportable item.

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**Ticket: # 543610 - Intermittent service**

**Date:** 9/22/2015 11:20:52 AM

**City/State/Zip:** Scotch Plains, New Jersey 07076

**Company Complaining About:** Comcast

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**Description**

We moved to 07076 in 12/2014. We were told we only have the option of Comcast for Internet and phone. We chose them because we had no choice. We have had issues since arriving. Here are some of my notes and interactions. Each time I have dealt with them I have had to waste 1 to 2 hours of my life. At this point we don't care about credits etc. We just want to be able to have internet at home at all times.

On 12/12/14 we received everything and we hooked everything up.

On 12/24/14 they came and fixed the lines coming to the house because the lines that existed were old. Edwardo and Anthony, very nice guys

1/7/15: Glazia rep #2211 removed the charge of \$40 due to the service call on 12/24/14 and gave a \$11 refund for lost service for 10 days. Asked for my name to be spelled correctly.

On 1/10/15 Micky rep#119 same intermittent interruption call Ref# CR426773279 credited for three days. Asked to please spell my name correctly on the bill.

On 1/11/15 Megan rep#OSRTQ9 verified that the appointment was changed from 8-12 to 12-4 without my consent. She supposedly changed my name to the correct spelling (third person I asked to change it).

On 1/12/15 Anthony #2029 came to look at the problem...it is a problem coming from their wiring, they are not sure why...nothing can be done right now. Comcast needs to change the lines coming into the neighborhood. Was told they probably won't because it is too expensive for them.

On 1/15/15: no internet in the evening

On 1/20/15: Anthony changed the modem

On 2/11/15: Dean rep#4745 sent a ping and now has a service guy for 2/14/15 7-9am... David Rep#UJX credit of \$25

There was one more visit end of February 2015. The man said that he thinks our wireless doesn't work because we changed the name from the one Comcast gave. So we had him change it back.

Then I called in March because there was an issue. That call center man started to use pick-up lines on me. He even went as far to ask me if I want to try some of the 50 Shades of Grey positions! He was disgusting.

\*\*problems persist but I have a infant to care for who was now 6 months and needed hand-on attention. In addition I broke my elbow. My time is valuable and cannot be wasted on the phone with them so often.

\*\*continue to lose Internet generally around 9/10pm every night.

First week of September 2015 there is no internet. I have too much going on to call. 9/13/15 I see a comcast truck outside. I go speak to him. He informs me that there was a huge disturbance in the area for two weeks and he is working on it. I ask him to look at our line too. He does and says it should be better. It is for one day. Then goes out again.

There is such a lack of Internet that we need to pay extra to verizon wireless for more data. First time we ever needed to do that.

9/21/15: speak to Yvonne rep #<U<, technician is coming 9/29/15 to change the modem because she thinks it is equipment failure. Then transferred to Shaniees rep #3133 in Jamaica level 2 wireless. Made changes but wants us to monitor the problem. Later that evening I receive a bill for "installation" of \$20 for modem and \$20 for wireless! But everything is already installed they just need to replace their broken equipment (that we have been renting for \$10 a month)

Called back 9/22/15: to discuss installation bill We Want it removed. Mayra rep#3707 at billing cannot do anything. Transferring me to technical department. Spoke to tech guy named Romel badge #61815 he removed all the charges for them to come fix the problem. He suggested that I buy the Comcast "insurance" so if there is an issue next time I do not have to pay. I laughed because if the problem is their modem that I am renting then it should be their responsibility to pay for it. Why should I have to pay \$7 a month to "insure" equipment I am renting?

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**Ticket: # 543811 - Comcast service issues**

**Date:** 9/22/2015 12:19:05 PM

**City/State/Zip:** Higganum, Connecticut 06441

**Company Complaining About:** Comcast

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## **Description**

We have a bunch (TV, INTERNET, PHONE) plus a Comcast business class line in our home. we have been having issues for approximately 1 and a half months with all services kicking out intermittently and when the services are "working", they are not working the way they should (ex: internet extremely slow, phone has static, ect) Comcast has been to our home 4 times this month, each time a technician finds an issue the previous technician missed. the last technician said a second line should be run to the home (one for the residential side, and one of the business class side.... not sure why he didn't just do it while he was there). I have been calling Comcast over and over to get this scheduled, but they have been of no help. they told me I should be receiving a phone call from a Field Supervisor yesterday by 5 PM EST... at 7 PM EST I called Comcast and they assured me I would be receiving a call my 9 PM EST... that never happened. we are paying ~200 a month for services that DO NOT WORK CORRECTLY.

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[Ticket: # 544184 - help](#)

**Date:** 9/22/2015 1:51:55 PM

**City/State/Zip:** Garden Grove, California 92481

**Company Complaining About:** Metropcs

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## **Description**

I am being hacked by phone and internet by a Carter penfield he uses the internet to track my steps my websites and personal information. My phone number is (b) (6) and Carter penfield number is (b) (6) and he is defiling my character online and in the community. Please contact anytime regarding this matter a.s.ap

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[Ticket: # 544194 - Internet outage with no guidance from Comcast](#)

**Date:** 9/22/2015 1:55:22 PM

**City/State/Zip:** Vacaville, California 95687

**Company Complaining About:** Comcast

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## **Description**

Internet has been down since 4:30pm 09/21/15 as of writing this. According to others in Solano County, California all Comcast phone/TV/internet is down. There has been no updates from Comcast. Their website says "we're aware of an outage in your area" with no ETA or additional information to let us know WHY. I have lost hours of work yesterday evening and now today (until who knows when). To top it off, I know I'll have to argue with whatever rep I end up getting on the phone to get a pro-rated credit for this outage.

---

**Ticket: # 544795 - Hacker - Lori Long per Google Support using a phone line from China**

**Date:** 9/22/2015 4:45:05 PM

**City/State/Zip:** West Des Moines, Iowa 50266

**Company Complaining About:** Hughes Net

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## **Description**

This is a personal network owned by (b) (6) who is using a phone line from China, which is attached to Century Link or Bluetooth, and accesses all cell phone calls on my laptop. Each transaction states the party is listening, parameters of the transaction and (b) (6) name is at the end of every transaction. Google

(b) (6) uses a phone line from China, which is connected to Centurylink or Bluetooth to access my laptop. Google Support found that every transaction is listening to my cell phone call, which has all parameters of each call, and has (b) (6) name on every transaction. The volume was so high that Microsoft's message was my laptop and printer was going to crash. Google Support actually found the high volume of transactions when I was trying to use Google maps. There is probably a high number of people listening to these calls based on the volume. I need this to cease. (b) (6)

g

ssupport found this high volume of calls, which was causing Microsoft crash messages and no access to Goggle Maps. Google's found this has the possibility of many individuals listening to my calls. (b) (6)

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[Ticket: # 544964 - Business renovating to block lte](#)

**Date:** 9/22/2015 5:31:54 PM

**City/State/Zip:** Normal, Illinois 61761

**Company Complaining About:** Walmart

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### **Description**

Businesses are renovating which might block lte like Walmart 61761 which no longer has Facebook in the area

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[Ticket: # 580066 - Netflix streaming](#)

**Date:** 10/9/2015 1:42:51 AM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Netflix

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## **Description**

I am always having problems with Netflix streaming, it stops, it skips, the frame freezes but the sound continues, it moves in slow motion, Netflix streaming rarely works properly.

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**Ticket: # 545064 - Cellular Service blocking at Hotel**

**Date:** 9/22/2015 5:47:51 PM

**City/State/Zip:** Fort Worth, Texas 76131

**Company Complaining About:** AT&T

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## **Description**

I stayed at the Hyatt Regency Hill Country Resort and Spa in San Antonio, TX from 9/18/2015-9/21/2015. I have AT&T cell phone service. During my stay I noticed that I couldn't even connect to the Edge Network while inside the hotel however if I went 5-10feet outside the hotel I was able to receive LTE service with full signal. Even if I was beside a window to the outside I could not receive a signal. I believe that they were using blocking/interference equipment to force guests to use their wifi network.

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**Ticket: # 545242 - (b) (6) email stolen**

**Date:** 9/22/2015 6:28:55 PM

**City/State/Zip:** Norwalk, California 90651

**Company Complaining About:** Verizon

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## **Description**

I am using my iPad and I see two (b) (6) emails come to my inbox and I hear the sound of the new email and it disappears that quick. I signed up for notification s two days ago for (b) (6) , I have complained before about emails missing for jobs and other notifications I request , now I know they are being sent ,WHO IS DELETING THEM,,! Today at 3:15 pm sept. 22,2015 California time. Someone signed me about to birthday alarm and sent disgusting emails, I attached the photos to show you.

---

**Ticket: # 545498 - Century Link Internet is HORRIBLE**

**Date:** 9/22/2015 8:08:25 PM

**City/State/Zip:** Johnstown, Colorado 89534

**Company Complaining About:** Centurylink

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### **Description**

For the past year it's been nothing but horrible interrupted Internet. Something needs to be done!

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**Ticket: # 545727 - DATA CAP**

**Date:** 9/22/2015 10:41:36 PM

**City/State/Zip:** Tucson, Arizona 85743

**Company Complaining About:** Comcast

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## **Description**

I am sick and tired of being told I need to pay out the nose for internet (60 dollars per month plus 10 just to rent a router that I could buy cheaper) so that I can also be told that I have a limit on what I can use. Now this would be fair MAYBE if there was an option with another company to use that had no cap, but I am stuck. I am tired of it. It is completely ridiculous. And I am in a \*test\* city for caps from comcast. When does the test end. I forgot I must have moved from the capitalist FREE America to some other country. Comcast, any other internet company who does this, and the FCC should be ashamed

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[Ticket: # 545733 - throttling of streaming services](#)

**Date:** 9/22/2015 10:43:51 PM

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

**Company Complaining About:** Comcast

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## **Description**

my connection works fine and I am getting great speeds through speed test on my phone and computer. However, when I try to stream anything from Netflix or Amazon it will not load properly and then will have to reload during playback.

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[Ticket: # 554780 - Won't stop emailing](#)

**Date:** 9/27/2015 8:59:47 PM

**City/State/Zip:** Fayetteville, Arkansas 72704

**Company Complaining About:** Lawcrossing

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## **Description**

I have requested, and demand, and clicked their unsubscribed linker than once. Still won't unsubscribe me,nor have they responded to my other emails.

All complaints for spam come to this page, but no issues are listed below that covers spam specifically.

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[Ticket: # 547622 - Comcast still injecting code in customer traffic](#)

**Date:** 9/23/2015 4:50:42 PM

**City/State/Zip:** Charleston, South Carolina 29414

**Company Complaining About:** Comcast

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## **Description**

A previous complaint (302725) was submitted after Comcast began injecting code into my web traffic, disrupting and breaking websites and applications. Comcast contacted me and guaranteed me that they would cease interfering with my Internet traffic, yet I am now again receiving injected messages from Comcast into my web traffic. This is completely unacceptable, and must stop.

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[Ticket: # 547670 - Comcast false advertising for Infinity Internet Service](#)

**Date:** 9/23/2015 5:04:05 PM

**City/State/Zip:** Littleton, Colorado 80120

**Company Complaining About:** Comcast

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### **Description**

False or totally misleading advertising for internet service, to lead you in at one low price that seem not to be available but the next higher service is available.

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[Ticket: # 548141 - very poor internet service - they will not fix it](#)

**Date:** 9/23/2015 8:18:56 PM

**City/State/Zip:** Hiawassee, Georgia 30546

**Company Complaining About:** Windstream Communications

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## **Description**

I have DSL through Windstream in Hiawassee, GA. I have had problems for over a year. I am supposed to have 3 mbps. I often have much less. I need to reboot my modem every few days. The connection drops sometimes several times per day and needs to be reset. When it rains, I have almost no service, and static on the phone line. They came during the rain in Sept 2014. They said I had water in the line 92' from the house and needed a new drop run. They said it would be done in 2 weeks. It never was. I have called dozens of times, and every time I have to start over. They say they will fix it, and they never show up. It is a rural location in the mountains. I have NO alternative service. I have been keeping a log of my problems and contacts since June of 2015. I am happy to provide as much detail as I can. Customer service at Windstream is always very polite, says they can not believe the problems I am having, say they will fix it, but it never gets done. Their own records show that I have called dozens of times with the same problem. They always say the data shows many drops consistent with needing a new drop run. I just want it fixed. Thank you.

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[Ticket: # 548439 - internet blocking](#)

**Date:** 9/24/2015 12:16:47 AM

**City/State/Zip:** Ponce De Leon, Florida 32455

**Company Complaining About:** Exede Internet

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### **Description**

My ISP, Exede, is blocking access to the internet for hours a day. They claim I have a connection, but any traffic which uses http: is blocked.

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**Ticket: # 548531 - Comcast Executive Relations will not return my calls in regards to my internet**

**Date:** 9/24/2015 8:08:46 AM

**City/State/Zip:** Riverdale, Georgia 30274

**Company Complaining About:** Comcast

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## **Description**

I've been contacting Comcast Executive Relations Everyday for 2 months. They will always say they'll submit my issue to a representative, and the person will not respond. I am paying over \$200 a month for service, and my internet is intermittent and goes out every single day. I've had several techs to come out, and they always find something wrong, to the point I think now they're just saying things as they don't know. I've been talked to rudely, and service has been threatened a disconnect as now i'm refusing to pay for service I'm not getting. It's really sad that a manager won't call and validate my concerns.

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**Ticket: # 548738 - Xfinity Radio Signal**

**Date:** 9/24/2015 10:34:29 AM

**City/State/Zip:** Rockville, Maryland 20850

**Company Complaining About:** Comcast

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## **Description**

xfinity has a WiFi signal that appears as the strongest signal in both by townhouse and in my parents may miles away. They are telling me the signal does not come from a WiFi source in our Xfinity Cable Modems. This means it must come from outside.

All of our computers lock on to this network and the "Forget this Network" appears to be limited to your current session not permanent on some equipment. The overpowering nature of this signal relative to the two systems I maintain (both new Apple Airport) suggests Xfinity's signal is too strong. I am unable to enjoy the use of my own secure network because of this intrusion.

---

**Ticket: # 548893 - Internet and Home Phone****Date:** 9/24/2015 11:15:21 AM**City/State/Zip:** Bethlehem, Georgia 30620**Company Complaining About:** Comcast

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**Description**

On Friday September 18th 2015 at about 4:00am I noticed that my internet and phone was off. I tried to call Comcast and realized I was getting intermittent service, my wireless gateway box would light up and connect and about before I could complete a call the gateway box would go off disconnecting my internet and phone service. I called Comcast from my cell phone and I was told by the very first lady that I talked to about the issue that I was having intermittent service because I needed to pay my bill. I asked her to connect me with someone else and from there things progressively worsened. Today is September 24th and I am still without services. I have talked to countless agents from billing to tech support. I have unplugged, replugged the gateway box about 20 times, I've stuck pins into the back of the gateway box to reset it about 3 times, the techs have changed my login settings, they have ran refresh signals about 10 times, I have sat on the phone with Comcast techs for an estimated time period of 5 or more hours. All I'm asking for is a repair tech to be sent to my home. As of yesterday September 23, 2015 I was told that my scheduled appointment for 10:00am - 12:00pm had been canceled "somehow", a new appointment was scheduled for today September 24th 1:00pm - 3:00pm I checked the schedule via my television only to discover I was lied to the appointment is not until September 26, 2015. Please help me! Is it unreasonable to expect better from Comcast? Where do I turn for help? I have talked to so many people at Comcast they probably all know my name address and last four digits of the social security number. A few of the names of the techs Nick, Mike, Kevin, Aman, Harry, Drago and countless others. Please help. My house phone is how my employer calls to schedule my daily work assignments. I am having a very hard time trying to submit this complaint via my tiny cell phone. Oh and AT&T is charging me overage on data for using my data plan in the house when normally I would use my Comcast.

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[Ticket: # 548942 - Microsoft Corp.](#)

**Date:** 9/24/2015 11:25:26 AM

**City/State/Zip:** Shippensburg, Pennsylvania 17257

**Company Complaining About:** Centurylink

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## **Description**

Microsoft wants people to update to their new window edge it damages and crashes computers, they are freezing screens, blocking,interferring and keeping people from using other search engines, they are also going behind and trying to download 8.1 updates with window 10 content to mess it up. Please put a stop to it. Their help desk also goes in and plants problems and infects computers. They are now blocking me from sending this.

---

[Ticket: # 549440 - E-mail Fraud](#)

**Date:** 9/24/2015 1:47:01 PM

**City/State/Zip:** Houston, Texas 77336

**Company Complaining About:** Unknown

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## **Description**

Google/Microsoft e-mail fraud claiming I won \$500,000

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**Ticket: # 549452 - Downtown Philadelphia PA Greyhound Bus Terminal**

**Date:** 9/24/2015 1:50:30 PM

**City/State/Zip:** North Miami Beach, Florida 33179

**Company Complaining About:** Time Warner

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**Description**

Request to place the following persons on conditional security monitoring: (b) (6)  
(b) (6) The motel doing business as Ambassador Inn located in Texarkana, Arkansas, (b) (6) (surname (b) (6), supposed drug dealer/informant/pimp/panderer of pornographic materials), (b) (6) (b) (6) (b) (6), America's Best Value Inn located in Texarkana, Texas, actor known as (b) (6) from Canada and U.S. Federal, (b) (6) (Greyhound Bus Lines driver/concierge based in Philadelphia, PA), State Capitol/Capital Financial based in Hallandale, Florida (registered owners (b) (6) of Dallas, Texas). Hyundai Automobile Dealership located in Kendall, Florida, (b) (6) of the States of New York/Pennsylvania/Connecticut/New Jersey white female thin 6'0" suspected of being involved in numerous violent assaults and extortion incidents against identified gay men and women that were employed with CSC Holdings Group based in Bethpage, New York (Cable-vision Systems Corporation), (b) (6) of Coram/Hauppauge, New York suspected of being involved in the pandering of pornographic materials in video and print format of identified gay men and women within the States of New York, New Jersey, Florida, Virginia, Maryland (b) (6) (b) (6). Verified violent incident previous to today's current date of September 24, 2015: during the hours of 2AM-4AM EST there were numerous persons very violently assaulted on the exterior seating area of the downtown Philadelphia Greyhound Bus terminal involving a short in height white woman whom had been identified as (b) (6) that had violently battered (assaulted persons using very sharp blunt objects to cause death or comatose) involving unpaid/outstanding gambling debts/jumbo size mortgaged loans given to members of the (b) (6) of the States of North Carolina and Virginia to permanently dissolve any attempts of communication directly with a former employee of (b) (6) of Long Island, New York, USA. In other words: supposed very large sums of monies/bribes that had been paid to members of the (b) (6) in the States of VA/NC to release/unbind any agreements involving the former employee of (b) (6); unbind any attempts of communication between (b) (6) former employee and the (b) (6) of the States of VA/NC, permanently. A failed attempt of recouping the 'bait monies' that had been used to apprehend the thugs involved in that foiled ransom attempt on the part of the (b) (6) of the States of NC/VA. That particular incident occurred somewhere between year of 2013-early part of 2015. Also, a vindictive, criminally insane oriental woman that operates a nail salon known as (b) (6) or (b) (6); that is the name I could hear spoken out loud from one of the attackers. (b) (6), a victim of blackmail/ransom. (b) (6) method of adult sex entertainment resurfaced under the business name of (b) (6), based in Richmond, Virginia, USA. They're pornographers.

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**Ticket: # 549504 - Hacking my computer**

**Date:** 9/24/2015 2:11:58 PM

**City/State/Zip:** Canton, Michigan 48187

**Company Complaining About:** Symantec.com

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## **Description**

Someone from Symantec hacked my computer and kept me from using it until I called them. After identifying herself as a Microsoft Certified Technician the lady started looking at all my files and pointing to some as potential sources of virus. Only after she said that they would fix some problems in my computer by buying a \$450.00 subscription I realized that it was a selling pitch. They got into my computer with an alarming audio message saying that the computer has a virus and I need to call them urgently before my credit card information is stolen. Since we have received some messages from Microsoft regarding some updating of the new Windows 10 I confused this message as a part of it. The lady was very rude and hung up when I refused to buy the offered subscription. They sell Norton antivirus showing the logo in the web page juicefactory.net to deceive. This people needs to be stopped.

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[Ticket: # 550536 - Service provider is not providing service accordingly](#)

**Date:** 9/24/2015 7:52:39 PM

**City/State/Zip:** Ponce, Puerto Rico 00716

**Company Complaining About:** Choice Cable (puerto Rico)

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## **Description**

Good evening,

This marks the third consecutive day my internet provider has not rectified connectivity issues. I am appolled at the prices charged for the shaky and unreliable service. When I try to make an inquiry into the matter the attendant tells me either their system does not work or to try to troubleshoot myself. I would disconnect from them but they are the only provider in the island. I know there are many others with my frustration, but they do not know of the FCC.

---

**Ticket: # 550709 - poor internet service**

**Date:** 9/24/2015 9:49:18 PM

**City/State/Zip:** Greenville, Pennsylvania 16125

**Company Complaining About:** Verizon

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## **Description**

Repeatedly we have our internet service either slow or non existent. For what we pay Verizon each month for service, I feel that we should not have periods of no service. We have called and complained several times in the past few years to Verizon and each time a technician goes to the same box a mile away and pairs us with another line....then someone else on that line has poor internet service and they in turn call and complain and then they are paired with a different line and we are again without service. PLEASE HELP! I work from home and can not always do my job due to poor service. If I had another option for an internet server in my area I would switch but Verizon is the only option for us.

---

**Ticket: # 550862 - Comcast**

**Date:** 9/25/2015 3:31:20 AM

**City/State/Zip:** Sugar Land, Texas 77478

**Company Complaining About:** Comcast

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## Description

My recent FCC complaint about Comcast triggered a retaliation on their part. Comcast blocked my ip from sending email just 7 days later. I checked all email blacklists and I'm not on any of them. I actually own a private IP address for my company and I'm the only one that sends email. I do not send newsletters or offers of any kind. My email host company actually confirmed that the volume of email is low and that I was blocked by Comcast (my internet service provider). My email failure report also identifies Comcast as the culprit. We have a serious criminal matter that needs to be addressed. I've included a copy of an email delivery failure:

This message was created automatically by mail delivery software.

A message that you sent could not be delivered to one or more of its recipients. This is a permanent error. The following address(es) failed:

(b) (6)

host mx4.hotmail.com (b) (6)

SMTP error from remote mail server after MAIL FROM (b) (6) SIZE=3775:

550 SC-001 (SNT004-MC4F48) Unfortunately, messages from (b) (6) weren't sent.

Please contact your Internet service provider since part of their network is on our block list. You can also refer your provider to <http://mail.live.com/mail/troubleshooting.aspx#errors>.

----- This is a copy of the message, including all the headers. -----

Return-path: (b) (6)

Received: from c-73-55-142-67.hsd1.tx.comcast.net ((b) (6):55535 helo=ComputadorPC)

by log.logohouston.com with esmtpsa (TLSv1:AES256-SHA:256)

(Exim 4.85)

(envelope-from <info@logohouston.com>)

id 1ZfM1M-0004aG-UM

for (b) (6); Fri, 25 Sep 2015 00:58:13 -0500

From: <info@logohouston.com>

To: <(b) (6)>

Subject: test

Date: Fri, 25 Sep 2015 00:58:23 -0500

Message-ID: <009e01d0f757\$30878e70\$9196ab50\$@logohouston.com>

MIME-Version: 1.0

Content-Type: multipart/alternative;

boundary="-----\_NextPart\_000\_009F\_01D0F72D.47B1FBA0"

X-Mailer: Microsoft Outlook 15.0

Thread-Index: AdD3Vy71fVbK7pMYQReVtAISyQwCGQ==

Content-Language: en-us

This is a multipart message in MIME format.

-----=\_NextPart\_000\_009F\_01D0F72D.47B1FBA0

Content-Type: text/plain;  
charset="us-ascii"

Content-Transfer-Encoding: 7bit

test

-----=\_NextPart\_000\_009F\_01D0F72D.47B1FBA0

Content-Type: text/html;  
charset="us-ascii"

Content-Transfer-Encoding: quoted-printable

```
<html xmlns:v=3D"urn:schemas-microsoft-com:vml" = xmlns:o=3D"urn:schemas-microsoft-com:office:office" = xmlns:w=3D"urn:schemas-microsoft-com:office:word" = xmlns:m=3D"http://schemas.microsoft.com/office/2004/12/omml" = xmlns=3D"http://www.w3.org/TR/REC-html40"><head><META = HTTP-EQUIV=3D"Content-Type" CONTENT=3D"text/html; = charset=3Dus-ascii"><meta name=3DGenerator content=3D"Microsoft Word 15 = (filtered medium)"><style><!--
```

```
/* Font Definitions */
```

```
@font-face
```

```
{font-family:"Cambria Math";  
panose-1:2 4 5 3 5 4 6 3 2 4;}
```

```
@font-face
```

```
{font-family:Calibri;  
panose-1:2 15 5 2 2 2 4 3 2 4;}
```

```
/* Style Definitions */
```

```
p.MsoNormal, li.MsoNormal, div.MsoNormal
```

```
{margin:0in;  
margin-bottom:.0001pt;  
font-size:11.0pt;  
font-family:"Calibri",sans-serif;}
```

```
a:link, span.MsoHyperlink
```

```
{mso-style-priority:99;  
color:#0563C1;  
text-decoration:underline;}
```

```
a:visited, span.MsoHyperlinkFollowed
```

```
{mso-style-priority:99;  
color:#954F72;  
text-decoration:underline;}
```

```
span.EmailStyle17
```

```
{mso-style-type:personal-compose;  
font-family:"Calibri",sans-serif;  
color:windowtext;}
```

```
.MsoChpDefault
```

```
{mso-style-type:export-only;
font-family:"Calibri",sans-serif;}
@page WordSection1
{size:8.5in 11.0in;
margin:1.0in 1.0in 1.0in 1.0in;}
div.WordSection1
{page:WordSection1;}
--></style><!--[if gte mso 9]><xml>
<o:shapedefaults v:ext=3D"edit" spidmax=3D"1026" /> </xml><![endif]--><!--[if gte mso 9]><xml>
<o:shapelayout v:ext=3D"edit"> <o:idmap v:ext=3D"edit" data=3D"1" />
</o:shapelayout></xml><![endif]--></head><body lang=3DEN-US = link=3D"#0563C1"
vlink=3D"#954F72"><div class=3DWordSection1><p =
class=3DMsoNormal>test<o:p></o:p></p></div></body></html>
-----=_NextPart_000_009F_01D0F72D.47B1FBA0--
```

---

[Ticket: # 550863 - Blocked from sending email](#)

**Date:** 9/25/2015 3:36:20 AM

**City/State/Zip:** Sugar Land, Texas 77478

**Company Complaining About:** Comcast

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## **Description**

Note: I am blocked from sending email. I can still get email.

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**Ticket: # 551197 - Comcast Data Cap and Data Injection**

**Date:** 9/25/2015 11:13:30 AM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

**Ticket: # 551582 - AT&T/HERNANDEZ UTILITY COMPANY LLC NEGLIGENCE**

**Date:** 9/25/2015 1:06:42 PM

**City/State/Zip:** Plano, Texas 75025

**Company Complaining About:** AT&T

---

## **Description**

On May 24, 2015 at approximately 8 a.m., a contractor with Hernandez Utility began digging and installing AT&T cables in the alley way behind my residence at (b) (6). The machinery blocked my drive way as well as the alley way. We were not given any notice, verbal or written, that our driveway would be blocked. My mother who is the primary care taker of her terminally ill mother was not able to get out of the drive way to go and care for her. My family was unable to leave our residence for most of the day. Had we of received notice, we would of moved our vehicles out of the garage.

At approximately 9 a.m., the contractor while installing an AT&T cable line, negligently cut through our Verizon Fios cable, thus causing my residence and 24 others to lose internet, cable, and phone line. As a student, not having internet access is severally detrimental. My father, who works out of our home office, is not able to work. We are now on the second day of him loosing income. After speaking with the Verizon contractor who was attempting to fix the problem, it was clear that a reasonable prudent contractor in the same circumstances would not have conducted the work in that manner.

---

**Ticket: # 551789 - Virus threat**

**Date:** 9/25/2015 1:57:17 PM

**City/State/Zip:** Denver, Colorado 80227

**Company Complaining About:** Unknown

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## **Description**

"Representative" from "Microsoft Windows" in Florida, (845) 459-4954 called cell phone (720) 490-8660 (on no-call list!) , saying they had detected a malicious virus downloaded to our home computer, that would destroy all our data. They said they could remove this, and the cost would be so much, could they get a card to bill that to? Cell phone connection was dropped before any credit info was given, however, computer is now acting strange and home page has been altered, so we believe whoever instigated this, had our computer IP address and did download something. This is to our home computer: (b) (6) (the email above is where I am sending this from my work)

---

**Ticket: # 552037 - I suspect that Comcast disconnected my service as punishment**

**Date:** 9/25/2015 2:56:16 PM

**City/State/Zip:** Katy, Texas 77494

**Company Complaining About:** Comcast

---

## **Description**

I recently downgraded my Comcast cable service. Within two weeks a Comcast technician arrived at our door unannounced and said he had to fix a problem. When he was done, he left without telling us and left us without cable or internet. I have called Comcast twice to complain. The first time I was told a technician would arrive on the 25th between 8 and 10 AM they did not arrive. So, I called a second time asking for a supervisor. I was put on hold for my entire lunch, never did speak with a supervisor and had to hang up. In the meantime the operator a "Maria" told me a technician would arrive sometime. I expect that to be as false as what I was told yesterday. So, do not downgrade your service or Comcast will go out of their way to punish you.

Sincerely

(b) (6)

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**Ticket: # 552166 - Bait and Switch**

**Date:** 9/25/2015 3:41:54 PM

**City/State/Zip:** Napa, California 94558

**Company Complaining About:** Comcast

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## **Description**

I have been a customer with Comcast since 2009 and have had issues with this company since 2009. The issue that brought me to this point, is I have finally had enough and called to cancel then told I was on a 2 year contract and I would be charged \$205 to break the contract. I am a traveling healthcare provider so there is no way I would have agreed to a any long term contract. When I mentioned it to the customer rep that I live in Florida she was quick to point out that I've been a customer since 2009, this is true but I am a traveling health care provider that extend month the month so if a company needs my services I continue to stay. She implied that I was lying since I have been a customer since 2009, I am a Florida resident and I don't appreciate her statement . Every time you call this company they keep you on the phone for 30-40 minutes trying to wear you down. They are very dishonest company. They have charged me multiple times for free shipping which makes no sense. It seems that I am charged everytime I call them with a problem. Now they are telling me that I have more equipment than they actually sent. This nickel and dime crap is atrocious. All I wanted to do was to put my service on hold for 2 months because the contract may or may not be renewed and I'm going back to Florida. I've had nothing but trouble with this company since day one and will be looking for a new provider when and if I come back to this area. I will not recommend this service to anybody I come in contact with. By the I have complained excessively about my Wi-Fi not working and again all they wanted to do was to set up a house call at \$100 to see if they could find the problem. This would mean I would have to lose a day of work. I guess they stay somewhat competitive since there is only AT&T and comcast out here. This kind of treatment needs to stop.

---

[Ticket: # 552434 - Internet scam](#)

**Date:** 9/25/2015 4:52:38 PM

**City/State/Zip:** Centerpoint, Alabama 35215

**Company Complaining About:** AT&T

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## **Description**

Computer hackers taking control of your computer, locking it down until a payment of \$369.00 is sent. Company is under the name of Yoder Care. Comments I've read from other victims state "this is a company operating out of India. When I requested a refund of my money they said they would send it back if I sent them more money. They operate from phone numbers (855) 370-3449 and (239), 491-4155. according to comments from other consumers there have been a lot of victims. also operating from a FL number. Very argumentative and use obscene language if money is not sent. Flashes a msg on computer, warning your computer has been hacked, when they are the hackers

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**Ticket: # 552439 - Comcast Customer Service****Date:** 9/25/2015 4:54:12 PM**City/State/Zip:** Audubon, Pennsylvania 19403**Company Complaining About:** Comcast

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**Description**

To whom it may concern,

Over the years, I have had Comcast cable/internet several times, in different homes and properties. However, never have I experienced such inconsistent, unreliable, and downright rude customer service as I have, since moving to Audubon, PA (19403).

On 9/25/2015 at 3:21pm, I contacted Comcast customer service to seek assistance with yet ANOTHER service outage. As of 9/25, this is now the third or fourth time that we've experienced TOTAL service disruption that has required the need to send a technician. This does not even include the numerous times that we've called about a service outage, and were able to trouble shoot, and restore service via phone. To put my frustration in perspective, we've only been in our new home since March 7, 2015, and obtained Comcast services on March 8th. I find this level, or lack there of, of service to be unacceptable as a customer who's bill payments are never late. With the company changing upwards of \$215 for some of their services, I would think that all customers, whether their bill has been late in the past or not, should expect and DESERVE quality service. Providing their account is overall in good standing.

Now, for my bigger issue: On 9/25/15, I was connected to Paul -ID# 4166598, who attempted to trouble shoot our service via phone. I clearly and calmly expressed that I was not happy with the level of service, as we periodically seem to have total service disruption. I also stated I was not happy about having to contact the company yet again about a orange service line that had been ran some time back in late August. We were originally told that the line should be buried in 7-10 days. As of 9/25 this has not happened.

Despite Paul's (ID# 4166598) trouble shooting tips, our service was not restored. I immediately asked for a tech to be sent out. After a holding period of nearly 15 minutes, Paul returned and informed me that he had no availability until Tuesday 9/29. FOUR DAYS later. I yelled excused me? Paul repeated the date. I lowered my voice and calmly asked to speak with a supervisor. Paul insisted on asking me more questions, until I again raised my voice and stated I would like to speak to his supervisor immediately. I further stated he did not need to ask me "Why" as he already knows the situation and can no longer help with said situation. So as I'm making this statement, Paul rudely interrupts and tells me to "relax" / "calm down" and that if I did not lower my voice he would hang up on me. With all due respect, I did not curse or use profanity, I did not threaten him, nor was I verbally abusive. Therefore, if you cannot handle an irate customer, then I would think Paul should seek new employment immediately. I've been in customer service for over 10 years. If a customer is UNDERSTANDABLY venting and making a reasonable request to speak to someone higher than me, who MAY have access to information that I do not, my job is to LISTEN and COMPLY. Paul ANTAGONIZED the situation, by interrupting me, screaming in my ear, and threatening to hang up on me 4 times! After being antagonized, yes I was yelling, however, my request was clear, concise, and warranted. Paul felt the need to "one up" me and began "screaming" over top of me. This is

absolutely unacceptable, as a professional customer service representative who is wearing such a large and well-known brand on his chest, should learn to practice better self-control and professionalism! Please address the level of quality in the people who are hired to be the face, ears, and mouth piece of the Comcast brand.

Sincerely,

Customer without service for the next four days.

---

**Ticket: # 552888 - Comcast never provided me with the service I signed up for**

**Date:** 9/25/2015 7:12:29 PM

**City/State/Zip:** Gurnee, Illinois 60031

**Company Complaining About:** Comcast

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## **Description**

I could not get a hold any Comcast customer service in the past 4 months. They have charged me for HBO when I was suppose to get that for free for the next 12 months.

I was only able to talk to someone because I used a different phone and pretended I wanted new service. And I have supporting evidence that I have called their different numbers several times, maybe 30 times, in the last 4 months and I have been on hold from 30 to 60 minutes, only to get disconnected.

When I finally got through, transferred to 4 people, after I pressed the new service menu from a different phone, this last person I spoke with, I guess customer retention or whatever, tried to have me stay and offer to have someone come over to take a look at my service, and I told him I DO NOT WANT COMCAST EVER AGAIN AND THAT I HAVE AT&T NOW FOR THE PAST WEEK AND A HALF. I AM VERY HAPPY WITH AT&T. I also told him that I am trying to get my neighbors switch to AT&T. This jerk of a customer service then starts telling me that I have had past dues. Yes, I have had past dues, but they are being paid. I pay almost \$200 a month for crappy service. We don't even use the phone or cable. The cable is probably used for 5 hours each week. And I am supposed to have 75 mbps of internet speed, we are lucky to get 5 mbps any given day. I certainly was overpaying this crappy company.

I told him it's too late to keep me as a customer and that I just want my account canceled. I was suppose to have this new modem that's compatible with the t1 dvr or whatever, but they kept sending me the same exact old modem. They sent me to the store to swap my modem, but this woman gave me the exact same modem!!! Then I called customer service, spoke to a foreign csr who was not very knowledgeable about the situation, she had to put me on hold to call a supervisor and she said the supervisor would send me a different modem. Guess what? These jerks sent me the same exact modem again!!! Our internet connection was intermittent in the past 6 months. Every time somebody goes online, everybody gets kicked out because the internet turns off for about 5 to 15 minutes. It is ridiculous!!! Comcast should actually retron my payments because they failed to provide the service I am supposed to get.

If anyone wants to file a class action lawsuit against this horrible company, I would surely join. I would like Comcast to return the payments I have paid them in the last 6 months because they failed to provide me with the service agreed upon.

Then today, I noticed that backyard has these multiple orange flags from the back of my house all the way to the end of my yard, towards the other house. I also asked the csr about this and they claim they don't know what it's about. Comcast is a terrible company. They also had an open network on my network to share with the public who have a Comcast user id and password. When I called them about this a few months ago, they turned it off.

The list of my issues with Comcast are Availability, Equipment, Interference, Billing, the Open Internet/Public Network within my Network, Speed, and maybe even Privacy.

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**Ticket: # 552897 - Comcast Business Lack of Service Interfering w/ My Business****Date:** 9/25/2015 7:16:29 PM**City/State/Zip:** Atlanta, Georgia 30324-(b) [REDACTED]**Company Complaining About:** Comcast

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**Description**

I started service with Comcast Business in March 2015. Since beginning, my company has experienced data packet drops that drop us from our cloud server and cause cutouts on phone calls. We have had more than 10 tickets issued for service, including 5 this month, and 4 this week. We have had numerous visits by technicians who all agree the problem is on the connection to the building ("the outside") and not within our office. I have spent more than \$1400 rewiring the office in the hope the connections would improve and pay Comcast ~\$275 mo for this lack of service. Twice this week I was told a technician would be out between 1-5p; no one showed. On Wednesday I was told the maintenance team would fix the external problem; they did not. I have been told my problem is escalated to the "Protension" Department and someone would call me; they did not.

This problem is significantly impacting my business. I cannot host or participate on conference calls or use our cloud server. This is completely unacceptable, yet I do not have any recourse except to find another provider. I believe Comcast's lack of response and service amounts to fraudulent advertising and they can get away with this because there are very few (2) consumer options for my business.

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**Ticket: # 552984 - SUDDEN SURGE IN SPAM EMAILS****Date:** 9/25/2015 8:04:15 PM**City/State/Zip:** Lebanon, Ohio 45036**Company Complaining About:** Centurylink

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**Description**

Sirs,

Over the past two weeks I have experienced daily an abnormal surge in the number of "SPAM"-type business email solicitations , averaging very well over more than 100. Further, they include repeat messages from senders, sometimes as many as 20 or more a day. I have spoken to my Internet provider who tells me they are powerless to stop this. I find it hard to believe

that I am unique in their hundreds of subscribers--this has to be happening to countless more than just me. I was told by Centurylink, my Internet provider, that the only thing I could do was to enter each and every unique "sender" of these nuisance messages into a "filter" on my email system (Centurylink) to try and get this discouraged. Many do not have a "discontinue receiving" button/line.

I would be spending hours a day

on the computer attempting to do as they suggest. As it now stands,

I have to scan the entire batch of received "EMAILS" (three or four times a day) just to find those that are from friends, family, or others which are really of legitimate concern to me. If I and thousands of other Centurylink customers are being inundated with hundreds of these junk messages daily, think of how the Internet system as a whole is being impacted. I suspect the same thing is happening to other commercial Internet providers.

Is there any relief? Why can't we let Internet providers go out and "Charge" commercial firms for sending these messages? Why can't they limit the number of "messages they can send daily---I have been told in the past

by my provider that they have is a limit on the number of email messages

I can send at-any one time.

Thank you for your attention.

(b) (6)


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**Ticket: # 553021 - Michael Banks**

**Date:** 9/25/2015 8:32:50 PM

**City/State/Zip:** Hampton, South Carolina 29924

**Company Complaining About:** Verizon Wireless

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## **Description**

Several weeks ago, I accidentally dialed the wrong number and wound up contacting some sports betting service run by (b) (6). After several return phone calls from this service, I asked the person on the other end to stop calling.

That's when the texts started. Every week, I now receive no less than 10 texts from various numbers. I have replied back for these texts to stop but to no avail. My mobile provider only allows me to block 5 numbers at a time, so that doesn't work either. Listed below are the numbers from which I receive these sports betting texts:

(b) (6)

[REDACTED]

Screenshots are attached.

---

**Ticket: # 553423 - Obscene, Indecent, Profane, Dangerous, Victimized, Interfering Broadcasts**

**Date:** 9/26/2015 11:25:29 AM

**City/State/Zip:** Seattle, Washington 98105

**Company Complaining About:** Comcast

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## **Description**

Enforcement

Federal Communications Commission

445 12th Street, SW

Washington, DC 20554

Dear FCC Enforcement Officers:

How would I thank you for all the great work you have accomplished?

In NW Washington (Seattle to Snohomish County) there are a number of people who use electronic equipment to control, harass, deter, and maim citizens.

I wish that you would let me know what I could do to send appreciation for your determination and diligence.

Sincerely,

(b) (6)

[Redacted signature]

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[Ticket: # 553447 - Internet](#)

**Date:** 9/26/2015 11:54:49 AM

**City/State/Zip:** Jamestown, Rhode Island 02835

**Company Complaining About:** Verizon

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## **Description**

I have DSL at my present residence with Verizon. Verizon refuses to allow me to subscribe to it at my new residence which is about one mile away. FIOS is not available on this island. I have my telephone with them.

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[Ticket: # 553479 - Hughes Net Internet service](#)

**Date:** 9/26/2015 12:22:24 PM

**City/State/Zip:** Chapel Hill, Tennessee 37034

**Company Complaining About:** Hughes Net

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## **Description**

They sold me internet and it only works half the time. When I try to talk to them all they want to do is to threaten me about the \$265.00 termination fee and they are going to charge \$300.00 plus taxes if i do not clime up on roof and get there equipment down and mail it back to you. They will how ever move me up to the next plan and charge me more money to not get internet from you that already does not work.

---

[Ticket: # 553653 - Vehicles for Veterans robo call](#)

**Date:** 9/26/2015 2:38:51 PM

**City/State/Zip:** Moorpark, California 93021

**Company Complaining About:** AT&T

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### **Description**

I just got a Robo call from vehicles for veterans 888-237-3550. they are probably frauds and do not help veterans. Please investigate.

---

**Ticket: # 553686 - fbi suveillance van 2.4 cyber intrusion on wi fi networks**

**Date:** 9/26/2015 3:02:09 PM

**City/State/Zip:** Scramento, California 95826

**Company Complaining About:** AT&T

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## **Description**

i have contacted local fbi about cyber intrusion on wifi network for FBISurveillanceVan 2.4, on my community in Sacramento Ca 95826, no clarification whether or not this federal agency violation of internet privacy. Intrusion greatly severs my internet connection.

---

[Ticket: # 553873 - Missed work due to there error.](#)

**Date:** 9/26/2015 5:26:10 PM

**City/State/Zip:** Springfield, Missouri 65806

**Company Complaining About:** Mediacom

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## **Description**

I got my cable turned off because my next store neighbor moved out and i live in a duplex. They just disconnected ours as well. I missed 2 days of work and got in trouble at work. I work from home, so I couldn't work because of there mistake. I called mediacom to see what they could do to help, and they credited me 17 dollars. I also didn't have cable during this time frame. I don't really feel like this is fair to me, and really put me in a bad spot because of there poor services and error.

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**Ticket: # 553866 - Usage Cap and Throttling**

**Date:** 9/26/2015 5:19:26 PM

**City/State/Zip:** Portage, Michigan 49024

**Company Complaining About:** Bloom Broadband

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## **Description**

Bloom Broadband institutes a 350 GB cap on their home Internet that, if exceeded, results in throttling of customer traffic to 128 kbps. As a cord cutting family, we use our home Internet to stream content from Netflix, YouTube, and Hulu. In addition, my wife frequently uses our home connection to work from home as a university professor, downloading and uploading student work, assignments, and grades. I also work from home, as a student, and need access to the Internet to download assignments and upload my work. Limiting our speeds because of an arbitrary cap would leave us without a way to stream the services we subscribe to (Netflix, Hulu Plus, Amazon Prime Instant, and Xbox Live), but would also limit our abilities to work from home.

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[Ticket: # 553917 - Lowes computer advertising](#)

**Date:** 9/26/2015 6:03:09 PM

**City/State/Zip:** Lincoln, Delaware 19960

**Company Complaining About:** Comcast

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## **Description**

Lowes generates an advertising "movie" that switches my screen from what I am looking at down to their advert. It's startling. They should not have the authority to control my computer! THIS IS WORSE THAN A VIRUS.

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**Ticket: # 554381 - Blocking of forwards.**

**Date:** 9/27/2015 1:15:53 PM

**City/State/Zip:** Coon Rapids, Minnesota 55433

**Company Complaining About:** Centurylink

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## **Description**

The ISP has deleted info in attempt to be forwarded to my attorney for information and advice. The original message September 23 2015 to (b) (6) that was accepted by that office and action was being taken to solve the dispute. That message in forward to other agencies has been blocked without any notification. This action prevents me to communicate with an attorney by Email. Who blocked the Email has not been identified but it is of serious matter to me. It may be of such serious nature that the Senator is very uncooperative in doing her elected responsibilities.

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**Ticket: # 554398 - Internet connection issues****Date:** 9/27/2015 1:34:41 PM**City/State/Zip:** Miami, Florida 33137**Company Complaining About:** Comcast

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**Description**

I had been receiving emails from Comcast telling me my cable modem was no longer compatible with my service about 6 weeks ago. Around the same time my internet service became very choppy, always going in and out. So after doing my research I purchased a top of the line cable modem that was on Comcast's support cable modem list. I called and activated it with them and was assured that this will correct any internet issues I was experiencing. Well it didn't. Nothing changed. So I called back and they told me they would call me back to trouble shoot at 5:30pm. Well I never received the call. Called again this week and the call disconnected me before being able to speak to an agent. Called 4 times again today....and when it dials to bring me to an agent, it disconnect when they would answer. Happens from both cell and land line.

Not sure why it is so hard to get ahold of customer service....and why they can't fix my issue. There is clearly an issue with their call system. So.... my internet still cuts in and out. This is not due to my wifi router. Have tried 2 different routers and the same issue occurs when i am plugged in to the modem directly. I have been trying to resolve for a few weeks now with no resolution in site. I have spent large amount of time on the phone and researching alternative ways to contact comcast to resolve this and I have reached the breaking point. I am a doctor without a lot of free time and would expect more from their technical support/customer service.

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[Ticket: # 554407 - Neighbor has an illegal 2.4ghz jammer](#)

**Date:** 9/27/2015 1:57:23 PM

**City/State/Zip:** San Martin, California 95046

**Company Complaining About:** Verizon Wireless

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## **Description**

My neighbor is constantly jamming my wifi signal to the point that I am unable to use my wireless network. He turns his jammer on and off periodically to disrupt my service. At some point, I can be sitting right next to my router and am unable to connect.

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[Ticket: # 554594 - Comcast](#)

**Date:** 9/27/2015 6:05:10 PM

**City/State/Zip:** Hoschton, Georgia 30548

**Company Complaining About:** Comcast

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## **Description**

We lost service twice over the weekend after being told Friday problems were fixed. I called and was routed to a call center in Mexico.

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**Ticket: # 554699 - Intermittent internet and phone issues for a month and half now with Comcast**

**Date:** 9/27/2015 7:54:08 PM

**City/State/Zip:** Eden, Maryland 21822

**Company Complaining About:** Comcast

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**Description**

I started having issues with my internet and phone being disrupted intermittently I called comcast several times a week for a couple of weeks before I finally got a tech to come out. The tech service was good when they were at our house, the customer service I recieved from calling in was horrible! absolutely horrible! I got hung up on, I was lied to several times about recieving call backs about my service to let me know what was going on I only knew about 2 of the appt ahead of time for a tech to come to my residence. I just recieved a call tonight about an appt in the morning that I didnt even get a call about to see if it was a good time for us. I called in to speak with a supervisor and never got one I spoke with someone the supervisor "authorized" to speak with me. I am tired of the constant poor customer service I have recieved. I am a college student taking networking and IT classes and in order to do some of my work I need to have internet access.

---

**Ticket: # 554724 - complaint about Charter Communications****Date:** 9/27/2015 8:11:29 PM**City/State/Zip:** Grand Junction, Colorado 81506**Company Complaining About:** Charter

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**Description**

I have two accounts with Charter Communications. I have been a continuous customer since 2008. On Sep 25 2015 Charter began arbitrarily popup blocking me from access via my cable/internet residential account to the perfectly wholesome governmental and nonprofit websites which I am accustomed to using, such as Colo Judicial home Page's tab allowing access to attorneys to the Colo. Revised Statutes, and the Colo. Supreme Court's home page corresponding access tab to Colo. Revised Statutes. (Since 9/25 I am being allowed initial access to those two websites in general and then allowed to click on the "information for attorneys" tab as usual on the Colorado Judicial home page website-- but upon clicking upon the tab for "colorado revised statutes", the popup suddenly appears totally preventing my access to the statutes. (I need access to the statutes in my work as I am an attorney. ) (Charter does not publish the state statutes which are enacted by the Colorado legislature. Charter has no proprietary interest in them and can have no conceivable right to right to block me from accessing them.) Other websites to which total --underlined--total-- access is blocked are: Colo. Fed. Dist. Court's home page; Grand Junction CO City Council web page; the Republican National Committee website; the Democratic National Committee website; Safeway(the grocery store)'s website; local Roman Catholic Churches' websites; Baptist churches' websites; the local Greek Orthodox Church's website; and several well known nonprofit websites of good repute which I chose at random. Charter's popup message says in order to have access to the websites I need to sign the 35 page Terms and Conditions document it was presenting. I had no advance notice this blocking would occur and no "grace period" in which to decide whether I wish to continue with a company which chooses to treat its customers in such fashion, or investigate as to whether a more desirable service provider is available to meet my needs. I am denied part of the service for which I am paying Charter. I made several calls on 9/25 to Charter and several again on 9/27. At first I was told by a Charter representative that he knew nothing about Charter's doing this to customers and that I should be wary of signing because it might be a fraudulent source. Subsequent calls on 9/25 and 9/27 have resulted in the Charter representatives verifying that Charter is doing this knowingly and deliberately; that they didn't know why the first representative had never heard of Charter doing this; and that I had no choice but to sign and agree to the whole thing if I wanted access to the web. The representatives I spoke to today (three separate ones as I requested to be transferred up the ladder of authority) each said they would not give me even a ten day stay of the access blockage to allow the service to continue as I investigated to see whether I wish to continue being a Charter customer. In my seven years as a customer with Charter and its predecessor Optimum and Optimum's predecessor Bresnan, it has never tried to do anything like this. At least one term in the agreement is materially different. As stated above, I have two accounts with Charter: a commercial account for my business phone, and a residential account with internet and cable. Under the new arbitrary agreement, if either of my accounts should be terminated for nonpayment while the other account is paid up, Charter may terminate service upon both accounts upon either being unpaid. The representative today admitted this is a new term Charter has never before imposed.

Further: this new agreement is titled "Residential Account Terms & Conditions" even though it purports to affect my commercial telephone business account as well. Finally, the new agreement

appears to impose a duplicate second telephone coverage upon me which I did not ask for and do not need by adding telephone coverage to this residential account which is only for internet and cable. (I am already paying for my telephone through my separate business account.) The highest Charter authority to whom I was allowed to speak today, told me that although my email service will continue even if I do not sign the new agreement, the company will continue to block me from these websites and before long I will have access to no websites at all even though I am still paying for full service.

I had been told on 9/25 by one representative over the phone that I should take the printed 35 page agreement the popup was presenting to a charter store to make sure it was an authentic Charter agreement and not a scam. I

dutifully went to the Charter store and was given a phone number to call and was told there that the popup was a mistake and that I should call the number given for a fix. When I called it today the Charter reps (all 3) told me what I have just recounted above, that this is Charter's deliberate and knowing action and no accommodation was available from Charter. I signed the agreement just now because it was the only way in which I could gain access to the fcc consumer complaint website, also blocked by Charter today! I had spoken on 9/25 with Robin McCullough, assistant to Ombudsman Parul Desai and she advised to file a complaint this weekend. When Charter popup blocked the fcc website my ability to file this complaint was foreclosed unless I signed.

This does not seem right to me. From what the majority of the Charter representatives have told me on Friday and today, Charter is doing this to many other consumers and not myself only.

Thank you, (b) (6)

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[Ticket: # 554963 - VERIZON blocking our ip addresses](#)

**Date:** 9/28/2015 8:30:23 AM

**City/State/Zip:** Richmond, Virginia 23235

**Company Complaining About:** Verizon

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## **Description**

We are an ISP and as of friday 9/25/15 Verizon has started blocking our entire range of ips resulting in loss of service for our customers. Our ip block consists of (b) (6). Verizon is unresponsive and is not fixing the issue. We are financially compromised by this action. It is any customer of Verizon (except wireless) that cannot reach our ip blocks.

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[Ticket: # 555067 - Up dates](#)

**Date:** 9/28/2015 10:01:44 AM

**City/State/Zip:** Houghton Lk., Michigan 48629

**Company Complaining About:** Charter

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## **Description**

Google keeps updateing my devices with out my permission.

They want to control my device. They block other inities from my use and won't give me the option to say no or delete.

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**Ticket: # 555221 - Internet Connection Hijacked**

**Date:** 9/28/2015 10:46:02 AM

**City/State/Zip:** Logan, Ohio 43138

**Company Complaining About:** Dish Network

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**Description**

Twice now (08/13/15 and 09/28/15) our internet connection has been hijacked/thwarted, ostensibly by DishNet. During such occasions, whenever attempting to connect to the internet, a message appears (see attached screen shot) advising "your" DishNet account has been suspended. This message takes the form of either a popup window (e.g., when I log in to my computer user account and the computer attempts to establish an internet connection, or when loading my Mail app) or is displayed on a web browser page if I load a browser.

Notice the message displays a URL which is a valid DishNet web address.

My satellite ISP is Exede/ViaSat - NOT DishNet (never have had a DishNet account). Exede is able to reset my account, upon which I am able to gain access normally. Exede advises they're still trying to figure out how/why this occurs. I contacted DishNet's tech support and they "took it under advisement" but offered no explanation nor interest in helping me figure it out.

While I suspect this may be some third party hack (vs. a DishNet ploy) it is notable we've been receiving numerous sales calls from DishNet recently (not sure if this was the case in August).

This totally disruptive behavior is intolerable.

Thanks in advance for anything you can do to investigate and stop this nonsense.

---

[Ticket: # 555336 - adobe flash advertisement/offer](#)

**Date:** 9/28/2015 11:23:46 AM

**City/State/Zip:** Lackawanna, New York 14218-3028

**Company Complaining About:** Publishers Clearing House/adobe Flash

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## **Description**

I spend time on the PCH website they have an Adobe ad offering to download onto your computer once it appears the only way to get it to go away is to shut off the computer and give up like many of their other ads it has no refuse of off choice is this legal

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[Ticket: # 555470 - internet service doesn't work](#)

**Date:** 9/28/2015 12:05:02 PM

**City/State/Zip:** Terre Haute, Indiana 47802

**Company Complaining About:** Time Warner

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## **Description**

I just got a new time warner internet service less than 2 weeks ago and had intermittent trouble since the day they installed it

I just canceled the service , it took me 3 calls and 9 transfers to different people and over an hour to get the serviced canceled

---

[Ticket: # 556195 - my internet falls though tj](#)

**Date:** 9/28/2015 3:07:42 PM

**City/State/Zip:** Chicago, Illinois 60626

**Company Complaining About:** AT&T

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## **Description**

My internet has too many errors in 60626

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**Ticket: # 556759 - spam**

**Date:** 9/28/2015 5:39:32 PM

**City/State/Zip:** Martinez, California 94553

**Company Complaining About:** Comcast

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## **Description**

A spam takes over function of computer and function can only be recovered by shutting off the computer and restarting. This happens once every 24 hours for the past 5 days.

The message changes daily but demands I call a phone number to fix the virus. The phone numbers and web address are: [www.winnerzweek.xyz](http://www.winnerzweek.xyz), 844 331 7314; [operating-system-problems.com](http://operating-system-problems.com), 866 800 8440; [scryintent.info](http://scryintent.info), 888 726 6039; [safetyintent.co](http://safetyintent.co), 888 996 2193; [www.newgadgetez.com](http://www.newgadgetez.com), 877 612 1507.

There is no way to ask to be removed from distribution.

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[Ticket: # 556994 - Unable to watch FOX NEWS](#)

**Date:** 9/28/2015 7:01:09 PM

**City/State/Zip:** Grand Blanc, Michigan 48439

**Company Complaining About:** Comcast

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## **Description**

Trying to watch FOX News through comcast internet and will not allow to watch. The dialogue box says " On Commercial Break" Which is not true. I can watch CNN or other news resouces but I'm having trouble watching FOX.

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[Ticket: # 557069 - Digital voice with Comcast/Xfinity](#)

**Date:** 9/28/2015 7:30:39 PM

**City/State/Zip:** Jonesborough, Tennessee 37659

**Company Complaining About:** Comcast

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### **Description**

Unable to get any satisfaction in getting usable voice service. Hang ups, transfers to wrong departments and not allowed to speak with supervisor or get where to go to send a complaint. They want to send a tech, at my expense for new service.

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**Ticket: # 557564 - COMCAST AGENTS PROVIDING MISINFORMATION IN REGARDS TO WRITTEN POLICY**

**Date:** 9/29/2015 8:36:52 AM

**City/State/Zip:** Manchester Township, New Jersey 08759-(b) [REDACTED]

**Company Complaining About:** Comcast

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**Description**

This case is more or less in regards to Comcast's Loss of Service Policy, According to their written policy available from their Terms of Service Agreement and this policy has not changed in over 10, The policy clearly states that all loss of services due to any reason is creditable for an entire day service if the outage lasts more than 6 hours during that day. You can actually call in for a loss of service of 4 hours or more and they for the most part will give it to you, a few agents especially if you are routed to tech support due to a large queue for billing will tell you that if an outage is previously reported by anyone it will be automatically adjust on your next bill. That is a direct contradiction to written policy which clearly states that if an outage occurs its the the customers responsibility to call in with in 30 days of the loss of service and seek credit it is not automatically applied. The policy also claims that the outage is eligible for credit for any reason of a loss of service. Agents will tell you that if the outage was not at fault of Comcast you are not eligible. Even if that case is the case once the fault is repaired by the other utility in most cases its the power company, once the power is fixed if Comcast does not fix the problem with in 6 hours after that you should still be eligible, Had to fight for that one too several times.

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**Ticket: # 562324 - Violation Of Privacy and Abuse Caused By Infrared Lights and Chemicals Being Discharged By Aircrafts**

**Date:** 9/30/2015 9:18:03 PM

**City/State/Zip:** Compton, California 90221

**Company Complaining About:** Cox

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**Description**

Dear FCC,

My name is (b) (6) I'm a (b) (6) Immigrant that came to the USA on (b) (6) I came to the USA with the intention of fleeing the Communist Government.

The motive of sending you this email is to let you know of a Serious Problem that I have in regards to Violation of Privacy and Abuse. I am afraid to lose my life and I would like for you to help me.

This problem started around July 25, 2012 and it is being caused by aircrafts like airplanes and helicopters that are discharging chemicals that are causing illnesses to me and discharging infrared lights at all hours of the day and night. I have four witnesses that can testify of this situation that I'm going through everyday as well as pictures and videos.

I would also like for you to please open this YouTube link so that you can see a video that shows a similiar situation that I'm going through right now: (b) (6)

My address is (b) (6) and my phone number is (b) (6) As soon as the Sun sets and it gets dark, there are airplanes and helicopters flying above me that are discharging chemicals that are causing all kinds of illnesses from rashes, to feeling itchiness all over, to blotched marks on my face and body and I feel under major persecution from all of these aircrafts. I am also having a situation where my vision is starting to get blurred every time these aircrafts are flying above me as well as weakness and pain on my bones below the waist, legs, and thighs.

I am not a criminal and I'm a hard working person and I feel like I'm being persecuted and followed as if I was a criminal that is being looked for. I am very Proud and Happy to live in the USA and I would like to see if you could please help me with this problem. I have placed complaints with many departments of the Government and I'm still waiting to see if they will respond back. I have called 911 reporting this and they have ignored me as well as the local police departments.

Thank You For All Of Your Help And Support,

(b) (6)

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[Ticket: # 565635 - Verizon service](#)

**Date:** 10/2/2015 12:00:49 PM

**City/State/Zip:** Sweetwater, Tennessee 37874

**Company Complaining About:** Verizon Wireless

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## **Description**

Regarding the complaint ticket number 442643: I have not spoken to anyone from Verizon. I notice that you were to receive a response from them by September 19. Can you please let me know what is happening with this complaint. The original complaint that I filed is still occurring. Thank you.

(b) (6)

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**Ticket: # 558175 - unwanted emails**

**Date:** 9/29/2015 12:39:40 PM

**City/State/Zip:** Washington, District Of Columbia 20003

**Company Complaining About:** Comcast

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## **Description**

Gentlemen: Each day for the last several weeks, I am bombarded with emails from "Street Authority Daily". I have emailed them several times requesting that they stop sending me their email information. I have no interest in their financial matters. They still insist in sending their messages every day. Frankly, I am tired of their harassing emails. Can you please help me and put a stop to their annoying emails? Their address is: Street Authority Daily, 4601 Spicewood Springs Road, Austin, Texas 78759; their email add. is: Support@StreetAuthorityDaily.com. Thank you for your help with this matter.

Sincerely, (b) (6)

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[Ticket: # 558420 - Comcast Internet issues](#)

**Date:** 9/29/2015 1:48:50 PM

**City/State/Zip:** Greenwood, Indiana 46143

**Company Complaining About:** Comcast

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### **Description**

Dealing with intermittent service since August 28th. Multiple calls and promises to investigate with no follow up. Missed appointment on September 28. Was promised tech visit as late as 630pm that tech would be there by 830pm. No show, called to ask supervisor to investigate and return my call. No call back

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**Ticket: # 558666 - Comcast Data Cap**

**Date:** 9/29/2015 2:56:45 PM

**City/State/Zip:** Marietta, Georgia 30064

**Company Complaining About:** Comcast

---

## **Description**

The comcast data cap is becoming infuriating. We are increasingly being pushed to use the internet to watch/download apps and videos. I have a problem with comcast introducing a arbitrary usage cap on services. Especially when they provide apps for you to stream and watch shows/movies from their apps. Not only have I been limited, but they intrude on my browsing or calls with intrusive popups that cause intermittent issues such as app crashes. I have also noticed after I reach my "cap", my downstream speed becomes less reliable.

As my children have school activities/homework that is internet based, it becomes very difficult to tell them they cannot do their homework because we've reached our limit each month.

---

**Ticket: # 558715 - Sudden volumes of unwanted spam emails****Date:** 9/29/2015 3:07:24 PM**City/State/Zip:** San Diego, California 92175**Company Complaining About:** AT&T

---

**Description**

About 5 days ago I began receiving scores of daily spam emails. I have unsubscribed numerous times. During the rare occasions that I purchase something online, I always check the box to reject sending offers and advertisements. I believe many or all of these spam emails are coming from one source because they started at the same time, and they are coming from .racing, .faith, .date, etc.

Here is a partial list of the sender emails from today only. I will be able to provide more in the coming days if needed. Again, the 19 spam email addresses is only a partial list from this morning. I deleted the others, so I believe the actual count was at least 25, and this was before the noon hour:

Mayo-Hearing-Clinical-Trial@instantreversehearing.win  
Walmart-Promotional-Credit@swishkicks.racing  
Laura-I@jobglint.racing  
Recruiter@homeprofitlive.win  
Aetna-Medigap-Choices@pubbu.racing  
Hearing\_Loss\_Cure@machkey.racing  
Apple.Fall.Overstock@onyxff.racing  
Medigap\_Annual\_Enrollment@providehealthcaredaily.review  
Sears\_Roofing\_Specials@needssh.racing  
RiteAid.Shopper.Appreciation@goinggiftcards.fai  
NBC.Heart.Remedy@matloch.racing  
CVS-Reward@cardgiftstubconnect.date  
Walgreens.Shopper.Points@ptwater.racing  
Marriott\_50\_Coupon@prypare.racing  
AetnaMedicareBenefits@bloodles.racing  
Hearing\_Loss\_Cure@machkey.racing  
Sears-Bonus@zenaboutsarsbonus.fai  
JeldWen.Discount.Deals@memeaid.racing  
Goodman-September-Furnace-Discounts@salegeneratorup.fai  
Daily-Fantasy-Football@splashknots.racing

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[Ticket: # 558928 - blocking hotspot by convention center in las vegas](#)

**Date:** 9/29/2015 4:03:58 PM

**City/State/Zip:** Fort Lee, New Jersey 07024

**Company Complaining About:** Verizon

---

## **Description**

We exhibited at Interbike from September 16 to September 18, 2015, in Mandalay Bay convention center. the convention blocked access to our own wifi on purpose. none of the attendants were able to use their wifi. and immediately after the show ended, at 4 pm on Friday, September 18, we were able to access our free wifi. it was very clear that the access was deliberately blocked.

---

**Ticket: # 558962 - unsolicited and non-wanted Internet intrusions claiming a "viral infection" and the disablement of "cancel"**

**Date:** 9/29/2015 4:12:29 PM

**City/State/Zip:** Somerset, Massachusetts 02726

**Company Complaining About:** Elastic Beansatalk.com

---

## **Description**

When browsing in Google Chrome a popup screen claims discovery of a "viral infection" and renders as inoperative any normal cancel operation while urging to call a toll-free telephone number for so-called viral infection removal. My Norton Security Product will shows NO such infection.

---

**Ticket: # 559363 - Can not get my internet fixed**

**Date:** 9/29/2015 5:47:35 PM

**City/State/Zip:** Danville, Virginia 24540

**Company Complaining About:** Comcast

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## **Description**

I have had poor service from my internet and telephone provider for nearly 4 months now with no solution. I have paid my bill on time without complaint but when I call they tell me it's my equipment which I rent from them there is an area outage or I can have someone look at my service for an hourly charge because I call to much. There is no mention of charges for service calls in my user agreements and I am not allowed to speak to a supervisor ever. This is also my home phone it goes out when internet does. I have to work from home at times and I take online classes for my graduate degree so this service is a neccesity for me. It constantly cuts in and out and I have to supplement my service with my cellular service which is getting expensive. What can I do as they seem to refuse to help me?

---

**Ticket: # 559412 - Nonconsistent by Comcast and reimbursement**

**Date:** 9/29/2015 6:08:45 PM

**City/State/Zip:** Hercules, California 94547

**Company Complaining About:** Comcast

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**Description**

#4. I purchased the WIFI booster and am demanding reimbursement for the purchase of this item while Comcast is continuing to charge me full service fees when I am receiving internet services - only sporadically.

#3 FCC complaint ticket #471817

#2 Comcast has emailed me to have a technician come out and I am telling them this will not resolve the issue. The issue can only be resolved with a WiFi Booster. I have asked them to contact me directly via my cell phone.

#1. I have been a customer of Xfinity's WiFi service since about 1/2015. My service has been sporadic and I have been very unhappy with the lack of resolutions from Xfinity while still charging me monthly full service fees for inconsistent service. Initially when my router was installed, the service was installed in the garage, apparently where the last renters had theirs. I wasn't aware because of this, my service would not be reaching all areas of my home. I feel the the installer should have let me know that there would be a strong chance that the signal would not reach certain areas of the home and therefore any time there isn't a signal our devices would use up our data usage, incurring data usage charges from our cell phone carrier. I feel Xfinity is directly responsible for not informing me about these possibilities of non service in my home and I either want my bill adjusted monthly for the inconsistent service or fix this ongoing problem.

---

[Ticket: # 559430 - Internet throttled by design after passing cap](#)

**Date:** 9/29/2015 6:18:23 PM

**City/State/Zip:** Hendersonville, Tennessee 37075

**Company Complaining About:** Comcast

---

## **Description**

Comcast imposes a 300GB monthly cap on my internet. After hitting that cap they place a pop up that when not acknowledged, or if it fails to load properly throttles the internet by design.

It will interfere with trying to load the popup on every webpage, when failing to load the popup, it will fail to load pages.

In addition the Usage Meter provided by Comcast works intermittently - is a broken tool for monitoring.

Internet should be open and not capped - "courtesy overages" are a joke and are impeding access.

---

[Ticket: # 559471 - Ted Cruz keeps spamming me, begging for money.](#)

**Date:** 9/29/2015 6:29:07 PM

**City/State/Zip:** Round Rock, Texas 78681

**Company Complaining About:** AT&T

---

## **Description**

In spite of unsubscribing from his mailing lists at least a dozen times Ted Cruz or a SuperPAC that represents him keep spamming me begging for money.

Since Ted Cruz is an evil megalomaniac I have no desire to contribute to his campaign nor have I ever opted into any political mailing list.

---

[Ticket: # 559475 - Hotel blocking personal hotspots](#)

**Date:** 9/29/2015 6:30:32 PM

**City/State/Zip:** Parrish, Florida 34219

**Company Complaining About:** T Mobile

---

## **Description**

I believe the Hilton Key Largo is blocking personal devices. I was unable to receive any high speed signal from my room, the parking lot or the patio. However the moment I stepped off Hilton property I had full 4G high speed signal. This was true with both my personal T-Mobile phone and my Company AT&T phone

---

**Ticket: # 559477 - Unstable Internet (Intermittent issue) Not being resolved for past 6 months of service**

**Date:** 9/29/2015 6:31:36 PM

**City/State/Zip:** Talent, Oregon 97540

**Company Complaining About:** Charter

---

**Description**

I cannot operate my business because my VoIP phone (quality drop), remote assistance (Remote desktop drops) and streaming services (Streams stall) are negatively affected. They should compensate me, but I would rather have the issue fixed properly.

Charter has failed to resolve an ongoing issue that they deny as being on their end:

I have invested and wasted time in the following to resolve the issue:

\*Upgraded to Charter Business Services. Purchased static IP for monitoring.

\*Purchased another router, Upgrade to a newer router.

\*Replaced Cable Modem, Twice!

\*Upgraded to faster internet

\*Had outside coax line replaced with new line. Removed all splitters.

\*4 tech visits from charter. Because the issue is intermittent its never happening when a tech visits.

Attached is the monitor 3 reports that shows the intermittent internet issues for the Charter Modem (Gateway), Internal Router, and SonicWALL Router

---

**Ticket: # 559654 - ATT Uverse, No Connection, Bill padding , Refusal to disclose charges**

**Date:** 9/29/2015 7:56:26 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73147

**Company Complaining About:** AT&T

---

## **Description**

#913208 was never resolved and I did not talk with anyone from ATT not did ATT answer my complaint as FCC e-mailed me they would. I was called while at work a few times, I returned calls and left messages to my day time work availability and never had calls returned back to me. None of the issues were resolved from ATT. I eventually had my contract run out so I cancelled my service with the issues still hanging. I had no ATT internet service for 60 days from 07-01-15 - 09-15 with these messages; "NO connection", or "ATT Broadband your connection is not private", I was bumped off, or "ATT broadband you are being hacked" I was bumped off. The last ATT tech (Travis) in the home told me ATT was never secure and never private. I was hard wired in and received these issues. The first tech in the home for these issues said there was something wrong with the connection in the neighborhood as he could get service as he watched his meter than the service was down, then up temporarily and so forth. He switched the modem, he said I would not get charged for, as tech support in India would not go through the script without a new modem. I have spent over 15 hours driving back from out of state 400 miles daily, waiting to meet the techs that did not appear for a week then to spend 3 -4 hours on the phone daily for a while on the phone trying to get tech to fix resolve the issues, to no avail. I have spent over 60 TTL hours trying to resolve these issues not including driving across town each time I had to use the internet immediately. I lost business and a job I took off work to meet tech support for that took over 3 hours to replace a needless modem. Meanwhile I am promised from various countries around the world credit to applied to my regular billing for my huge wasted time and no access to the services they did not provide. Additionally I was told, I would not get billed for tech support for the needless modem India techs refuse to go through the script with a needless charge to the customer. Also I was told I would not pay for time I did not have full unhacked usage, or not connection with various credits. Rather they added on other charges that were never suppose to be added such as the tech support and a worthless new modem. They attempted to pad my bill with and apply my credits to charges that were not supposed to appear on the bill to begin with such as the new worthless modem, line charges for that modem, tech suppose and other crap. ON 8-10-15 the ATT customer service told me she was giving a credit of @29.87 and to pay \$29.01. to be paid in full. She said they had something in the systems that would not apply the credits unless she personally watched them. I had additional credits of \$15.00 \$35.00 \$17.00 , \$27.00 to my service in addition to not paying for the times I was off of the internet due to the previous reasons. These credits are from Christine in the Phillipines, Joel in India, Seth and the last female in America. July 10-15 told me to pay \$29.01 and she would credit the remainder of the bill of app. \$29.00 . I received this month a bill for what was supposed to be credited last month on the bill. I also returned the worthless modem they installed. I called ATT and the hateful female refused to tell me anything about my past billing, present billing, where my credits had gone with an accounting for the mess they made. Additionally, I want my money returned on the modem I paid for, the rep took ,as I return their worthless modem immediately. I want my money back for my modem and my credits that were never applied to my legitimate charges. I was told I had July

bill was paid in full upon my payment of \$29.01 and I still have credit toward my monthly billing that are outstanding. See attached last billing.

---

[Ticket: # 559791 - Person/subject impersonating my email address.](#)

**Date:** 9/29/2015 9:09:17 PM

**City/State/Zip:** Albany, New York 12203

**Company Complaining About:** AT&T

---

## Description

Party from below is using my email address: (b) (6) to spam myself and others. I demand immediate relief from this pest.

Regards,

(b) (6)

---

From (b) (6) Tue Sep 29 13:12:25 2015

X-Apparently-To: (b) (6) Tue, 29 Sep 2015 13:37:36 +0000

Return-Path: <fdgfdg@sabla.publicanese.com>

X-YahooFilteredBulk: (b) (6)

Received-SPF: pass (domain of sabla.publicanese.com designates (b) (6) as permitted sender)

X-YMailISG: qx\_14FgWLDuYBvV1VnsTcjbbr9MHdE3OJv\_bSAxloIMOw2c  
L9oeirmZ\_\_rol0YVEulRXw77NBpMzJhhUFeLr1fHcDdqHsheqNs5i5dF4MwG  
ChoE6kK9QfljjiOPTbJE6AZKX5DxRdcoFvsmm17QMp7f5mTa5HCQeCgBx2CI  
01pPRrnFr96XOe89WuESSRFETSNIKABGtO0a.mNEGMa6PDkw\_2T6ZI2A14gY  
1z\_UKsKGgpPDX0m1ujEhmG2LfkQ96F4DJrp.Ci4emvjDHq2uek2QTSHJomy5  
TfJwht8FdSJGEjanNRoBzZxsfoKujWeG2HfUw93jJINsqISif5JO7VwbSE29  
GZhFnki3lgCavYLHm188v1gbHfMVZXZPVe9m47FaB1IsEWMjB3x8Pzb6rjeW  
wY0TBY2I\_zWhq\_HIERGZ6eFoVt6Uy8w9vRe7d1cX8tAOSRFtU8OA0iEUv9c  
YFjyluFzMrKEVrtURaI.fB8SREq5E7h.9weii4b\_iO4\_Gaoux.msymj1g\_Zq  
w22f\_3vDKjaHqjT8ZSw2sXkUubAQXpxP9eLYnqoUKIHUvJXTuoWm8sAZUfkt  
.ekC9uoH\_K53uMtF Jr9tRHuvgmtXi0vgAleMw5NaUxjy\_56e3NeA.IROWQrX  
jP9HUsZ6wtKUdCSUT599abOhxoFsnkrkyjP3tFpU.F0FzxzmbefakmWIBHB8  
gLi4LVpH3pS3bNYNIG4Xg\_wlzyYV10MYtKKS\_pMj4G4dIXEoHanoic2.NtOJ  
KhUi9aSOHo.EDc8AdrTvW6oL8XCk3DKngR3QiVDDeeGgR7VvHJU.7D5RmbKLd  
kKym7JwlKAvVShvcgDpjmSHVETkM1CrRg.gS6ypc\_q3ZjJxnVBkBilnU2gd  
VZ5iquKKu7i1ChRUKLu4woHiycjsNZbmWtoyQFcb\_k7VuiLEZtgYkHIMpmAU  
Q1HCFJ8kHBFPP946Q3tLw3RIHeBdAOLq8.eyqBull6wJarl18btcgZu05qHd  
iKN5u0riFdPpz2WAlmj3gwIEuQeK2pwPPPWgKzU5neb6pkqkEhYf2W2cy8hw  
qm3.698GvgwS6j3CKxnEYqsasYmOXIWgP4Kle.K9au205YtDOXBrJAjhWodQ  
tTyJAvwxuRfBQdGaVCQ\_BTCKIWF17rp8IW9u9jPyU58VJJabpV\_vMb0Hu1Ec  
nudkkJFiGluwSn\_4fZpOguw2SXR4sfLBRKgn5nftJEfRXuD1P0bdHjIVulaB  
xytNPXmAKaDKkqx3hArfrxi4i.GYtzFPJwnrNo88Frj19XumI58Tne75kwTf  
mqSDp5trIWcyfoL3v3THFBpBHwo15J7CBdo8Si0Xr3SiJSa4Eq\_1liSS7B15  
qgx04ymj19vA\_jeG5V6MjC6dH\_f3WSvplgaTRwM2UYbH9A--

X-Originating-IP: (b) (6)

Authentication-Results: mta1096.sbc.mail.bf1.yahoo.com from=bellsouth.net; domainkeys=neutral (no sig); from=bellsouth.net; dkim=neutral (no sig)

Received: from (b) (6) (EHLO fgateway07.isp.att.net) (b) (6)

by mta1096.sbc.mail.bf1.yahoo.com with SMTP; Tue, 29 Sep 2015 13:37:36 +0000

Received: from sabla.publicanese.com ([b] (6) [redacted])  
by isp.att.net (frfwmx07) with ESMTP  
id <20150929133859M0700m35b2e>; Tue, 29 Sep 2015 13:38:59 +0000

X-Originating-IP: [b] (6) [redacted]  
Received: from [b] (6) [redacted] by sabla.publicanese.com id h1aa1s16lt02 for <grock@bellsouth.net>;  
Tue, 29 Sep 2015 09:12:25 -0400 (envelope-from <fdgfdg@sabla.publicanese.com>)  
Subject: Obama Announces the HARP Program. Learn How You Can Save Thousands a Year  
From: [b] (6) [redacted]  
Reply-to: <fdgfdg@sabla.publicanese.com>  
To: [b] (6) [redacted]  
Content-Type: text/html; charset=us-ascii;  
Content-Disposition: inline  
Date: Tue, 29 Sep 2015 09:12:25 -0400  
Content-Length: 1905

09/29/15 20:54:13 whois fdgfdg@sabla.publicanese.com  
.com is a domain of USA & International Commercial  
Searches for .com can be run at <http://www.crsnic.net/>

whois -h whois.crsnic.net publicanese.com ...  
Redirecting to REGISTER.COM, INC.

whois -h whois.register.com publicanese.com ...  
Domain Name: publicanese.com

Registry Domain ID: 1962769355\_DOMAIN\_COM-VRSN

Registrar WHOIS Server: whois.register.com

Registrar URL: <http://www.register.com>

Updated Date: 2015-09-23T12:28:48Z

Creation Date: 2015-09-23T12:28:47Z

Registrar Registration Expiration Date: 2016-09-23T12:28:47Z

Registrar: Register.com, Inc.

Registrar IANA ID: 9

Registrar Abuse Contact Email: [abuse@web.com](mailto:abuse@web.com)

Registrar Abuse Contact Phone: +1.8773812449

Reseller:

Domain Status: clientTransferProhibited <http://icann.org/epp#clientTransferProhibited>

Registry Registrant ID:

Registrant Name: Personnelable Wikinet

Registrant Organization:

Registrant Street: (b) (6)

Registrant City: Chicago

Registrant State/Province: IL

Registrant Postal Code: 60647

Registrant Country: US

Registrant Phone: (b) (6)

Registrant Phone Ext.:

Registrant Fax:

Registrant Fax Ext.:

Registrant Email: (b) (6)

Registry Admin ID:

Admin Name: Personnelable Wikinet

Admin Organization:

Admin Street: (b) (6)

Admin City: Chicago

Admin State/Province: IL

Admin Postal Code: 60647

Admin Country: US

Admin Phone: +(b) (6)

Admin Phone Ext.:

Admin Fax:

Admin Fax Ext.:

Admin Email: [billing@lingagemppowe.net](mailto:billing@lingagemppowe.net)

Registry Tech ID:

Tech Name: Personnelable Wikinet

Tech Organization:

Tech Street: (b) (6)

Tech City: Chicago

Tech State/Province: IL

Tech Postal Code: 60647

Tech Country: US

Tech Phone: (b) (6)

Tech Phone Ext.:

Tech Fax:

Tech Fax Ext.:

Tech Email: [billing@lingagemppowe.net](mailto:billing@lingagemppowe.net)

Name Server: [dns2.register.com](http://dns2.register.com)

Name Server: [dns1.register.com](http://dns1.register.com)

DNSSEC: Unsigned

URL of the ICANN WHOIS Data Problem Reporting System: <http://wdprs.internic.net/>

>>> Last update of WHOIS database: 2015-09-23T12:28:48Z <<<

For more information on Whois status codes, please visit <https://www.icann.org/resources/pages/epp-status-codes-2014-06-16-en>.

The data in Register.com's WHOIS database is provided to you by

Register.com for information purposes only, that is, to assist you in obtaining information about or related to a domain name registration record. Register.com makes this information available "as is," and does not guarantee its accuracy. By submitting a WHOIS query, you agree that you will use this data only for lawful purposes and that, under no circumstances will you use this data to: (1) allow, enable, or otherwise support the transmission of mass unsolicited, commercial advertising or solicitations via direct mail, electronic mail, or by telephone; or (2) enable high volume, automated, electronic processes that apply to Register.com (or its systems). The compilation, repackaging, dissemination or other use of this data is expressly prohibited without the prior written consent of Register.com.

Register.com reserves the right to modify these terms at any time.

By submitting this query, you agree to abide by these

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**Ticket: # 559890 - Spam Email Spoofing**

**Date:** 9/29/2015 10:06:50 PM

**City/State/Zip:** Albany, New York 12203

**Company Complaining About:** AT&T

---

**Description**

A user at this domain is using my email grock@bellsouth.net to spam.

09/29/15 21:37:20 whois fdgfdg@sabla.publicanese.com  
.com is a domain of USA & International Commercial  
Searches for .com can be run at <http://www.crsnic.net/>

whois -h whois.crsnic.net publicanese.com ...  
Redirecting to REGISTER.COM, INC.

whois -h whois.register.com publicanese.com ...  
Domain Name: publicanese.com

Registry Domain ID: 1962769355\_DOMAIN\_COM-VRSN

Registrar WHOIS Server: whois.register.com

Registrar URL: <http://www.register.com>

Updated Date: 2015-09-23T12:28:48Z

Creation Date: 2015-09-23T12:28:47Z

Registrar Registration Expiration Date: 2016-09-23T12:28:47Z

Registrar: Register.com, Inc.

Registrar IANA ID: 9

Registrar Abuse Contact Email: [abuse@web.com](mailto:abuse@web.com)

Registrar Abuse Contact Phone: +1.8773812449

Reseller:

Domain Status: clientTransferProhibited <http://icann.org/epp#clientTransferProhibited>

Registry Registrant ID:

Registrant Name: Personnelable Wikinet

Registrant Organization:

Registrant Street: (b) (6)

Registrant City: Chicago

Registrant State/Province: IL

Registrant Postal Code: 60647

Registrant Country: US

Registrant Phone: +(b) (6)

Registrant Phone Ext.:

Registrant Fax:

Registrant Fax Ext.:

Registrant Email: [billing@lingagemppowe.net](mailto:billing@lingagemppowe.net)

Registry Admin ID:

Admin Name: Personnelable Wikinet

Admin Organization:

Admin Street: (b) (6)

Admin City: Chicago

Admin State/Province: IL

Admin Postal Code: 60647

Admin Country: US

Admin Phone: (b) (6) 1

Admin Phone Ext.:

Admin Fax:

Admin Fax Ext.:

Admin Email: [billing@lingagemppowe.net](mailto:billing@lingagemppowe.net)

Registry Tech ID:

Tech Name: Personnelable Wikinet

Tech Organization:

Tech Street: (b) (6)

Tech City: Chicago

Tech State/Province: IL

Tech Postal Code: 60647

Tech Country: US

Tech Phone: +(b) (6)

Tech Phone Ext.:

Tech Fax:

Tech Fax Ext.:

Tech Email: [billing@lingagemppowe.net](mailto:billing@lingagemppowe.net)

Name Server: [dns2.register.com](http://dns2.register.com)

Name Server: [dns1.register.com](http://dns1.register.com)

DNSSEC: Unsigned

URL of the ICANN WHOIS Data Problem Reporting System: <http://wdprs.internic.net/>

>>> Last update of WHOIS database: 2015-09-23T12:28:48Z <<<

For more information on Whois status codes, please visit <https://www.icann.org/resources/pages/epp-status-codes-2014-06-16-en>.

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By submitting this query, you agree to abide by these terms.

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[Ticket: # 559897 - AMD raptr program](#)

**Date:** 9/29/2015 10:10:58 PM

**City/State/Zip:** Youngstown, Ohio 44515

**Company Complaining About:** Armstrong

---

## **Description**

Updated AMD drivers for GPU and it sneaked in some program called "Raptr", it does not show up in "Uninstall or change a program" list therefore makes it evasive like a virus. I do not need this program but I have to install driver updates. This is very sneaky tactics to install this "virus". please make AMD put an install option for this Raptr program

---

[Ticket: # 560018 - Blocked hot spot usage](#)

**Date:** 9/29/2015 11:45:43 PM

**City/State/Zip:** Vallejo, California 94590

**Company Complaining About:** AT&T

---

## **Description**

In the convention center room, it was impossible to set up internet hot spot using iPhone. Using cellular credit card machine was difficult too. There seemed to be a blocking signal as it worked in the parking lot. This was at the Town and Country hotel and convention center in San Diego, California.

---

**Ticket: # 560110 - Internet Blue Screen Virus Scam****Date:** 9/30/2015 2:25:48 AM**City/State/Zip:** Woodbridge,, Virginia 22193**Company Complaining About:** Comcast

---

**Description**

I'm not certain if this is an issue that falls within your realm of assistance. My son had a blue screen on his computer in which he was unable to access the Internet. On the screen there were instructions to press f8 to gain access and if that did not work to call hp tech support at 1855-842-4331. He called the number, gave the representative information to gain access to his computer, his name and cell number. The guy did a diagnostic to the computer and stated that our internet line had been hacked. He stated that he could repair the computer and other computers for a fee or otherwise. Once I became aware of the situation, I intervened. This guy supposedly named Alan Barrett, a tech support for hp/Microsoft, became very defensive. From the background it sounded as if he was in a call center. My son is 16 and is naive about scams in-which cons pose as representatives of companies. Are there any recourses or actions to take to ensure our safety.

---

[Ticket: # 560123 - Poor Service. No other options](#)

**Date:** 9/30/2015 4:15:51 AM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

---

### **Description**

Constant "outages" no help from company. Continues on Daily basis multiple times a day. Having to pay bills for cell phone internet due to the lack of home internet with comcast. There are no other options in our community and comcast is doing nothing to rectify the situation.

---

**Ticket: # 560177 - Disconnection and Speed Issue****Date:** 9/30/2015 8:29:55 AM**City/State/Zip:** Kosciusko, Mississippi 39090**Company Complaining About:** Maxxsouth

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**Description**

Within 2 week time period our internet has gone down twice for a few hours and bandwidth speed we are paying for at certain time of the days is much slower. Example of my problem, I called maxxsouth and informed them that our internet is down. They told me that somebody will call me or come by to fix it. I waited one hour nothing happened, I called again and the same information was given, that somebody will contact me shortly or come by, but nothing happened. I called one more time and same thing over and over. We are a busy hotel and our guest require us to provide them with access to a stable internet. I had a lot of guests complain and even check out, because they needed Internet service. Because of this issue I lost money. I should get reimbursed for my troubles or get some kind of a discount. I am paying for a service, which is not getting provided to me. If you check google.com reviews about maxxsouth, there are a lot of people all over maxxsouth service area that are not happy. I just wanted to let you know about the problems, I understand that technology sometimes breaks down, but to keep us in the dark of what is going on and just telling us somebody will contact you or come by and never does is not how a business should be run.

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[Ticket: # 560221 - hotspot interference and cell phone interference](#)

**Date:** 9/30/2015 9:01:59 AM

**City/State/Zip:** Cornelius, North Carolina 28031

**Company Complaining About:** Smart City

---

## **Description**

We recently attended a tradeshow at Long Beach convention center on September 20-21st of 2015. We found none of our cell phone communications data or phone calls were able to function as they were being interfered with. We believe this to be the case as just a few feet away from the convention center we had full service. Also, after we purchased their (Smart City) wifi we were unable to open a hotspot, being that it was blocked as well. The wifi would work on that device however everytime we would open a hotspot our wifi would turn off. I had individuals work on the issue that were more technically versed than I and they concluded the same. We spoke to over 20 other vendors at the show (International Congress of Esthetics and Spa) which experienced the same exact issues.

---

**Ticket: # 560379 - WiFi & Internet Interference****Date:** 9/30/2015 10:30:57 AM**City/State/Zip:** Frederick, Maryland 21704**Company Complaining About:** Comcast

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**Description**

A neighbor of mine at (b) (6) runs an IT business from his home. A while back, he mentioned that he was running illegal levels of WiFi to support his business. I thought nothing of this at the time, however I am getting increasingly irregular Internet speeds via WiFi. Is this something that can be investigated? I'm not in IT nor pretend to understand WiFi bandwidth and interference, but at this point only assume this could be causing my problem. Thank you in advance for your assistance.

---

**Ticket: # 560446 - Comcast Advertising Seizes My Computer**

**Date:** 9/30/2015 10:57:04 AM

**City/State/Zip:** Framingham, Massachusetts 01703

**Company Complaining About:** Comcast

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**Description**

About 4 times a week when I go to use my computer, an advertisement from Xfinity (Comcast) comes up and seizes my computer. I am not able to escape the advertisement which wants me to sign up for Comcast internet. When I go to my HTTPS bar and put in a web address to change the screen I am not able. The computer only lets me see the Comcast advertisement. My only option is to sign up for Comcast or shut down the computer and bring it up again.

Nothing I do can free my screen from this advertisement. I use to be a Comcast customer but about a year or so ago I changed. This is very annoying and controlling by Comcast. I cannot use my computer at this point and always have to shut down the computer and restart. Only then am I free of this seizure by Comcast.

---

**Ticket: # 560475 - Unwanted spam email invasion - 34 SPAM EMAILS IN LESS THAN 3 HOURS!**

**Date:** 9/30/2015 11:11:29 AM

**City/State/Zip:** San Diego, California 92175

**Company Complaining About:** AT&T

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## **Description**

This is my second complaint of a sudden barrage of unwanted spam emails. These are coming from extensions: .racing, .review, .faith, .date and .win. I have never enquired about the products these spam emails are attempting to sell. I don't subscribe to any of their websites. I have unsubscribed numerous times with no results. I have attempted to email the sender but the emails are returned undeliverable.

The emails attached here are a what I received in my in-box from 5:00am to 7:53am, and they keep coming. THAT'S 34 SPAM EMAILS IN LESS THAN 3 HOURS!

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**Ticket: # 560794 - Unsolicited spam**

**Date:** 9/30/2015 12:51:36 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** AT&T

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**Description**

I keep receiving unsolicited spam from the domain "sevencampaigns.com" (sent to (b) (6) -- missing a period between adams and tim -- all e-mail sent to this address has been spam).

Below is the full e-mail with headers:

Delivered-To: (b) (6)  
Received: by (b) (6) with SMTP id f33csp73889ioj;  
Wed, 30 Sep 2015 09:39:56 -0700 (PDT)  
X-Received: by (b) (6) with SMTP id 189mr5606359qhf.99.1443631196258;  
Wed, 30 Sep 2015 09:39:56 -0700 (PDT)  
Return-Path: <(b) (6)>  
Received: from (b) (6)  
by mx.google.com with ESMTPS id 199si1316447qhy.(b) (6)  
<(b) (6)>  
(version=TLSv1.2 cipher=ECDHE-RSA-AES128-GCM-SHA256 bits=128/128);  
Wed, 30 Sep 2015 09:39:56 -0700 (PDT)  
Received-SPF: softfail (google.com: domain of transitioning (b) (6) does not  
designate (b) (6) as permitted sender) client-ip=(b) (6);  
Authentication-Results: mx.google.com;  
spf=softfail (google.com: domain of transitioning (b) (6) does not designate  
(b) (6) as permitted sender) smtp.mailfrom=(b) (6)  
To: (b) (6)  
Subject: =?UTF-8?B?R2V0IHlvdXlgJDUwMkBLb2hscyBHaWZ0IGNhcmQgdG9kYXkuIC4g?=  
Message-ID: <9037b2845faefe8d77fb55b944b36a45@sevencampaigns.com>  
Date: Wed, 30 Sep 2015 09:12:03 -0700  
From: "=?UTF-8?B?S29obHMgRGVwYXJ0bWVudCBTdG9yZQ==?=" (b) (6) >  
Reply-To: (b) (6)  
MIME-Version: 1.0  
X-Mailer-LID: 34,52  
List-Unsubscribe:  
<http://sevencampaigns.com/mailer/unsubscribe.php?M=3388&C=96383325feb0605bbc2028d85cd9  
f8ff&L=34&N=147>  
X-Mailer-RecptId: 3388  
X-Mailer-SID: 147  
X-Mailer-Sent-By: 1  
Content-Type: multipart/alternative; charset="UTF-8";  
boundary="b1\_07e0bca2f71d0f3b2e46ba72a28bc9ea"

Content-Transfer-Encoding: 8bit  
X-AntiAbuse: This header was added to track abuse, please include it with any abuse report  
X-AntiAbuse: Primary Hostname - gmail.com  
X-AntiAbuse: Original Domain - gmail.com  
X-AntiAbuse: Originator/Caller UID/GID - [650 32007] / [47 12]  
X-AntiAbuse: Sender Address Domain - gmail.com  
X-Get-Message-Sender-Via: gmail.com: authenticated\_id: sevenscam/from\_h  
X-Source: /usr/local/bin/php  
X-Source-Args: /usr/local/bin/php -f /home/sevenscam/public\_html/mailer/admin/cron/cron.php  
X-Source-Dir: /home/sevenscam  
Precedence: bulk

--b1\_07e0bca2f71d0f3b2e46ba72a28bc9ea  
Content-Type: text/plain; format=flowed; charset="UTF-8"  
Content-Transfer-Encoding: 8bit

Ð...hop till you drop with this \$500 Kohls Gift Card  
[http://sevenscampaigns.com/mailer/link.php?M=3388&N=147&L=17&F=T]

--b1\_07e0bca2f71d0f3b2e46ba72a28bc9ea  
Content-Type: text/html; charset="UTF-8"  
Content-Transfer-Encoding: 8bit

```
<html>
<head><html xmlns="http://www.w3.org/1999/xhtml">
<meta http-equiv="Content-Type" content="text/html; charset=UTF-8" />
</head>
<body>
<p style="text-align: center;"><a
href="http://sevenscampaigns.com/mailer/link.php?M=3388&N=147&L=17&F=H"><font
size="6" color="blue">Ð...hop till you drop with this $500 Kohls Gift
Card</font></a></p>
<br /><center><a
href="http://sevenscampaigns.com/mailer/link.php?M=3388&N=147&L=17&F=H"></a></center><br /><center><a
href="http://sevenscampaigns.com/mailer/link.php?M=3388&N=147&L=16&F=H"></a></center><br /><center><a
href="http://sevenscampaigns.com/mailer/link.php?M=3388&N=147&L=16&F=H"></a></center><br />
</body>

<style>

+-\*//+--++++++4700.....----//\*\*\*\*\*+  
+-\*//+--++++++6210.....----//\*\*\*\*\*+  
+-\*//+--++++++8177.....----//\*\*\*\*\*+  
+-\*//+--++++++windmills.....----//\*\*\*\*\*+  
/\*+++++  
+-\*//+--++++++29156.....----//\*\*\*\*\*+  
+-\*//+--++++++5165.....----//\*\*\*\*\*+  
+-\*//+--++++++Trenton.....----//\*\*\*\*\*+  
+-\*//+--++++++incarcerated.....----//\*\*\*\*\*+  
+-\*//+--++++++e-0431.....----//\*\*\*\*\*+  
+-\*//+--++++++assorted.....----//\*\*\*\*\*+  
+-\*//+--++++++4154.....----//\*\*\*\*\*+  
+-\*//+--++++++Marconi.....----//\*\*\*\*\*+  
+-\*//+--++++++ajenas.....----//\*\*\*\*\*+  
+-\*//+--++++++CYANIDING.....----//\*\*\*\*\*+  
+-\*//+--++++++midfielder.....----//\*\*\*\*\*+  
+-\*//+--++++++d16.....----//\*\*\*\*\*+  
+-\*//+--++++++versies.....----//\*\*\*\*\*+  
+-\*//+--++++++36896.....----//\*\*\*\*\*+  
+-\*//+--++++++9878.....----//\*\*\*\*\*+  
+-\*//+--++++++comptoir.....----//\*\*\*\*\*+  
+-\*//+--++++++8812.....----//\*\*\*\*\*+  
+-\*//+--++++++passenger.....----//\*\*\*\*\*+  
+-\*//+--++++++kaizen-institute.....----//\*\*\*\*\*+  
+-\*//+--++++++8707.....----//\*\*\*\*\*+  
+-\*//+--++++++istituzionale.....----//\*\*\*\*\*+  
+-\*//+--++++++1845.....----//\*\*\*\*\*+  
+-\*//+--++++++LAMES.....----//\*\*\*\*\*+  
+-\*//+--++++++laidback.....----//\*\*\*\*\*+  
+-\*//+--++++++milkshake.....----//\*\*\*\*\*+  
+-\*//+--++++++4253.....----//\*\*\*\*\*+  
+-\*//+--++++++34903.....----//\*\*\*\*\*+  
+-\*//+--++++++8443.....----//\*\*\*\*\*+  
+-\*//+--++++++friendid.....----//\*\*\*\*\*+  
+-\*//+--++++++brisket.....----//\*\*\*\*\*+  
+-\*//+--++++++silenced.....----//\*\*\*\*\*+  
+-\*//+--++++++Yom.....----//\*\*\*\*\*+  
+-\*//+--++++++diz.....----//\*\*\*\*\*+  
+-\*//+--++++++canalsat.....----//\*\*\*\*\*+  
+-\*//+--++++++Hotspur.....----//\*\*\*\*\*+  
+-\*//+--++++++crawling.....----//\*\*\*\*\*+  
+-\*//+--++++++Aveda.....----//\*\*\*\*\*+  
+-\*//+--++++++titled.....----//\*\*\*\*\*+  
+-\*//+--++++++kvartal.....----//\*\*\*\*\*+  
+-\*//+--++++++centric.....----//\*\*\*\*\*+

+\*//+--++++++8223.....---//\*\*\*\*\*+  
+\*//+--++++++7649.....---//\*\*\*\*\*+  
+\*//+--++++++mesopinions.....---//\*\*\*\*\*+  
+\*//+--++++++4508.....---//\*\*\*\*\*+  
+\*//+--++++++29423.....---//\*\*\*\*\*+  
+\*//+--++++++2949.....---//\*\*\*\*\*+  
+\*//+--++++++6392.....---//\*\*\*\*\*+  
+\*//+--++++++boneless.....---//\*\*\*\*\*+  
+\*//+--++++++riksdagen.....---//\*\*\*\*\*+  
+\*//+--++++++merritt.....---//\*\*\*\*\*+  
+\*//+--++++++Refs.....---//\*\*\*\*\*+  
+\*//+--++++++raro.....---//\*\*\*\*\*+  
+\*//+--++++++BALAYAGE.....---//\*\*\*\*\*+  
+\*//+--++++++chords.....---//\*\*\*\*\*+  
+\*//+--++++++specifica.....---//\*\*\*\*\*

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**Ticket: # 561971 - Cannot get reliable Internet**

**Date:** 9/30/2015 6:20:42 PM

**City/State/Zip:** Twin Falls, Idaho 83301

**Company Complaining About:** Filer Mutual

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## **Description**

I am unable to get reliable Internet at my house. I have used 2 different ISPs offering me wireless Internet and each were not reliable. It would constantly drop and I would never get the speeds that I was paying for. For the past 2 weeks the Internet signal would be solid between 8 am and 6 pm MST, but would drop completely between 6 pm and 3 am MST. The ISPs response to the drops is that there is some kind of interference between the tower and my dish that is disrupting the signal. Their recommendation was to find another ISP. I am pretty much out of options for ISP providers now in my area.

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**Ticket: # 562171 - Denial of WiFi Service**

**Date:** 9/30/2015 7:59:25 PM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

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**Description**

Once again we were denied wifi service to our device. We discovered the use of what we believe this time was a directional antenna use to block a defined area of disruption. It showed up about 15 minutes prior to the game being stated and ended about ten minutes after he game ended. This IP address we believe may be the device they are using to deny service. The IP address of a Liteon device is (b) (6) We are eliminating anything we can explain or know the IP address of. However this device has shown up consistanly and we have yet to be able to remove it from a known device list.

We believe this activity to highly illegal and ask for you to investigate.

Thank you.

---

**Ticket: # 562221 - Unwanted Phone Call**

**Date:** 9/30/2015 8:26:34 PM

**City/State/Zip:** Sylmar, California 91342 (b) (6)

**Company Complaining About:** Global Tech/cleveland Ohio/ 216-586-3954

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**Description**

To Whom It Does Concern:

I have received numerous phone calls from (216) 586-3954 in Cleveland, OH from a man with a foreign accent (India?). He says I am having problems with my computer and he can fix it. I tell him I have a computer man who es care of my computer and I don't need his services. I then ask him not to call again. He called a couple of days ago and I asked him how he got my number and how does he know about any problems with my computer. He said he had my name and number in his system. He said his company was Global Tech and I already had his name & phone # from my Caller ID in my phone. I immediately thought scam. Is there anyway your organization can stop these calls. I have my phone # in a DO NOT CALL database, but that hasn't helped. Thank you.

(b) (6)

PS: Please, DO NOT give, sale or share any of my information with any other organization or group.

---

[Ticket: # 562508 - Aggressive virus like file from Ann Arbor 107one | WQKL-FM](#)

**Date:** 9/30/2015 11:47:22 PM

**City/State/Zip:** Novi, Michigan 48374

**Company Complaining About:** University Of Michigan

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## **Description**

Ann Arbor's 107one | WQKL-FM is downloading unauthorized files onto my daughter's laptop that plays an advertisement about the radio station. This virus like file cannot be easily identified or stopped.

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[Ticket: # 562704 - Computer Hacking](#)

**Date:** 10/1/2015 8:11:23 AM

**City/State/Zip:** Surprise, Arizona 85388

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**Description**

Postal Mail Ticket Ready For Data Entry

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[Ticket: # 563016 - Frontier Internet](#)

**Date:** 10/1/2015 11:07:24 AM

**City/State/Zip:** Salem, Ohio 44460

**Company Complaining About:** Frontier Communications

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### **Description**

Her Internet has been down since 9/15. She has made numerous calls to the company and they make several unfulfilled promises to have someone repair the service, to no avail.

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**Ticket: # 563852 - Spam Text**

**Date:** 10/1/2015 3:01:27 PM

**City/State/Zip:** Sherman Oaks, California 92401

**Company Complaining About:** Verizon Wireless

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**Description**

I received a Spam text from (b) (6) advertising sunglasses.

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**Ticket: # 563959 - Unwanted Spam Coming from the Eastern Kentucky University .edu Mail Domain**

**Date:** 10/1/2015 3:34:12 PM

**City/State/Zip:** Glen Burnie, Maryland 21060

**Company Complaining About:** Verizon

---

**Description**

Since May of 2015 I have been receiving unwanted email spam from individual(s) using the Eastern Kentucky University (EKU) mail domain (@EKU.edu). I have spoken with EKU's tech support department about the spam and they have not corrected the problem.

The individual(s) appear to have gained control of EKU's mail domain and are making/using multiple individual email addresses to send out an ever increasing number of spam advertising every product and concept under the sun. So far this amounts to 28 spam emails in the last two days and hundreds of emails since the problem started.

I do not wish to click on any links in the spam as many of these spam emails are flagged by my internet security software as phishing attempts (I use both Malwarebytes and Kaspersky).

Verizon's FAQ on this topic states that they cannot take action against another ISP.

Please take action to force EKU from allowing their mail domain being used as a spamming site and clogging up my email inbox.

tk

(b) (6)

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**Ticket: # 564051 - No Internet Services for one week****Date:** 10/1/2015 4:00:47 PM**City/State/Zip:** Chicago, Illinois 60645**Company Complaining About:** Comcast

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**Description**

I am filing a complaint against Xfinity Comcast . As of last week on Monday, Sept 21st at about 6 30 pm we lost complete connection to all of our services no cable, phone, or internet. I called Xfinity and spent about 50 minutes on the phone trouble shooting and they were unable to assist me. They told me that the soonest they could get a tech to my home was Friday, Sept 25th between 5 pm - 7 pm. However they mentioned since I was completely out of service that they would escalate the issue (ticket 031867941) and with this escalation the tech would come on Tuesday and he would call me to confirm the arrival time. The next day on Tuesday I received a call from a Tech letting me know that someone would be coming in today from 5 pm-7 pm. The Tech never arrived. By Wednesday I am informed that there is an outage in my area and that they are working to repair it I received multiple times that the outage would be fixed and it never was that day. Thursday I called corporate I had a Customer Care assigned to me and I was still with out services. Friday the tech finally came told me there was no outage that Xfinity performs shady business practices. My services were back up and running now today Thursday 10/1/15 my services are back down due to a supposed outage. I am looking to get a month refunded the is a huge inconvenience I work from home and I am unable to perform my job due to lack of internet. They continue to waste customers time requiring a tech visit for issues they are having which means not only do I have to work from a coffee shop because I have no internet but then I have to leave early when a tech is scheduled and hope that he actually arrives. Please investigate this company review the consumer posts on their FB account there are many consumers like me having major issues with this company.

---

**Ticket: # 564178 - Data caps**

**Date:** 10/1/2015 4:33:59 PM

**City/State/Zip:** Miami, Florida 33055

**Company Complaining About:** Comcast

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## **Description**

It is very unfair that I just finished signing up for comcast services, and I receive a letter that my Internet service is being capped at 300gb. When originally there was no cap on the initial agreement. The cap is ridiculous and just another method of milking the public. If you were to download a new game via digital download... some games are now starting to measure in the 120gb range. So just downloading one game would make you almost half way towards the cap. This is unacceptable of Comcast. Thank you.

---

**Ticket: # 564288 - CALM violation - Amazon Echo Commercial too loud on Internet**

**Date:** 10/1/2015 5:13:26 PM

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

**Company Complaining About:** Xfinity, A Comcast Company

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## **Description**

"Amazon Echo" commercial is much louder than any other commercial on my Xfinity online TV service. It is noxious and actually hurts my ears. It blasts as soon as it starts, not giving me time to silence it. This is in violation of the CALM act, from what I have read on your site.

Q: What does the CALM Act require the FCC to do?

A: Specifically, the CALM Act directs the Commission to establish rules that require TV stations, cable operators, satellite TV providers or other multichannel video program distributors (MVPDs) to apply the Advanced Television Systems Committee's (ATSC) A/85 Recommended Practice ("ATSC A/85 RP") to commercial advertisements they transmit to viewers.

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[Ticket: # 564738 - Comcast](#)

**Date:** 10/1/2015 8:05:38 PM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

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**Description**

Receive unreliable internet service with outages almost daily.

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[Ticket: # 564923 - Unusable internet service from comcast](#)

**Date:** 10/1/2015 9:49:18 PM

**City/State/Zip:** Cypress, Texas 77429

**Company Complaining About:** Comcast

---

## **Description**

Internet connection constantly dropping from wired and wireless connections

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[Ticket: # 565132 - Centurylink will not fix Internet issues](#)

**Date:** 10/2/2015 3:41:54 AM

**City/State/Zip:** Inverness, Florida 34452

**Company Complaining About:** Centurylink

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## **Description**

Internet randomly goes out. If it rains Internet goes down. Every night from 9PM-11PM the Internet is unusable. This is a chronic issue and Centurylink has yet to address the issue. The techs state it is the "Calex" or "Redback". Phone line is very static. The problem has been persistent since at least December 2014. They have fiber to my community but will not install within the subdivision. Centurylink knows they are the only provider allowed in my area, so I have no options for phone or Internet service.

---

**Ticket: # 565145 - Not getting what's advertised or paying for.**

**Date:** 10/2/2015 7:02:21 AM

**City/State/Zip:** Sharpsburg, Maryland 21782

**Company Complaining About:** Comcast

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## **Description**

Ever since Comcast has upped their "Blast" speeds, my latency and reliability has decreased. When they last upped the speed to 150Mps, I purchased new equipment to handle the new speeds. Since they've upped the speed to 150Mps, with their old and my new equipment, I can't even load their (Comcast) website without delays and stuttering.

I have spent over 2 hrs on the phone on the night of Sept 30, slowly making progress with Tier 2. Tier 1 people just keep hanging up on me, or refuse to forward me up to next level. It has already been proven that is not the wiring from street to house, but actual "headway" and routing equipment servicing my connection that has issues (confirmed by tier 2 tech thru tests).

I've been ignored by regional help people, along with no call backs by the phone help support people who can't speak english.

The only help and validation I received was from Tier 2 on Sept 30th. She didn't even have the permissions to fix what was wrong.

Calling on the phone for support proves to be pointless, all they want to do is remotely reset modem (same as powering off/on to get new configs) and send out a sub-contractor (also known as sub-par) individuals to check the Wire, which has already proven not at fault.

For over two weeks now I have been communicating with their reps via phone & email with no resolution or response.

I have been paying and subscribing to their top tier internet for years, and have never been able to achieve the service I've been paying for.

All I would like is to receive the service I am paying/subscribing for, and able to use the service reliably. There isn't really an alternative to using Comcast in my neighborhood.

---

**Ticket: # 565237 - Comcast/Xfinity refusal to make things right Phone/Cable and Internet Service**

**Date:** 10/2/2015 9:15:41 AM

**City/State/Zip:** Clinton, Maryland 20735

**Company Complaining About:** Comcast

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**Description**

Comcast hasn't made any effort to resolve the matter of my inability to access two of my Comcast email accounts and reliable phone service with all the features that i pay for. I have called Mr. Warmack during his business hours on several occasions and left a message. I have found that email is the best connection, however he refused to answer any concern or question that i asked via email, he would only respond with "I am trying to contact you" I have had two appointments scheduled to fix the issue with the outside box, which gives service from the main terminals to my house. The outside box is not covered, which causes service interruptions in bad weather which was the case both Wednesday and Thursday in which i had intermittent phone and internet service. The last service was scheduled for September 30th and no one showed up again. My other issue in regards to the email is an internal comcast issue as you can see from the attachment, i am still unable to gain access to two of my comcast accounts. Comcast refuses to credit me up to this point stating that they need to fix the issue first, but they are not trying to fix the issue which is evident from the missed appointments. I am not the only Comcast customer that is having issues with their service, this should be well documented, but it appears nothing is being done to hold them accountable. Customers have no rights. It is very difficult to have to chase down a Comcast rep who can do something, when i have two jobs, dealing with a sick child and now a death. We need someone on the ground who is fighting for our rights. I dont have the energy to chase down a company i am paying for each month who is not providing services and i have to in turn keep proving that i am telling the truth. I throw my hands up and pray to God above that someone who isn't biased by Money will act.

BBB Complaint: 10815749

Regards,

(b) (6)

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[Ticket: # 565199 - Marriott may be blocking internet still on October 2nd 2015](#)

**Date:** 10/2/2015 8:37:02 AM

**City/State/Zip:** Portland, Oregon 97220

**Company Complaining About:** Verizon

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### **Description**

I regularly use my hotspot on my cell phone. Today it does not work in my Marriott hotel room. This Marriott is the Marriott New York Brooklyn Bridge.

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**Ticket: # 565203 - Internet radio player**

**Date:** 10/2/2015 8:40:51 AM

**City/State/Zip:** Downers Grove, Illinois 60516

**Company Complaining About:** AT&T

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## **Description**

The internet radio player I use to stream WXRT radio in Chicago is being voiced over with videos. The URL is: <http://player.radio.com/listen/station/93xrt>. It seems every week they try a different method to voice over this radio player. Thank you

---

**Ticket: # 565312 - Inundated by spam with same non functional opt out link**

**Date:** 10/2/2015 10:07:54 AM

**City/State/Zip:** Alexandria, Virginia 22310

**Company Complaining About:** AT&T

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## **Description**

Over the last few weeks my email is suddenly inundated by various spam from unknown parties. Some mailings have opt out links at the bottom, each link is unique but they all forward to the same url: <http://menuplusgolf.net>

---

**Ticket: # 565402 - Google Reported Suspicious Activity on Account after receiving Right to Sue from US DEPT. OF JUSTICE**

**Date:** 10/2/2015 10:44:43 AM

**City/State/Zip:** San Diego, California 92105

**Company Complaining About:** Cricket

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**Description**

I also received the Right to Sue from the US DEPT. OF JUSTICE CHARGE NO: (b) (6) against my employer and wanted to report from Google Suspicious Activity on my email account 2 times from Houston TX, ? Along with my phone being under same and reported to Cricket Service Provider along with Cox Cable in San Diego, CA. I also filed several complaints with the FCC /(EEOC case is on file in San Diego, CA)before under phone number (b) (6), including Capital One Credit Fraud Division. And several complaints to the US CONSUMER AFFAIRS DEPT. via US POSTAL SERVICE on file under my phone number (b) (6) I know that I am only one African American male out of all the complaints you do receive but should there not be any concern when I have gone to contacting several Agencies/DEPT. about my Harassment Issues? I will add this complaint from Google to my Civil Lawsuit ADA/ CIVIL RIGHTS DIVISION. Just wanted to know how can any Employer/ Agency continue to get away with such interception of privacy after filing over several complaints to make it look like I'm over reporting the issue to cover there tracks?

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**Ticket: # 565815 - Internet/ T.V,**

**Date:** 10/2/2015 12:55:40 PM

**City/State/Zip:** Roanoke, Virginia 24018

**Company Complaining About:** Cox

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## **Description**

To the best of my knowledge, my internet is being tampered with by a secondary party and my audio output on my T.V. has sounds other than those directly related to the program at hand. This has been going on for quite sometime and I have become outraged by all this nonsense. I have complained numerous time to my provider of services, Which is Cox Communications located in Roanoke, Va. You can contact them at 540-776-3848. I hope you can resolve this problem. I feel as there is unlawful activity going on. Feel free to contact me, (b) (6) at (b) (6) or by calling (b) (6) Thank you and I hope you take action on the matter.

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[Ticket: # 565857 - ATT-Uverse blocking Internet access from mobile phone](#)

**Date:** 10/2/2015 1:05:39 PM

**City/State/Zip:** Nevada City, California 95959

**Company Complaining About:** AT&T

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## **Description**

I have an Iphone 6. I cannot access the internet through my emails because it is blocked by a message from att Uverse that says my account needs immediate attention. I have been on the phone for 106 minutes during work hours and spoke with four different people trying to address this issue. There is nothing wrong with my Uverse account. Bills are paid. I believe this type of messaging and a blanket blocking my use of the internet is illegal.

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**Ticket: # 566038 - Secondary Internet Programs such as "SCIO" SOCIAL NETWORK**

**Date:** 10/2/2015 2:00:31 PM

**City/State/Zip:** Redding, California 96001

**Company Complaining About:** I Don't Know

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## **Description**

THERE IS A PROGRAM KNOWN AS "SCIO" ALSO KNOWN AS: "QXCI". IT IS A SCALAR WAVE TECHNOLOGY. ALTERNATIVE HEALING PRACTITIONERS USE THIS ALONG WITH OTHER PEOPLE. THERE IS A "SECONDARY" TYPE OF PROGRAM THAT UTILIZES THE INTERNET THROUGH "SCIO". IT IS THE SCIO SOCIAL NETWORK. THIS NETWORK IS CONNECTED THROUGH THE INTERNET VIA SATELLITE. IT IS ILLEGAL. THEY ARE USING TECHNOLOGY THAT IS ILLEGAL ON THIS NETWORK. IT IS A SECONDARY INTERNET APPLICATION. TO INVESTIGATE THIS YOU NEED A 'SCIO' PROGRAM. YOU CANNOT GET A SCIO PROGRAM SEPARATELY ANY LONGER. YOU NEED TO PURCHASE A "LIFE MACHINE" FROM COMPANIES LIKE: "WWW.QUANTULIFEPRODUCTS.COM". THIS MAY BE THE ONLY ONE AVAILABLE TO ACQUIRE THE LIFE MACHINE WHICH HAS THE PROGRAM PRE-INSTALLED. THEY ARE USING MK ULTRA ASSAULT APPLICATIONS ON THIS NETWORK. THEY HAVE BEEN USING THIS FOR YEARS UNDETECTED. IT IS USED BY THE FILM INDUSTRY. IT IS A SECONDARY - SEPARATE INTERNET. THEY USE A MODEM THAT CONNECTS SCIO TO THE INTERNET. YOU CAN SEE THIS IF YOU ACQUIRE A SCIO OR LIFE MACHINE. THE PEOPLE INVOLVED AT WWW.QUANTULIFEPRODUCTS ARE SCIENTOLOGISTS AND THEY ARE INVOLVED WITH A NAZI ORGANIZATION. THIS IS NOT A JOKE. PLEASE TAKE THIS SERIOUSLY. LEON PANETTA, FORMER CIA DIRECTOR FROM THE REAGAN ADMINISTRATION BROUGHT MK ULTRA TECHNOLOGY INTO SCIENTOLOGY. THEY INTEGRATED IT INTO COMPUTER FORMAT AND USE IT WITH SCALAR WAVE TECHNOLOGY AKA: SCIO. I HAVE A BLOG AT: "HIGHTECHKIDNAPPING.BLOGSPOT.COM". IT HAS A LIST OF THE SCIO PAGE TITLES TO LOOK UP. IF YOU GET A LIFE MACHINE YOU WILL NEED A PASSWORD TO GET INTO THE NETWORK: "WHITE STORM". THEN TYPE IN: "SCIO" THIS WILL GET YOU INTO THE MAIN DIRECTORY. YOU NEED TO LOOK INTO THIS. THEY ARE USING THE INTERNET TO HARASS PEOPLE, EMBEZZLE MONEY, SCAMS, AND WORSE. PLEASE TAKE THIS SERIOUSLY. CHIROPRACTORS USE THIS ALSO. IT HAS A THERMAGRAPHIC CAPABILITY TO SCAN INFLAMED TISSUE AS WELL AS THE FACT THAT IT CAN ACTUALLY BE USED TO REMEDY A MYRIAD OF HEALTH DISORDERS. (b) (6) OF ASHLAND/MEDFORD OREGON IS A PRACTITIONER WHO USES THIS TECHNOLOGY. THIS PRODUCT IS NOT REGULATED OR REGISTERED BY OR WITH THE FDA. THEY CAN MONITOR PEOPLE AND COPY PERSONAL INFORMATION FROM ANOTHER HUMAN BEING THROUGH THIS TECHNOLOGY. THEY USE "REPLICATION TECHNOLOGY". THEY CAN ADMINISTER POISONS, AFFLICT INJURY AND MUTILATE THE CELLS AND TISSUES OF THE HUMAN ANATOMY. THIS IS MK ULTRA TECHNOLOGY THAT THEY ARE USING. THIS IS NOT A CONSPIRACY THEORY. THEY HAVE CONNECTED THIS PROGRAM TO FACE BOOK, GOOGLE, CRAIGSLIST, YOUTUBE. THERE IS REASON TO BELIEVE THAT THE FOUNDERS OF FACEBOOK, ETC. ARE INVOLVED. YOU NEED TO LOOK AT THESE PAGES ON SCIO NETWORK AFTER YOU TYPE IN THE PASSWORD: "WHITE STORM" TYPE IN THE SEARCH BOX:

"MY COLUMBINE"

"UNITED NATIONS"  
"NORTH KOREA"  
"SCIO PROJECT"  
"ATLANTIS RISING"  
"IMAX"

LOOK FOR VIDEOS, RECORDINGS, DIAGNOSTICS AND DELETED FILES

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[Ticket: # 566256 - Extremely Slow Internet Speed](#)

**Date:** 10/2/2015 3:14:07 PM

**City/State/Zip:** Burlington, North Carolina 27215

**Company Complaining About:** Time Warner

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**Description**

I pay for premium high speed internet. But our internet speed is often so low, the test times out (0.2 mbs). I've complained to Time Warner Cable and they say there's nothing they can do despite the fact they're charging me for high speed internet access.

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**Ticket: # 566693 - Frontier Communications - Constant poor service, inability to resolve internet and phone issues.**

**Date:** 10/2/2015 5:25:20 PM

**City/State/Zip:** Hemlock, New York 14466

**Company Complaining About:** Frontier Communications

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## **Description**

I am a long standing customer of Frontier Communications. Over the last two months my phone/internet service has stopped working and Frontier has taken over two weeks to even respond to the constant calls. Everytime I call the response is that the ticket is due about 3 days in the future! These are for the same ticket, current one over a week old. Frontier Communications can't commit to their service levels and I want to know what I can do to cancel my agreement and search for a new provider if possible.

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[Ticket: # 566784 - Comcast data caps](#)

**Date:** 10/2/2015 6:08:37 PM

**City/State/Zip:** Key West, Florida 33045

**Company Complaining About:** Comcast

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## **Description**

Comcast Data Usage Plan Trials have started in my area. With the option to get unlimited usage for another \$30 per month. So instead of providing better service they are charging more for the same level of service they originally sold me? This would not be happening if they had competition in this area. This is extortion plain and simple. Please look into this.

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**Ticket: # 567141 - Comcast and ridiculous data caps**

**Date:** 10/2/2015 10:51:14 PM

**City/State/Zip:** Torrance, California 90501

**Company Complaining About:** Comcast

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## **Description**

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for several years now. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go. Last month, I used 362 gb and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded 2 movies and a video game last month, but this is all normal behavior exhibited by a large number of the population! How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that doesn't even make sense. These data caps are endangering the services offered by Steam, Netflix and MMO games such as FFXIV and World of Warcraft. Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. I'm not a politician and have no voice in the halls of justice, so I must rely on you to stand up for the rights of myself and the millions of users like me that are being abused by the monopoly that is Comcast.

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[Ticket: # 567173 - Centurylink has a 250gb data cap](#)

**Date:** 10/2/2015 11:18:56 PM

**City/State/Zip:** Denver, Colorado 80224

**Company Complaining About:** Centurylink

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## **Description**

I have 3 kids, 4 computers, two gaming system, a couple tables, and 4 phones. I have learned that Centurylink now has a 250gb data cap. I noticed my internet last month was slower than usual. When I contacted the company, they informed me that my internet has been slowed down because of a data cap and there was nothing they could do. Now, whenever we reach that limit, our subscription for 40gb down speeds will be reduced but we will still have to pay the higher rate.

This is completely unfair and downright deceptive. I only learned this by contacting customer support for slow internet.

---

**Ticket: # 567199 - Data Cap**

**Date:** 10/2/2015 11:31:14 PM

**City/State/Zip:** Excelsior, Minnesota 55331

**Company Complaining About:** Comcast

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## **Description**

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for several years now. I've never, ever had as many issues as I do with Comcast- and to top it off, they want to add a 300 gb data cap to discourage streaming services such as Netflix, Spotify and HBO Go. Last month, I used 362 gb and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded 2 movies and a video game last month, but this is all normal behavior exhibited by a large number of the population! How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that doesn't even make sense. These data caps are endangering the services offered by Steam, Netflix and MMO games such as FFXIV and World of Warcraft. Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing my family money for corporate greed. I'm not a politician and have no voice in the halls of justice, so I must rely on you to stand up for the rights of myself and the millions of users like me that are being abused by the monopoly that is Comcast.

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[Ticket: # 567215 - Comcast data cap now in effect.](#)

**Date:** 10/2/2015 11:39:17 PM

**City/State/Zip:** Weston, Florida 33331

**Company Complaining About:** Comcast

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## **Description**

Starting today, Comcast is setting a 300GB monthly cap on everyone in my area's Internet (Weston, FL). If we want what we had before (unlimited), we have to pay another \$30 per month. They have the monopoly in my area and are absolutely abusing this fact. We continue to be BEHIND all other major countries in this field because this CONTINUES TO BE OKAY.

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**Ticket: # 567227 - Comcast Datacap**

**Date:** 10/2/2015 11:43:56 PM

**City/State/Zip:** Coconut Creek, Florida 33073

**Company Complaining About:** Comcast

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## **Description**

Comcast Has just activated their datacap in my area and only just warned me it was going into effect 13 days prior (attached is the letter they sent me) though that isn't my main complaint. It is pretty obvious that they are afraid their monopoly is beginning to falter slightly as streaming services now replace much of cable TV. And now they are punishing me for streaming Netflix and spotify by capping my data so I have to pay more for every 50GB I use, July 2015 I used 586GB, August 2015: 712GB. August alone if their "data plan" was already in effect I would have spent an EXTRA \$90 on top of what I am already paying them for. This is completely unacceptable and is only going to damage citizens pockets and the newer innovative companies like Netflix and Spotify for doing what Comcast didn't which is INNOVATE. This should not be legal.

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**Ticket: # 567271 - comcast pricing & service & poor customer service**

**Date:** 10/2/2015 11:59:50 PM

**City/State/Zip:** Spokane, Washington 99207

**Company Complaining About:** Comcast

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## **Description**

Basically for the past 7 months, i have been dealing with shoddy internet, drop outs ranging from 3-20 times a day, every day, with minor exceptions (1-2 days a month where i have no drop outs for a whole day that i notice) I use this internet frequently and often i stream, i download games(legally through steam) I like to switch out my games and now my bill is at 200\$ because they never notified me with a letter or email stating that they will be charging me 10\$ for going over 300gb. This is ridiculous my normal bill is ~150\$ A MONTH! For 'preferred tv' which includes 3 tv boxes so my family can watch tv on 3 separate tvs, they aren't fancy just gives "above basic" channels.

I have called and complained and the most they offer me is free HBO or free stream pix both of which i do not use and i have asked for monetary compensation and the most i have gotten and total to date is 20\$.

20\$ for dropping internet everyday. I can't play games with friends because we have to start over every time i disconnect and that's if i don't get keep getting disconnected everyday. I am literally at my wits end I even upgraded to BLAST performance, hoping it solve the issue, but no. They have sent a tech out to try to fix it and i felt honestly stupefied and they were taking advantage of me because all he did was 'tighten the cables' on the back of the boxes with a wrench, literally just turning the coax cable plugin to be more snug, i am not an idiot i know how electricity/signals work. a 1/16 turn will do no better for connectivity when the whole thing is going offline and i have told them this and all they do is say "we are upgrading your firmware this wont happen anymore" i FEEL LIKE i am being robbed and i need internet. Its a basic commodity i pay for.

I cannot use DSL because the speed is not enough to handle netflix streaming that my other family members uses including me streaming. They are money hungry assholes. I have seriously thought about going into their comcast center and causing a scene just so they pay attention to me. I AM LIVID! I cant do anything about it but fork over what i owe them every month with them doing nothing to resolve my issue but put me oh a phone call on hold while they sweet talk me. THIS NEEDS TO BE FIXED OR THERE NEEDS TO BE A LAW.

Now, let me get on to them setting a DATA CAP. This is the upmost redicolous claim they have. In the day and age we are in its basically forcing atleast 50% of their subscriber base to pay an EXTRA 30\$ A MONTH JUST SO WE DONT FACE FEES FOR GOING OVER. I really wonder what is the point of having "120mb/s download" if i can use that and go over 300gb in a single day. That is the up most ridiculousness for a company to ever have. And what's worse is they have a monopoly, you may not call it that, but its true. I cannot subscribe to another internet in my area without severe reduction in speed, so much so it would be like going back to dial up.

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**Ticket: # 567296 - Modem Restarting/ Internet Disconnecting**

**Date:** 10/3/2015 12:25:59 AM

**City/State/Zip:** Fort Walton Beach, Florida 32548

**Company Complaining About:** Centurylink

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**Description**

My modem restarts about once every 10 minutes, and it makes it impossible to accomplish anything (emails, netflix, gaming). I just signed up with Century Link and I am very disappointed so far. Hopefully they can fix it, but after the 1,000s of comments I read about this happening to many other people, I am afraid I will be tempted to pay the early termination fee of \$200, even when they did not hold up their end of the contract.

I tried submitting this complaint about 10 minutes ago, but as I clicked submit the internet went out. So hear I am typing this up again, waiting for the DSL light to quit blinking and stay lit so I can get this complaint to submit during the tiny window of actual internet capability. Century Link needs to uphold their contracts and provide their customers with what they actually advertise.

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**Ticket: # 567303 - Severe WIFI Interference****Date:** 10/3/2015 1:04:28 AM**City/State/Zip:** Lusby, Maryland 20657**Company Complaining About:** Comcast

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**Description**

After Comcast installed a Hot Spot in February for the nearby marina in our residential neighborhood, we lost the use of our WIFI. The Hot Spot Totally overpowers our WIFI. I had to get a dual band Modem and purchase a USB WIFI adapter to enable the 5 because the 2.4 is not useable. That worked temporarily, UNTIL last week when the Marina installed a Signal Booster and Extender in their Pool House. Now we have NO USE OF ANY WIFI. This is Awful and should NOT BE ALLOWED! This Also makes our Comcast phone line's portable telephones unusable! No WIFI and no PHONE service. PLEASE HELP US!!! Attached are photos of the equipment on the pole and into the pool house and back out.

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[Ticket: # 567380 - Data caps in Miami, FL](#)

**Date:** 10/3/2015 7:37:53 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Comcast has installed data caps on the bandwidth

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[Ticket: # 567452 - Interfering with Internet Traffic by Cox Cable New Orleans - Internet Services](#)

**Date:** 10/3/2015 9:58:02 AM

**City/State/Zip:** New Orleans, Louisiana 70124

**Company Complaining About:** Cox

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## **Description**

Cox Cable of New Orleans has begun to insert advertising into my internet traffic. This occurs on when my mobile device is connected to my home wifi. These ads are of the redirect variety and overtake the current browsing session forcing you to either click through their ad or close the browser. There is no option to ignore or escape the ad page without closing the browser and starting over, and even then the ad comes right back when you reopen the browser.

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[Ticket: # 567503 - Spamware](#)

**Date:** 10/3/2015 10:56:53 AM

**City/State/Zip:** Long Branch, New Jersey 07740

**Company Complaining About:** Comcast

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## **Description**

While browsing on Safari I got a message that my browser crashed due to third party application. They gave me number to call for immediate support. The number was 844-240-2198. They asked for the serial number of my iPad and said they could fix the problem permanently for \$45. I said no and reset my iPad.

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[Ticket: # 567562 - Jamming of WiFi](#)

**Date:** 10/3/2015 11:38:41 AM

**City/State/Zip:** Cushing, Oklahoma 74023

**Company Complaining About:** 1600am Kush

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## **Description**

Again at about 6:45 Friday evening this happened to us again. We believe in one way or another this entity is jamming our ability to use wifi on our devices. This occurrence is consistent with the same information given in other complaints, just another time and date when it occurred.

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**Ticket: # 567781 - Mass WiFi broadcasts causing interference****Date:** 10/3/2015 1:43:00 PM**City/State/Zip:** New York, New York 10028**Company Complaining About:** Time Warner

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**Description**

time warner cable in new York city , does not provision their equipment properly , they are setting up hotspots all over Manhattan and outer boroughs without consent from local businesses or people who live there. On almost any given WiFi broadcast chanel there is tremendous interference from time warner cable equipment . this can be seen based on the SSID, all twc equipment will start with TG.... Or DG..... Even customers home equipment is not provisioned properly and there is tremendous interference for all residential users as well as the broadcast strength being too powerful , seeing customers networks from almost a block away.

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[Ticket: # 567846 - someone/something is trying to get access to my computer](#)

**Date:** 10/3/2015 2:31:27 PM

**City/State/Zip:** Radcliff, Kentucky 40160

**Company Complaining About:** Time Warner

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## **Description**

I have not allowed it but I'm sure others have. It is a known issue at my internet security company. The problem comes up during activity on the computer and interrupts what I'm doing. I did call the number and there is no id given at the start and when asked the person I talked to said it was the Apple Security Team. I do not have an Apple product to begin with. They ask for computer access to fix the problem. I don't give it to them. The number provided last night was 888-892-212. The number today was different and my print screen did not work. It was an 855 number. The number changes for every screen that comes up. I don't have the number today because I call on a simple land line that only stores the last number called and that was my security system provider.

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**Ticket: # 568049 - ATT continuing technical problems**

**Date:** 10/3/2015 5:15:21 PM

**City/State/Zip:** Olathe, Kansas 66062

**Company Complaining About:** AT&T

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## **Description**

I am constantly losing my wireless connection, and my DNS service.

I filed a previous complaint a few months ago against ATT, and since ATT gave me a special pricing term, of \$36.00 a month for Internet service, for that previous complaint, I have had NOTHING but problems. Their techs have been to my home several times and have changed out the modem 4 times, and they said they have checked the lines and equipment in/outside plus changed their fiber card, with no resolve to my problem. This last time today 10/3/15 online with a remote ATT tech, he was again going to send out a field tech. I asked what this tech would do differently than the last 4 techs, and he abruptly dropped the on line conversation with me. I am fed up with ATT, tired of paying for unresolved line trouble, which I think may be purposely done, certainly with them being in the wireless business, they should be able to determine why I keep losing my wireless signal, and my DNS service.

---

**Ticket: # 568174 - Comcast - Failure to fix issues**

**Date:** 10/3/2015 7:26:26 PM

**City/State/Zip:** Manahawkin, New Jersey 08050

**Company Complaining About:** Comcast

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## **Description**

I have been having 2 issues with Comcast. The first is that I pay for faster internet but I do not get a steady signal. When hosting a Microsoft Lync conference call from home the internet pauses for 5 to 10 seconds every one to two minutes. This has been an issue for a year and is not resolved. Comcast continues to charge me for a service that is not being delivered as described or charged for. I have had about a dozen service calls and they have replaced everything here twice along with 6 modems. Still no resolution. When I call and ask for an executive complaint team member to manage my complaint as a single point of contact until resolved, I am hung up on. I am a reasonable person, since this has been going on for a year now with no resolution, and need assistance getting the service I pay for on time and in full every month. The second issue is a TV issue that was supposed to be resolved but has not. The commercial are notably louder than the t.v. shows. I was informed previously this would be resolved but still continues. Please assist in resolving these issues with a company that does not provide the service they charge for and do not make it easy for the customer to get assistance and resolution. Thank you.

---

**Ticket: # 568467 - Assistance Resolving Internet Problems**

**Date:** 10/4/2015 5:56:35 AM

**City/State/Zip:** Corrales, New Mexico 87048

**Company Complaining About:** Comcast

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**Description**

On 10/02 we began experiencing problems with our internet. Upon contacting Comcast I was instructed that I had a faulty modem and needed to swap the unit for a new one. After swapping the modem, the problem is still apparent. We are experiencing packet loss and extremely high latency. I have contacted Comcast numerous times, both by phone and through the internet. I was instructed that someone would investigate the internet problems that we are experiencing and that someone from Comcast would contact me. Neither has been the case. The problem still exists and no one has contacted me.

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[Ticket: # 568752 - internet service](#)

**Date:** 10/4/2015 10:47:26 AM

**City/State/Zip:** Ville Platte, Louisiana 70586

**Company Complaining About:** Centurylink

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### **Description**

Slow internet, works half the month, outrageous price, pay for full month of service and rarely works, and when it is on its so slow you can't use it. Pond water slow speeds, unreliable service, all at premium prices.

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[Ticket: # 568882 - Comcast Data Caps](#)

**Date:** 10/4/2015 11:58:49 AM

**City/State/Zip:** Mohawk, Tennessee 37810

**Company Complaining About:** Comcast

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## **Description**

Data caps are regressive, unnecessary and restrictive purely in a bid to bolster the bottom line. ISP's are in the business of providing access to the internet. Providing that with a data cap is ridiculous in a world where the use of data increases regularly and we are clearly pushing society to be constantly connected.

---

[Ticket: # 568950 - Internet shut off without authorization, bill paid, no issues brought to my attention.](#)

**Date:** 10/4/2015 1:15:21 PM

**City/State/Zip:** Davenport, Florida 33897

**Company Complaining About:** Verizon

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## **Description**

I changed services with Verizon (un-bundling account to have internet only) and a new account was created at the same service address without my authorization. This also knocked out my internet for what seems to be a period of at least five days. Verizon is unwilling to do anything about it and says that it is SOP.

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[Ticket: # 569211 - Comcast service](#)

**Date:** 10/4/2015 4:10:30 PM

**City/State/Zip:** Huntley, Illinois 60142

**Company Complaining About:** Comcast

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## **Description**

I have had Comcast service for yrs in my name and my wife's name I have called and called since 2013 about the Internet service and trying to have them come out and check the wiring for weak signal and they have just keep on brushing me off and I have decided to be late on my payments cause why should someone pay on time for service they haven't gotten for two yrs and I pay it but I pay it late and I can never get anyone to understand what I'm going thru it's not just me and my wife but my kids are in college and need Internet and we re not getting what we need or what we were promised my kids just end up going to the library and getting stuff done there cause they can do much here

---

[Ticket: # 569293 - My previous employer has Cyber Hacked my personal laptop](#)

**Date:** 10/4/2015 5:38:05 PM

**City/State/Zip:** Wauconda, Illinois 60084

**Company Complaining About:** AT&T

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## **Description**

Hello:

What recourse do I have as my former employer has cyber hacked my personal laptop for over 3 months now? This is probably illegal and I have no idea why they are doing this. They have disabled my Administrator Account and constantly knock me off of the internet. I don't know what they are using my computer for, but it's probably illegal. Please help!!!

---

[Ticket: # 569442 - I cannot receive my email from Comcast](#)

**Date:** 10/4/2015 8:48:49 PM

**City/State/Zip:** Coon Rapids, Minnesota 55448

**Company Complaining About:** Comcast

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## **Description**

I've had many problems with Comcast since I moved to Coon Rapids. Right now I cannot receive my email. Many calls have been made only to be told the issue is being "elevated" to the next level. Promises to call back have been broken and my time has been wasted. In the meantime, I have important email I have not been able to respond to. Many are education and health related issues which I need to respond to since I'm disabled and on unemployment. I absolutely have reached my limit with the ineptness of their Customer Service. I am cancelling the service next week due to the inability to resolve the problem. I likely will lose all the email in the process

---

[Ticket: # 569500 - message blocking](#)

**Date:** 10/4/2015 9:53:44 PM

**City/State/Zip:** Lincolnton, North Carolina 28092

**Company Complaining About:** Charter

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## **Description**

Messages incoming to my email are not containing links allowing me to correspond with other sites. Also messages are not being allowed to leave facebook. I want to make sure they are not being blocked intentionally.

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**Ticket: # 569508 - email rejection**

**Date:** 10/4/2015 10:05:44 PM

**City/State/Zip:** Williamsport, Pennsylvania 17702

**Company Complaining About:** Verizon

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## **Description**

Back in early spring Chilitech changed its IP address when they went to a new server. Since that time any time I send an email to a Verizon customer it is rejected with the message "connect to relay.verizon.net[(b) (6)]:

server refused mail service". I have complained to Chilitech and they stated that a letter had been sent to all internet providers of the change but Verizon has refused to recognize the change. I called Verizon about this in August and the person whom I spoke to stated "well maybe you should just switch providers to Verizon" which I thought was an unfair business practice. It is very annoying to have email rejected and then I have to go to the trouble of using another email account to the Verizon customers. Is there anything that can be done? We still have dial up service where we are located.

---

**Ticket: # 569549 - Comcast Data Caps**

**Date:** 10/4/2015 11:13:13 PM

**City/State/Zip:** Marietta, Georgia 30062

**Company Complaining About:** Comcast

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## **Description**

Comcast keeps offering faster Internet service yet, they are putting data caps in place. This prohibits usage of streaming video and gaming services. I am interested in buying into game streaming services like Nvidia GeForce Now or Gamefly streaming but, I could not afford these under the current limitations (even though the services are an affordable \$7 to \$8/month). When taking into account the extra cost from Comcast for data usage, I can not afford them. Even using Netflix or Hulu video streaming services on a regular basis will cost me extra under the current data caps imposed by Comcast. These data caps are hindering the advancement of technology. At the very least, the data caps should scale with the speed of service. Those paying for faster service will just hit the data caps faster.

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**Ticket: # 570239 - Spam text**

**Date:** 10/5/2015 12:51:16 PM

**City/State/Zip:** Omaha, Nebraska 68135

**Company Complaining About:** Don't Have An Internet Issue.

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### **Description**

I, plus 20 other people with phone numbers similar to mine, recieved a text from info@tx.gov stating WesternUnion-UrgentNotification. Goto: [http:// goo.gl/24dblb](http://goo.gl/24dblb)

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**Ticket: # 570367 - Comcast Data Cap and Data Injection**

**Date:** 10/5/2015 1:20:01 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

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**Ticket: # 570443 - internet scam**

**Date:** 10/5/2015 1:42:33 PM

**City/State/Zip:** Belleair Bluffs, Florida 33770

**Company Complaining About:** Microsoft

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## **Description**

I was contacted by someone claiming to be from Microsoft and scared me into thinking my computer was in grave danger and was being hacked and having serious security issues and they needed to fix it immediately. They sold me a security software and then a month later said it was not working and charged me with another one and then once again with a third one. While doing this the third time they took over my computer, used my Dad's personal email, blocked me from seeing my monitor and tried to extort monies from me. I have been charged with three charges I am disputing and trying to get back as they told me I would be refunded the charges each time for the previous one. When I refused to go along with their demands I was threatened with them crashing my computer and putting malware on it. SI unplugged it from the internet a month ago and am receiving 5 calls a day from their call center so I put my phone on answer phone only to divert the total annoyance. Now my credit card is disputing paying me back my refunds. I am having to take my computer to a special technician to have it analyzed and I have to pay for this too.

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**Ticket: # 570740 - Fraud site**

**Date:** 10/5/2015 3:06:41 PM

**City/State/Zip:** Little Compton, Rhode Island 02837

**Company Complaining About:** Tellusnetworksllc.com

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## **Description**

This site, tellusnetworksllc.com, telephone number 1-800-826-8027, put a pop up on screen that said my system was infected and call their number. They made the site look like Microsoft.

---

Ticket: # 571989 - (b) (6)

Date: 10/5/2015 11:06:31 PM

City/State/Zip: Yonkers, New York 10552

Company Complaining About: Sprint

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## Description

waiving forms (b) (6) was calling 911 to Riverdale coming to @ from

(b) (6) I lived on (b) (6)

(b) (6) She was using (b) (6)

(b) (6) Then they had (b) (6) in (b) (6) waiving papers. (b) (6) is not in (b) (6)

(b) (6). Nusing Home (b) (6)

(b) (6) missing money report jonesday.com Budget Sheet goes to EOC South Broadway Yonkers Ny 10702 they don,t have a men giving a pull up. He came by to say Disorderly conduct. They keep saying some thingto a Women not a Men Investigations www.ag.state.ny.us (b) (6)

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[Ticket: # 572024 - Loud Commercials](#)

**Date:** 10/6/2015 1:18:26 AM

**City/State/Zip:** Gulfport, Florida 33707

**Company Complaining About:** Bright House

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## **Description**

Capital One is running EXTREMELY LOUD COMMERCIALS during playback of CBS' online episodes.

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**Ticket: # 572106 - 2005 Bush Administration Investigation/Surveillance**

**Date:** 10/6/2015 8:26:32 AM

**City/State/Zip:** Frederick, Maryland 21705

**Company Complaining About:** Comcast

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**Description**

Earlier, there was a member of Communications, which commented to me about the safety pins. I was in the middle of the living room, and I stomped my foot, and I told the person to shut up.

Could you lower the Surround Dolby to the 2010 surveillance. Could you close the 2010 surveillance. The federal government, you have allowed the media to talk within my housing a couple of years. The tone many times is been confrontational. I am just trying to sit in my housing, and you have allowed radio and television people, to install in my housing and terrorize(heckle, argue, begin a confrontation, encouraging ambushes, trying to drive a black person(me), to a collapsed place. I have been tortured around my food/beverages for several years, tortured with Neurology.

I'm trying to say to the federal government, to please allow me to sit in my housing in peace. Could you close the 2010 surveillance.

Could you close the 2005 surveillance.

The complaint is suppose to be under television and radio.

Whether the media is viewing me in a negative way or not, I rather they aren't talking within my housing. There will need to be a discussion around Homeland Security Washington, because Communications installed within my housing, annoyed about my deportment within my housing, with the idea of debating to me about it.

The federal government will need to discuss the future of Homeland Security Washington's domestic surveillance programs, and the radio community, the Communications arena within general. Could you close the 2010 & 2005 surveillance.

I will need for Homeland Security Washington, to begin to click off the monitors, where Communications isn't watching my family and I within our housing all day and night, where my family and I, our rights within our housing is protected.

Could you please address the surveillance.

---

**Ticket: # 572241 - Fake Government Website**

**Date:** 10/6/2015 10:03:53 AM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** AT&T

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**Description**

At

<https://govapps1.propertyinfo.com/wam3/activate.asp?a=0400c54e6ac95a3fee4b93e126f782f6&u=857132&w=3>.

This is a spoofed site designed not to give me the information that I need for documents in Bexar County that been buried by purpose. By: (b) (6), all rights reserved, without prejudice, sui juris.

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[Ticket: # 572449 - ongoing internet issues with Atlantic Broadband, uniontown Pennsylvania](#)

**Date:** 10/6/2015 11:37:00 AM

**City/State/Zip:** Smithfield, Pennsylvania 15478

**Company Complaining About:** Atlantic Broadband

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## **Description**

Internet through Atlantic broadband is completely unstable and they cannot correct the problem. We have switched out modems, scheduled service calls that they have not fulfilled, been told the problem was fixed only to have the internet drop again immediately. We've been lied to, as we have found out there is an infrastructural problem that is affecting our entire neighborhood and we've been told that they problem is on our end. We are continually paying for service and we have, on average, 12 hours of downtime per day. My husband works from home 2 days per week and he is now having to make a 3 hour commute 2 more days per week, because our internet is completely unstable. When we call, they have an automated voice message stating that they are experiencing higher than normal call volumes. This is the same recording that we receive every time that we call in. They then ask you if you would like them to call you back if so you enter your phone number for a call back. They do not call you back. If you choose to wait on line for an agent you will minimally be spending one hour and a half on hold before you actually get to speak with someone. I feel at this point this service is verging on criminal because they are stealing our money for a service they are not providing. They continue to take the payment and they would certainly turn off our service if we didn't pay, yet our internet is down for the majority of the day. Last night I had a call stating that they had fixed our service and within 15 minutes the service was down again. Another problem that we are experiencing is that they are the only internet service provider in our area so they have a monopoly. Atlantic broadband needs to be held accountable for their lack of service and for their customer service support which is non existent.

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**Ticket: # 572496 - AT&T Internet Service****Date:** 10/6/2015 11:55:15 AM**City/State/Zip:** Sherwood, Arkansas 72120**Company Complaining About:** AT&T

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**Description**

On Saturday, September 26, 2015, I went to the AT&T store on McCain Blvd, and ordered internet access to be set up at my condo (b) (6) from Steven Moore. Mr. Moore told me my service would be \$50.00 a month for Elite Internet service (supposedly the best and fastest available). He told me a technician would arrive at my condo on October 2, 2015 between 5:30 p.m. and 8:00 p.m. to install my service. When I arrived home on Thursday, October 1, 2015, there was a small brown box outside my front door from AT&T. I called Mr. Moore (501-454-8632), and asked him about the box. He told me the box probably contained equipment which would be needed for my install, and that the technician would still be at my condo between 5:30 p.m. and 8:00 p.m. on Friday, October 2, 2015. Friday morning I received a call from Chris, AT&T technician telling me he would be going by my condo sometime before 4:30 p.m. to activate my service. When I told him that Steve had said the technician would be by between 5:30 p.m. and 8:00 p.m., Chris said that was not accurate information, they never did installs after 4:00 p.m., and that I had all the equipment I needed to install the internet myself. When I got home on Friday, Chris had left a note on my door checking off boxes saying my service had been installed, and that I was happy with this service which was a complete LIE. I opened the box from AT&T, and found a couple of cable wires, but no modem. I called Steven Moore, and he told me he would have a technician come out the next morning, Saturday, October 3, 2015, between 8:00 a.m. and 11:00 a.m. to install my service. I told him I did not have a modem, and he said the tech would bring the modem with him. The technician never showed up on Saturday. I called Mr. Moore, but he did not answer his phone. I called Chris, the technician, and he told me it wasn't his problem. I went to the AT&T store on McCain Blvd, and asked to speak to a supervisor. The woman I spoke with was Monica, she would not give me her last name. Steven Moore was in the back of the store, and would not come out front to answer my questions. I was there for an hour while Monica called the "corporate office" and various other departments. I had to leave to go to another appointment so I asked her to call me when she finally had an answer for my questions. Monica called me later that afternoon, and told me a technician would be out Sunday, October 4, 2015 sometime between 8:00 a.m. and 8:00 p.m. to install my internet service. Chris showed up at 9:45 a.m., he had a modem with him, and my internet service was finally set up. Chris informed me that the original work order he received was not for internet, but for phone service. I told him I never ordered phone service just internet. He told me he could not do anything about that, and that I should call 877-377-1279 to get things straightened out. I called that number, and was told to call 844-249-2624. I called this number, was left on hold for over an hour, and when I finally got to talk to someone they told me they could not help me, and told me to call 800-288-2020. I called this number, was left on hold for 45 minutes, talked to three different people, all of them said it wasn't their problem, and told me to call 877-377-1279. By that point I had spoken with Mark, Kristy, Aisha, and several people who refused to give me their names. I called the 877-377-1279 number again, and spoke with Kathleen. I told her everything that had happened up to that point, she said she would research the problem for me. Then she came back on the line, and told me she needed to talk to some other people. She kept placing me on hold, and I finally told her I needed to leave for work, and asked her to call me back on my cell phone. She left me a voice mail message a few hours later. She told me there were two accounts set up at my address of (b) (6)

(b) (6) . One was for phone service with internet added on, and the other was for standalone internet service. I told her I had only ordered internet service, and I did not want phone service. She told me if they cancelled the phone service, it would also cancel my internet service. She also told me she did not know what my charges would be. So apparently, AT&T expects me to pay for service I never ordered, and for all their mistakes. Kathleen told me I needed to call 800-288-2020 to get my problem fixed. I do not know why AT&T is allowed a license to do business. I've been reading consumer complaints about them, and apparently, they try to scam and steal money from all their customers this way.

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**Ticket: # 574115 - Former neighbor (b) (6) stalking, harassing and electronically harassing me**

**Date:** 10/6/2015 6:49:29 PM

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

**Company Complaining About:** Centurylink

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## Description

October 6, 2015

To the FCC:

I'm officially filing a complaint against (b) (6), who has been stalking, harassing and electronically harassing me for about five years now. It's my contention that (b) (6) is a sociopath. Obviously, he cannot see that what he's doing is against the law here.

In or around 2010-11 or so, I was living in South Minneapolis. We rented a duplex. Unknowing to me, a future stalker was living right next door. Anyway, my girlfriend and I moved from South Minneapolis to North Dakota. To make a long story short, this sociopath followed us to Devils Lake, North Dakota, from Minneapolis. We moved back and were followed by (b) (6) back to Minnesota, our original home-state. We lived in two different places in St. Paul where (b) (6) and his plane were there everyday. Now, we've moved to Blaine, MN, which is about 25 to 30 miles north of Minneapolis/St. Paul and I've been followed by (b) (6) and his plane here, too.

Overall, my biggest concern is that apparently, (b) (6) has overtaken my personal Yahoo! email and made it his. Also, it should be noted that ever since (b) (6) has commandeered my personal Yahoo! email account, at this time, there are about six different people or more currently using my personal email address in Russia, Nigeria, Afghanistan, Pakistan and China, according to Yahoo email tech, Sanantonio. Further, it appears that Sakry is either letting these people illegally use my email address or is renting or has sold my email address to these unknown subjects. Here are the current ISP numbers, which were given to me by a Yahoo! tech named Sanantonio:

(b) (6)  
| | ██████████  
| | ██████████  
| | ██████████  
| | ██████████  
| | ██████████

It should also be noted that there were four to six others who were on a waiting list to use my current email address, as well, along with the six current people. My biggest concern is that anyone of these people could be a "terrorist threat" and then once this possible threat is done, I'm the "scapegoat," because it's my email address that was used. I'd respectfully request that the FCC begin a thorough investigation immediately, so I don't end up getting in trouble.

Please feel free to call me (since my email is not accessible, anyway) at (b) (6). Also, I don't have a current alternate email, either. I'm in the process of getting a harassment restraining order on (b) (6) at the (b) (6) as I live in (b) (6) which is in (b) (6), as well, (b) (6) belongs in prison, as far as I'm concerned.

Thanks for your assistance in investigating my claim. I sure would appreciate if your agency can investigate this, so I can have my email address back as well as to clear my name from any possible future terrorist threats against this nation, which appears to be the intent of this hacker, (b) (6) from Nevada, according to Facebook.

In all sincerity,

(b) (6)  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

---

**Ticket: # 573132 - C579025986 Re: Fwd: Overdue Balance - Account Pending Collections**

**Date:** 10/6/2015 2:45:42 PM

**City/State/Zip:** Haddonfield, New Jersey 08033

**Company Complaining About:** 1&1internet, Inc.

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## **Description**

1&1 Internet, Inc. claims that someone named "Jacqueline" signed up for an account on their site and used my email address as their contact information, they have repeatedly sent me emails regarding this account with no way for me to unsubscribe without signing on to Jacqueline's account. They recently began sending me emails claiming that Jacqueline's account has an overdue balance and is pending collections, I replied to the email and requested that they stop contacting me. However, they have refused to do so.

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**Ticket: # 573436 - Comcast internet**

**Date:** 10/6/2015 3:58:47 PM

**City/State/Zip:** Huntsville, Alabama 35824

**Company Complaining About:** Comcast

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## **Description**

Our comcast internet (and cable) goes out almost every day for several hours a day. We have made service calls and the technician never finds anything, yet the still charge us for the service calls. I have spoken to many (60+) people in our neighborhood, on a neighborhood forum, and they are all having this issue and the same time as everyone else. There is an issue with comcast, not an issue with the individual houses. Comcast refuses to do anything, and when you call they keep giving you the "technician needs to come out and check" response. How many times does a technician need to come to my house before the figure the problem out? I am paying for a service I do not receive and I have no other company that can provide my internet in my neighborhood.

---

[Ticket: # 573557 - Internet connection](#)

**Date:** 10/6/2015 4:27:07 PM

**City/State/Zip:** Storrs, Connecticut 06268

**Company Complaining About:** Charter

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## **Description**

Our internet through charter keeps going out and we can be in the middle of doing something and the internet will cut out. This has been going on for quite some time. I have complained to them and charter said get a new router, which I did and the internet still goes out a number of times each and everyday

---

**Ticket: # 573611 - Reckless !!!**

**Date:** 10/6/2015 4:43:17 PM

**City/State/Zip:** North Hollywood, California 91602

**Company Complaining About:** AT&T

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## **Description**

On Friday August 07th my Desktop Computer was hit with a Trojan which my Microsoft Essential Security Program Properly Quarantined..

Then I called Connectech and they Connected to my Computer..

But then Instead of Identifying the Trojan and Evaluating it..

They Instead went ahead and Began to Delete Things all Over the Computer..

And they were Doing this Very Fast at Lightening Speed..

And by the Time they were Done.. I'd Lost my Emails.. and I was Getting Dollar Signs on my Documents.. and Ghost Documents in my List..

Based on this Harmful Display of Behavior..

It is my Opinion that Connectech which is an Overseas Setup.. does Not care about us in the United States.. and mistreats Us as Disposable..

And it is this Misrooted Mindset which Leads to this Sort of Unacceptably Harmful and Reckless Behavior..

And needless to say we have No Place for it in Our Society.

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**Ticket: # 574239 - Computer Access Prevented To Patients - Austin State Hospital**

**Date:** 10/6/2015 7:30:57 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** Time Warner

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## **Description**

This has been going on for a month at the building (b) (6) that because one employee has a personal life, the hospital refuses to find someone to support her position when she doesn't feel like doing her job anymore. I am the only individual/hostage with a tablet, and no printer, so when (b) (6) bails again, and the administration chooses not find someone to take over for her, CONVENIENTLY, the patients pile on to me for use of my tablet so they can connect with their loved ones or try to hang on to what little life they have left. I keep getting told to be patient. I have been dealing with a corrupt judge steady since 2009, and that SOB is liking it. DO SOMETHING. By: (b) (6) all rights reserved, without prejudice, sui juris.

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**Ticket: # 574246 - Viasat Internet Provider**

**Date:** 10/6/2015 7:33:26 PM

**City/State/Zip:** Nuevo, California 92567

**Company Complaining About:** Viasat

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## **Description**

When Directv referred me to Viasat i was informed that they provided service to my area with same speed we were acustom to with no interuptions. Viasat setup a dish on the back of my home for service. within weeks techicnans were sent out to adjust equipment calls were made in the first 30 days to address cervice issues/troubleshoot the problem. When calling ive been given the runaround with management, i have also documented these calls and dates and faxed my complaint to corporate. I have made every attempt possible to resolve this matter with the provider who is intent on pre charging my credit card for the remainder amount of contract which started in March 2015.

---

[Ticket: # 574767 - FBI ATF stingray aircrafts throttling 4G LTE phone speed to 2G over the past months](#)

**Date:** 10/7/2015 5:44:05 AM

**City/State/Zip:** Los Angeles, California 90017

**Company Complaining About:** AT&T

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## **Description**

FCC should mandate phone carrier better secure GSM and tower connection from illegal and illicit hacks from any rogue agency including the FBI

FCC should make sure that customer enjoy paid services on their phone

FCC should conduct and engage and investigate FBI in its abuse of stingray /phone interception hacking aircraft.

Rogues agencies and FBI agents are flying cell towers around town. Especially in Casa Grande, AZ. There are 40 aircrafts or less on a block. It is excessive and poisonous. The last we checked cell phone towers are discreet and stationary. Not flying in the sky. But in the case of the stingray, its is a flying cell phone tower, which is unhealthy and dangerous. In Queen Creek, AZ 2 months ago, the aircraft/pilot downgraded 4G LTE from a fake cell phone tower in the plane. It went on for days. Do you know what it is to have 30 stingray aircrafts stalking you? Downgrading you internet speed. Disconnecting your call. Disconnecting you from your call. Do you know? You dont. So fix it. How would you like it, for 90 days all you get is 2G service, and for 4 years+ you paid and are used to 4G/LTE.

The phone company was shocked and said someone is playing with lines. FBI was for no good reason.

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[Ticket: # 579965 - Comcast is blocking access to the Playstation Network](#)

**Date:** 10/8/2015 11:18:47 PM

**City/State/Zip:** Denver, Colorado 80203

**Company Complaining About:** Comcast

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## **Description**

Comcast is blocking my access to the PSN and a few other site. I've noticed that the PSN is inaccessible from the Playstation console and the website doesn't load in full on my laptop unless I've got a VPN turned on.

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[Ticket: # 575313 - Frontier Communications](#)

**Date:** 10/7/2015 11:49:54 AM

**City/State/Zip:** Clinton, Michigan 49236

**Company Complaining About:** Frontier Communications

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### **Description**

Blocking usage of the use of my computer. I was kept from using the internet by their web page wanting my information for their purposes. this went on for three days, ending about 11:15 today. How can they impose their will in such arrogant manner?

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**Ticket: # 575590 - Hughes Network**

**Date:** 10/7/2015 1:09:13 PM

**City/State/Zip:** Boron, California 93516

**Company Complaining About:** Hughes Net

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## **Description**

I've moved to a rural area this January 2015, and had to obtain services through Hughes which is the only internet provider for this area. Since obtaining services the internet works for approximately one week and then it will not open it's pages. I've been charged up to \$300. for services not rendered. Modems that were never mailed to my house, a technician who came took a modem and replaced it with a new one indicating that the modem I had was getting "hot" and this is the reason I was not able to open pages. I've have complained to them since January of 2015, and still complaining. They have charged me for tokens that do not help indicating that I am going over my data, which is impossible being that I do not stream, play games, or use the internet for those purposes. I have spoken to three supervisors who began yelling at me telling me that I am receiving DATA, and the gigabytes disappear while I am attempting to open up the news on my google. I can't afford to be paying them \$200 to \$300 a month when I am not receiving services. They added a phone to my account, which I never requested another \$29.000 that I had to pay without having a phone. I am not able to download anything because the pages go to ERROR, rebooting, taking out the cables, and all they have asked me to do; I have done. I am not disabled and unable to use the internet as I use too yet they still tell me that the problem is mine and not theirs'. I am unable to open the internet due errors, not working, unable to download.. this is taking gigabytes and they still do not rectify the problem.

---

**Ticket: # 576240 - CAN Spam Violation**

**Date:** 10/7/2015 3:49:57 PM

**City/State/Zip:** Kirkland, Washington 98033

**Company Complaining About:** Comcast

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## **Description**

I am attaching an unwanted solicitation email (I had to print screens with the email because your form doesn't provide for me to forward the offending spam) from a Washington gun rights group. 1) I never have authorized communication from this group, 2) it is clearly a solicitation yet not identified as such, 3) it gives me no option to opt-out of future email communications/solicitation. The group sending it is the CCRKBA, the Citizens Committee for the Right to Keep and Bear Arms.

Contact: (b) (6) [REDACTED]  
[REDACTED]

If you prefer to donate by check, please mail to:  
The Citizens Committee for the Right to Keep and Bear Arms  
12500 NE Tenth Place  
Dept Code C312  
Bellevue, Washington 98005

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[Ticket: # 576338 - ads from LaSuperba](#)

**Date:** 10/7/2015 4:14:17 PM

**City/State/Zip:** Zephyrhills, Florida 33542

**Company Complaining About:** Verizon

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## **Description**

this ad pops up when I try to navigate from screen to screen and freezes my computer,

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**Ticket: # 576836 - 877-822-9492**

**Date:** 10/7/2015 6:24:10 PM

**City/State/Zip:** Farmingdale, New York 11735

**Company Complaining About:** Verizon

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## **Description**

A site listing this number has hijacked my browser and I can't clear it or close page it's on. It says it's Microsoft calling about a security threat to my computer and gives this number to call. It also states to give error code UR97LIDA. Web address is UR14short.info/aa0093d7

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**Ticket: # 576973 - Trojan**

**Date:** 10/7/2015 7:31:10 PM

**City/State/Zip:** Watseka, Illinois 60970-(b) [REDACTED]

**Company Complaining About:** Hacker

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### **Description**

I was told on full screen my "Windows Fire Wall was Infected' with a Help Desk telephone number [ 855-818-1859 ]"

I called my Dell Concierge and they told me what to do, My computer locked up and that with false error codes which were different. This happened on October 6, 2015 about 8am

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**Ticket: # 577129 - Ongoing Issue Possible Deceptive Practices****Date:** 10/7/2015 8:50:18 PM**City/State/Zip:** Boerne, Texas 78006**Company Complaining About:** Gvtc: Guadalupe Valley Telecom Coop

---

**Description**

We have been experiencing random phone and internet outages with our internet provider sometimes for a day at a time. We have fiber optic internet and phone service in a two year old house in a region that boasts 1GBps fiber. I am a IT consultant so I am savvy in network infrastructure. Our internet and phone keep going out at the same time, and we are up to 7 complaints over the past few months, and we can't get a straight answer on what is wrong. It appears that the issue is only being band-aided and not fixed. The ISP will not give us a straight answer on what was fixed or what was broken. I also feel like I feel like I speak on behalf of my customers who have also had problems with GVTC fiber.

Unfortunately, they are the only option in the area for fixed line internet or else I and many others would switch. Boerne is an affluent and growing area, almost a suburb of San Antonio, and it's very surprising that there isn't any competition. I feel that GVTC doesn't take providing reliable service seriously and with no competitors less incentive. I am paying them for a service and I expect it to be somewhat reliable.

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**Ticket: # 577237 - Indecent content placed in my iTunes library by Apple**

**Date:** 10/7/2015 9:43:55 PM

**City/State/Zip:** Chicago, Illinois 60628-(b) [REDACTED]

**Company Complaining About:** Comcast

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**Description**

I chatted with an Apple customer service agent named Kayline who explained to me that I received the U2 album entitled Songs of Innocence in my iTunes library as a gift.

Why is Apple sending gay photos to my computer? Seeing profane images in my iTunes library is offensive and upsetting. That's disrespectful. I'm disgusted and angry. I want to know why that image was put on my computer without my permission. Sending me a photo of the American flag is one thing. 'But that album cover?

Apple invaded my computer in an attempt to condition me, to brainwash me or to steer me. I'm dismayed that Apple is promoting alternative lifestyles in my house. I don't want to be indoctrinated with profanity. This is an invasion of my privacy. They should never send me profanity. let them be gay on their own time and in their own space. Not mine.

Apple needs to better censor it's media and also give its customers the chance to block inappropriate media from appearing in their copy of iTunes or on their Apple devices. Allow us to block gay media via a switch in the software we have the right to control. Apple could have given me a different gift. Maybe an iStore credit good for an album of my choice? Or, at the very least, an album that doesn't have a gay album cover.

---

[Ticket: # 577256 - Internet lag, packet loss, disconnections](#)

**Date:** 10/7/2015 10:11:06 PM

**City/State/Zip:** Pataskala, Ohio 43062

**Company Complaining About:** Time Warner

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## **Description**

I live east of Columbus Ohio. I have TWC for ISP. They are routing my connection through Chicago level3.net I'm getting anywhere from 50 to 97% packet loss, which makes using the Internet worthless. This has been going on for MONTHES.. TWC has been here, say they can't do anything. I'm paying Time Warner Cable for faster down and up load that I can't use!

---

**Ticket: # 577651 - SPAM and unwanted EMAILS**

**Date:** 10/8/2015 9:10:27 AM

**City/State/Zip:** Clayton, North Carolina 27520

**Company Complaining About:** Centurylink

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## **Description**

I have received over 400 SPAM emails in 2 days. I have filled out the "Unsubscribe" many times for the same companies over the last several weeks but I continue to receive them with different "Reply to"s but the same URL's. How do I stop this? Some of the URL's are hoodbey.com, go.gle.com, tinycurl.com. It is horrible. I have to spend a lot of time searching thru the 400+ emails to find my important emails and it is very annoying. Please help. Thank you.

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[Ticket: # 577660 - Sheraton on Dalton St. Boston interfering with personal wifi devices?](#)

**Date:** 10/8/2015 9:15:47 AM

**City/State/Zip:** Chicago, Illinois 60647

**Company Complaining About:** Verizon Wireless

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## **Description**

I had 5 bars on my Verizon myFi device but the Internet bandwidth was extremely constrained throughout my stay--at all hours. I had to wonder if the Sheraton Hotel on Dalton St in Boston was interfering with personal myFI device so they could force users to pay for their Internet. The device worked just great outside of the hotel.

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**Ticket: # 577891 - State of Georgia telling schools they have to use state provided internet. State not requiring matching funds as prescribed by e-rate.**

**Date:** 10/8/2015 11:02:31 AM

**City/State/Zip:** Clarkesville, Georgia 30523

**Company Complaining About:** AT&T

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## **Description**

The State of Georgia is telling the schools in the state they must use the state for their internet and can only get internet from other providers if they prove the additional need. The state is also paying the portion of e-rate that USAC is not covering. Both of these activities conflict with the laws surrounding free trade and use of E-rate funds. Contact at the state sharing this with schools. Chris Shealy. The impact of this action on the private and public network providers across the state and the ability of the schools to have choice is extremely significant! Please address quickly.

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[Ticket: # 578003 - harassing phone calls](#)

**Date:** 10/8/2015 11:36:59 AM

**City/State/Zip:** Rocky River, Ohio 44116

**Company Complaining About:** 1968

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### **Description**

People are calling my grandmother's number threatening she owes monies and if she does not comply she will go to jail. They say they are calling from the U.S. Treasury at 205-558-0678. My Grandmother is very upset. I have also reported them to the BBB.

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**Ticket: # 578223 - Disruption of Job Search**

**Date:** 10/8/2015 12:51:01 PM

**City/State/Zip:** Palm Harbor, Florida 34684

**Company Complaining About:** Bright House

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## **Description**

FCC Rep,

My internet service with Bright House Networks has been disconnected each time that I have applied for a job with the (b) (6). My service is currently disconnected. It was disconnected after I applied for a job during the week of August starting on the 24th. My service has been disconnected each time I applied for work in the past. Is disconnecting internet service to disrupt a job search a crime? Will you please investigate? My email is (b) (6). Thanks.

(b) (6)

(b) (6)

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**Ticket: # 578745 - Government and Federal websites blocked maliciously**

**Date:** 10/8/2015 3:18:56 PM

**City/State/Zip:** Cape Coral, Florida 33991

**Company Complaining About:** Comcast

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## Description

An organization of criminals will not permit me to gain any access to police, phone, mail or internet. These people are these people. They even have a shadow e-mail account. They have also set up people sorting mail to receive any information so first I may need to rectify my complaint. I am attempting to get help concerning my military career and how criminals have fraudulently stolen my entire life and attached themselves to me since I am an orphan since I was very young. I have no one to help me with the cameras all my life and how they have stolen body parts and things I've accomplished in my life for themselves to include my education and children. The man I married was a film director only found out now. They now still have my children and were attempting to do the same things through DNA cloning to them. You will NEVER see them again making them old people, black when they are white and changing their sex making them younger than what they are just constantly hiding them boasting they were right under your nose. Placing them on all sorts of drugs and bringing them into crime. Becoming a product of their environment. Not allowing them to go to school. Proven through truancy court. Fraudulently setting themselves up as judges and lawyers removing all communication with rightful parents. These people are stopping and blocking me from having any phone or internet access to proper authorities. I attempted to contact the treasury about checks mailed to my address and now attempting to contact the federal authorities and Department of Defense Inspector General. This organization set themselves up as my Air Force recruiter (b) (6) and stole my entire career by doing this to include what bases I could be assigned and only being seen by their personnel my entire career. I lodged numerous complaints concerning my finances while in the military. I was continually audited by the IRS concerning these finances. This organization states their strength is in the numbers and what are you going to do about it? In 1986-7 I was verified in a system with the police that I was the only (b) (6) ever born in the United States. I had to be finger printed and bring school records to verify my identity. This has gone on my entire life. I was never adopted. I was shuffled through this organization with three sets of parents. This organization was paid for painful abuses verified by their boastings. To understand how powerful this organization is I married one of the set of parents or (b) (6) (b) (6)). This man was 30 years older than me wearing DNA acting as if he was younger and in the Marine Corps. I know by now they faked their deaths. All fraud verified by police reports they will not allow me to have. But my whole life is in these reports but I only received lies they convinced me to believe. These people protecting their own paying them to NOT disclose information. They have fraudulently extorted money from me as an orphan my entire life. I need to gain access to some system as they are in the postal system, phone and now internet. Any help your agency can supply getting me access to the proper channels to lodge my complaint would be greatly appreciated. I also attempted to lodge a complaint with FDIC about 15 fraudulent accounts established in my name at my bank with other people's names attached to the funds. They blocked this email as well. This has been going on since 1990. Please help me as I am a disabled veteran with these criminals attached to me daily watching my every move and breath. These people stole my phone will not allow me to have any contact with any people that would otherwise be able to help and rectify the situation of my entire military career stolen by fraud. I have looked into even insurance fraud and identity theft with local police and everything has been this organization stopping and

blocking me from receiving the help I need. They are the very investigators. They even have the postal service. My mail is being delivered by these people. This started with checks not being delivered and my address being stolen and moved last year. Then my road being deleted for the purposes of stealing a probate. Again, I was able to file the checks being stolen with the post office and that complaint is still being processed filed 30 days ago. But I feel that these people being the recruiters and authorities in the military from basic others have been subjected and victimized. These are all highly acclaimed actors. Any help you can supply or contact other organizations would be greatly appreciated. These people have even set themselves up in the veterans administration and withheld medical care from the veteran. I have much more information that I would love to disclose to the proper authority.

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**Ticket: # 578847 - Internet dropping packets****Date:** 10/8/2015 3:45:24 PM**City/State/Zip:** Hollywood, Florida 33020**Company Complaining About:** Comcast

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**Description**

I'm an employee of (b) (6) who works from home and requires a solid Internet access to be able to work efficiently without interruptions. However, Comcast tends to get in the way of that each day with their unreliable Internet interfering with my work relationship with (b) (6). I use a utility called PingPlotter, which test data to and from desktop.plumchoice.com server and back to my personal computer. If I use Windows built-in utility ping command, it also shows data being lost during transmission. To boil it down, Comcast Internet is dropping my packets as much as 50% of it each day. And when that happens, Citrix, a program my company uses to remote from home, tends to disappear from off my screen because it is sensitive to data lost. Once the data to and from my company are coming in, Citrix will always stays on screen. The minute Comcast started dropping ridiculous amount of packets, Citrix vanish from off my computer screen due to packet lost. I've call Comcast numerous times about this and they seems to not do anything about it. The cabling inside my apartment is new, I've change modem and router, sometimes modem alone and still experiencing dropped packets. I've even power cycle my modem and router several times, still didn't fix the issue. My IT department and I agreed that Comcast network in my area is the cause of me experiencing packet lost. Comcast representative wants to send their tech out to see what's the issue if it is on my end or there's and then turn around and charge me \$70 fee for an issue that is not on my end. I've included several attachments showing the packet lost on PingPlotter during the day.

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**Ticket: # 578906 - Slow speeds / Capacity Issue**

**Date:** 10/8/2015 4:01:41 PM

**City/State/Zip:** Lewisport, Kentucky 42351

**Company Complaining About:** Tds

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## **Description**

We pay \$75 a month for DSL through TDS. Between the hours of around 5PM 6PM to 11PM 12AM we experience a drastic change in internet speeds. The technician cannot fix anything as it is a capacity issue. I have been in touch with TDS frequently and the best they say they could do is give us \$8 a month off. That is not enough in my opinion for a service we are not receiving half of the time especially during primetime hours of usage. We pay for 8-15mb download and between the hours mentioned it is anywhere from .31 to 5Mb. Usually consistent at 2.8 to 3. I have many speedtests recorded with screenshots and will continue to do so.

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**Ticket: # 579977 - Internet service disconnects intermittently**

**Date:** 10/8/2015 11:32:06 PM

**City/State/Zip:** Columbia, South Carolina 29212

**Company Complaining About:** Time Warner

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**Description**

Our Internet service, provided by Time Warner Cable, disconnects intermittently. We have complained about it many times, they have changed our wiring, we have updated our modem and router, and it still happens EVERY DAY. It seems to happen more often in our neighborhood (on (b) [REDACTED]) than in other parts of the city. One of our neighbors often has (6) trouble with her Internet service in her house our neighborhood, but has no problem at all at her house on a lake in another part of town. Time Warner Cable provides the service to both houses.

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**Ticket: # 580144 - Ongoing horrible internet and customer service from Comcast**

**Date:** 10/9/2015 8:13:05 AM

**City/State/Zip:** Lynchburg, Virginia 24503

**Company Complaining About:** Comcast

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## **Description**

I continue to experience internet connectivity issues from Comcast. Several technicians have been called and have come out, the problem is much bigger than what they can normally do and Comcast has not followed through with following up, returning phone calls, or getting the matter resolved. I am always shuffled around from department to department, the real issues always get lost in translation between the different departments and the problem still is not resolved. One department will always blame the other but always assure me that THEY will be the one to bring resolution. Meantime, a year after installing Comcast internet, I still have connection issues. I've been told there is nothing else a regular technician can do to fix the problem; that it is an engineering/network problem because we are at the end of the 'node.' However, I was told don't expect Comcast to fix something of that nature because it would be too costly for the engineers to do that. Meanwhile, I continue to pay for services that go out on a daily basis.

We have a wireless gateway but we experience this problem whether we're using wireless, or in my case for 90% of my job, even when I'm hard wired in through Ethernet cable.

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[Ticket: # 580493 - Cluttering my e-mail page with unwanted advertisements](#)

**Date:** 10/9/2015 11:19:56 AM

**City/State/Zip:** Bradenton, Florida 34209

**Company Complaining About:** Bright House

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### **Description**

Unwanted advertising both on side of and underneath my e-mail page is shrinking my usable viewing screen by about 50%. Screen is small to begin with. TimeWarner/BrightHouse has no right to do this to my home computer.

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[Ticket: # 580582 - See attached letter to Century Link..](#)

**Date:** 10/9/2015 11:48:35 AM

**City/State/Zip:** North Bend, Washington 98045

**Company Complaining About:** Centurylink

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## **Description**

Excessive spam (about 100 per day for almost 3 weeks.

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**Ticket: # 581362 - Cox Communications intentionally damages other provider service drop**

**Date:** 10/9/2015 3:35:11 PM

**City/State/Zip:** Norman, Oklahoma 73072

**Company Complaining About:** Cox

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## **Description**

I have AT&T UVerse service for my television provider. I added Cox Communications to my home to provide internet services. In installing the internet services, the Cox technician deliberately cut the service line for AT&T and removed a section of the cable, disrupting my AT&T television service. This section of the line was not below ground, was within a few feet of the clearly marked AT&T demarcation point on my home and was obviously cut with wire cutters. In the attached picture, you can clearly see the armored twisted pair cable coming out of the ground and the other cut end next to the door frame. The gray conduit in the middle of the picture has just been installed by the Cox contractor. The AT&T cable was readily visible and it was not necessary for it to be cut during the installation. Notice that both cables are in a location where the cable burial had to be done by hand, as it is too close to both the building and the fence to be done by machine. Both ends of the AT&T UTP cable have been cleanly cut, apparently by wire cutters. The cut shows deformation on both sides of the cable jacket which would indicate the use of cutters as opposed to being accidentally cut with a shovel.

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**Ticket: # 581786 - "Sugr.swf" File Attacks & Internet Account Compromises**

**Date:** 10/9/2015 5:40:30 PM

**City/State/Zip:** Running Springs, California 92382

**Company Complaining About:** Verizon

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**Description**

Internet access has become a major problem. The more than 129 "sugr.swf" file attacks has destroyed more than 3 laptops and now this \$1,000.00 Macbook Pro is infected. I attempted to sign in to Yahoo and got a very unusual screen I have never seen before. This is no longer funny and those responsible for sending the viruses and compromising accounts need to be addressed. my e-mail of (b) (6) is a NO GO for contact. Please send an e-mail for record but also call (b) (6). These are recurring threats and they have not ceased in their activities against our internet use.

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**Ticket: # 581810 - lack of service. Tried to fix cancelled**

**Date:** 10/9/2015 5:50:50 PM

**City/State/Zip:** Castroville, Texas 78009

**Company Complaining About:** Rock Solid

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## **Description**

For years I have had spotty service. We tried and tried to resolve it , new cables, 3 routers etc. Their tech was across the street and I asked him to check because it doesn't always happen and it was at the time. He said either my dish was to low or insufficient and to call and tell them he said that was the issue. A few days later my college student was having trouble so I called. I explained the issue to the tech. He said he could send someone out but it would have to do it while they were there and I'd have to pay if it didn't, again I explained that their tech told me to call and what to tell them. His reply was we are cancelling your service effective immediately. hung up on me and I have no service. Not only do I have no service but I have been black balled so I can't get service. the big guys ATT and Time warner are not available in my area. so I have 3 businesses and an online college student with out internet access. And that includes my fax machine. I used vonage. I feel for \$63+ a month I'm paying a lot for services not rendered. The lady who I tried to get new service from said they use their broadband and won't let me have service. from what was said in conversations hey pull this crap all the time. As of today balance of my account not refunded either.

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[Ticket: # 581909 - bad technical support](#)

**Date:** 10/9/2015 6:31:33 PM

**City/State/Zip:** Thornton, Colorado 80602

**Company Complaining About:** Comcast

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## **Description**

I had Comcast service for 14 years and a technician said he found noise coming from my internet line so he unhooked it. I called techsupport 3 times and twice I was told someone was coming out to fix it (they lied), the third person said the appointment is not for 4 days. I run my business from this and cannot make any money, what to do?

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[Ticket: # 582054 - Frontier Communications refusal to provide good & continuous service](#)

**Date:** 10/9/2015 7:40:34 PM

**City/State/Zip:** Dunlap, Illinois 61525

**Company Complaining About:** Frontier Communications

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## **Description**

Frontier refuses to send someone to fix the lines so that we can have continuous connection. We get connected & disconnected to much that it takes more than an hour to watch a 30 minute show. I cannot complete my work on the computer because of all the disconnection windows that pop up. I've contacted them multiple times with "guarantees" that someone will be out to fix the lines. This started 9/29/2015. After viewing their business page on facebook & read through all the customer complaints, I've realized that this is how they do their business country wide.

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**Ticket: # 582791 - Jamaica Queens NYC and Is Brooklyn Insights in Chicago, IL? Is CPL in Brooklyn with (b) (6) ?**

**Date:** 10/10/2015 1:49:16 PM

**City/State/Zip:** New York City, New York 10018

**Company Complaining About:** AT&T

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## **Description**

Why are a lot of persons that I recognize from Brooklyn, NYC at the Chicago Public Library in a completely different City and State? Is somebody else out there fudging the latitude/longitude coordinates of just where the City of Chicago in the State of Illinois SHOULD BE, BUT ISN'T? Last month, the City of Chicago, IL was geographically in Richmond, Virginia. I'm very, very confused and it has a hindrance on my mental status as it pertains to my level of confusion as to the reality of my whereabouts at the present time. I got here via Greyhound Bus Lines, their Greyhound Bus Express lines. Either there is something very computer-related going on involving the National Weather System Grid and where those Greyhound Bus' are technically being routed to. I am not certain if those Greyhound Bus' are remotely controlled via a computer console system in a remote monitoring building and/or some crazy person out there with Internet access is controlling the routes of those bus', as they sometimes do with the GPS system Chrysler relies on known as OnStar (part of all Chrysler vehicles in the 1990's until it became optional for their clients to have it installed or without it). I had to file a complaint with the Department of Transportation because I was absolutely livid that I had wasted monies being sent to the WRONG geographic location (the Greyhound Bus traveled to Richmond, Virginia instead of the real Chicago, Illinois, U.S.). The persons behind all of those incredibly stupid shenanigans are a group of TPT's from the States of Missouri/Kansas/Virginia/North Carolina/South Carolina/London, New Hampshire/Burlington, Vermont/Coral Gables, Florida/Port Saint Lucie, Florida/Tampa Bay, Florida/and a bunch of unemployed actors/actress' whom are also COPS that live in Brooklyn, NYC, New York. This was confirmed definitively less than 2 weeks ago. Reporting from inside of their version of a suspected as Orlando, Florida version of a Chicago Public Library in their version of what they want the State of Illinois to look as and become. From what I understood, T.H.E.Y. want to redesign/modernize all of the major metro cities, and in particular, completely BAN/EVICT criminals that are not on the same agenda as the rest of U.S. that want the United States to move in progression/advance and catch up with the rest of the modernized/civilized world, which at this time, is non-inclusive of the U.S.A. The U.S. is almost one full century behind the rest of the planet in terms of evolution and value/education as defined via the people that inhabit the country. Today's date is Saturday, October 10, 2015.

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**Ticket: # 583044 - Xfinity internet service**

**Date:** 10/10/2015 5:24:08 PM

**City/State/Zip:** Sacramento, California 95823

**Company Complaining About:** Comcast

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## **Description**

I have been in contract with Xfinity since May 2015 for internet and home phone service. I have had frequent intermittent issues with my internet connection since. The package I purchased should be fast speeds for multiple devices. I have had issues connecting multiple devices at one time, or getting a connection in certain parts of my home. Tech support has been sent to my home upon my request twice and stated they "fixed the problem" only for there to be issues again days or weeks later. Spending time on the phone with customer support is frustrating as many of them don't speak or seem to understand English well. I was given an appointment for 10/10/15 12-2pm only to receive an email stating otherwise. Upon calling customer support and being transferred between several departments, the best they could do was offer me an appointment for 3 days later. At this point I want out. Out of contract, service discontinued and nothing else to do with Xfinity.

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**Ticket: # 583372 - Internet Hacking/Virus/Internet Fraud/Identity Theft of child**

**Date:** 10/11/2015 3:17:56 AM

**City/State/Zip:** Franklin, Michigan 48025

**Company Complaining About:** Michigan State University

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## Description

1-800-889-6997

tinyurl/utsupport.com

virus download that indicates as Apple support in order to trick student into phoning in and giving personal information and paying by credit card for level 5 tech support from Apple Technician.

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(b) (6) is hosted on a dedicated server

IP Location Netherlands - Noord-holland - Laren - Deep Media Ipv

ASN Netherlands AS39022 DEEPMEDIA-AS Deep Media / V.A.J. Bruijnes (sole proprietorship)  
(registered Nov 30, 2005)

Domain Status Registered And Active Website

Whois History 3,769 records have been archived since 2003-01-07

IP History 83 changes on 19 unique IP addresses over 9 years

Registrar History 2 registrars

Hosting History 3 changes on 4 unique name servers over 9 years

Whois Server whois.tucows.com

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**Ticket: # 583925 - AT&T**

**Date:** 10/11/2015 7:20:48 PM

**City/State/Zip:** Corona, California 92883

**Company Complaining About:** AT&T

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## **Description**

Since May 2015, there have been multiple "outages" for over 24 hours each occurrence in our community. AT&T has made little effort to fix the problem. All they state is that it is an outage in our area and they have no ETA as to when it will be fixed. We have read that one member of our community, after a long process, got AT&T to come out and put in a GPON. This required him to discontinue his current service and open a new account. This is unacceptable service. A \$5 per day credit for losing our TV, Internet, and house Phone, is not a remedy for this problem. AT&T needs to look further into what is causing all of these outages and make it right for all of their customers. Most of the community has already switched providers due to the unreliable service of AT&T. When I lose internet access, I lose the use of my house phone as well. I highly rely on my house phone and am finding it extremely disappointing that AT&T has not fixed our problems.

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**Ticket: # 583974 - Grossly loud Commercials on streaming online TV.**

**Date:** 10/11/2015 8:33:47 PM

**City/State/Zip:** Tracy, California 95376

**Company Complaining About:** Comcast

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## **Description**

Grossly loud ad for movie "Bridge of Spies", much louder than the actual episode of streaming online TV, Grays Anatomy, watched 10/11/15 at 5PM.

Grossly loud ad for movie "Crimson Peak", much louder than the actual episode streaming online TV, Grays Anatomy, watched 10/11/15 at 5PM.

Grossly loud ad for movie "Crimson Peak", much louder than the actual episode streaming online TV, Grays Anatomy, watched 10/11/15 at 5PM.

EXTREMELY loud ad for Bush's White Chili Beans, grossly louder than the actual episode streaming online TV, Grays Anatomy, watched 10/11/15 at 5:21PM.

Please note that there was not a internet issue category to fit the subject.

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[Ticket: # 584147 - Comcast did not provide agreed upon services](#)

**Date:** 10/12/2015 12:13:48 AM

**City/State/Zip:** New Haven, Connecticut 06511

**Company Complaining About:** Comcast

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## **Description**

Comcast offered me a free installation because they failed to properly install internet on two occasions. However, they then refused to honor that agreement.

Next, we were sold a high speed internet package that promised speeds above certain rates. We were charged extra for this. However, after complaining a handful of times about our a sluggish connection, a third-party technician did some investigative work and identified that we were being given speeds slower than even the basic package guaranteed. I demanded a refund for those months and was shuffled around to four different departments repeatedly, over the course of several months.

Finally, when i finally had had enough and cancelled my subscription (which is hard to do because Comcast is a monopoly almost everywhere in the northeast), comcast continued to bill me for several months. I refused to pay those bills until my service was finally shut off, harming my credit score.

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**Ticket: # 584184 - Throttling since online chat/complaints**

**Date:** 10/12/2015 1:17:40 AM

**City/State/Zip:** Layton, Utah 84041

**Company Complaining About:** Comcast

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## **Description**

Ever since an externally unhelpful online chat session with Comcast customer support where I voiced my concerns over my slow Internet that I wanted to see about upgrading, (and where I may have offended the rep by pointing out to them that repeatedly saying "how do things look in your end" is a phrase that in English could be construed as them asking "how things look in my butt" and that they should probably instead use the phrase "how do things look ON your end"), it seems as though our Internet has been more and more throttled. I feel I shouldn't have to fear contacting my Internet service provider to upgrade my service and then be throttled or otherwise experience degraded service because I offended the customer service agent by trying to correct their unintentionally offensive phrasing so that they don't further offend other customers. Since this interaction with their online customer support, we have experience extremely spotty and outright unreliable Internet service where it is nearly impossible and impractical to watch shows from any streaming service (Netflix, Hulu, Amazon prime, HBO Go, etc.) without having it reload/buffer every few minutes...if it works at all.

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[Ticket: # 584331 - Intermittent wi Fi connectivity problems](#)

**Date:** 10/12/2015 9:29:58 AM

**City/State/Zip:** Glen Allen, Virginia 23060

**Company Complaining About:** Comcast

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### **Description**

Constant signal interruption since December 2014. Problem reported multiple times technician comes out says problem not in the home so he can't fix it. Spoke with agent they say signal leakage in neighborhood affecting 12 other households. Still paying for poor service. Proble not fixed.

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**Ticket: # 584948 - Email sendoing issue****Date:** 10/12/2015 1:22:27 PM**City/State/Zip:** Nashport, Ohio 43830**Company Complaining About:** Time Warner

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**Description**

I am on Time Wrner Business class Road Runner. On Seot 25th I sent out several emails using BCC. I always include myself in the TO: field and my salesmen in the CC: Field.no one received them. The message left my sent box. I was using livemail at the time. After several attempts I called TW. They had me send an email using webmail. it was successful so they said I had a computer problem. I told them that it was while using BCC and CC but they insisted I had a computer problem. They told me I HAD to take it to an outside source for repair. Over the weekend my salesmen complained of the same issue. on Monday I took the computer to a local repair guy. 3 days later and \$120 spent he said it was a TW problem. I called TW and they again said it was my issue even though the issue was on computer, iPhone, ipad and all my salesmans devices. I took it to another local company and after 2 days and \$130 they again said it was a TW issue. I have since called TW 20-30 times, they do not return calls to me. They have admitted that it is their issue since all mail leaves my mailbox and gets lost and that its on all devices and across company that its most likely their problem. I cannot use webmail mail.biz.rr.com to send to more than 1 recipient at a time and cannot send with BCC. It is sort of sporadic, It has worked limited 3 times since this began. Now I cannot send to even 1 person using the TO: field. I have called and have to explain it every time. I have asked to have any supervisor call me and no one has yet. The problem still exists and I am going bankrupt. We use emails to buy and sell heavy equipment. We each have over 3000 customers in our contacts. We pay TW a premium because we are not spamming. All contacts have agreed to our emails. Sometime the other devices work and sometimes they don't and NEVER using bcc. TW keeps saying they will follow up and no one ever has. I am losing my business because we cannot conduct business. Everytime I call I have to go through the entire scenario again and again. each time trying to use webmail and each time it not working. my salesman and I cannot even send to each other back and forth and we all have different computers and devices. It only works part time. We never know if the others received it because it appears that the email has sent. It leaves our device but the recipients NEVER receive it. I just need to get help with this. they keep blowing me off and passing the blame to each other, different departments and outside sources.

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**Ticket: # 585154 - Comcast Wifi Service and billing issues****Date:** 10/12/2015 2:33:01 PM**City/State/Zip:** St. Joseph, Michigan 49085**Company Complaining About:** Comcast

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**Description**

Internet services at my home have not worked properly since they were installed on June 15, 2015. I have called to try to resolve my service problems at least once a month since June. Two repair people have come to try to address the exact same issue (July 23 & August 26). On both occasions their fix lasted 3 hours or less. Both repair people admitted that my issue was a know problem at Comcast and experienced by themselves and many of the customers they service. Comcast has billed me for both service calls - to address internet services that have never worked properly. I have asked Comcast to refund me for the months of service when it has not worked (July-October). They have refused to credit my account for the poor service. Their only remedy is to send another technician (at my expense) to fix the exact same problem. Only after this 3rd visit would they consider a refund - but no more than 1 month.

If I had an alternative service provider in my rural area, I would drop Comcast immediately, but this not the case and I need internet services to run my business from home.

Even when I spoke with the call center manager, Jeff, today, he refused to help with the credit and blamed me for my services not working.

Comcast's monopoly on service in my rural area has resulted in horrible service and inappropriate billing.

I ask for the FCC's assistance in trying to get Comcast to repair my service at their expense and provide the appropriate refund.

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[Ticket: # 585267 - Abusive language](#)

**Date:** 10/12/2015 3:13:17 PM

**City/State/Zip:** Dawsonville, Georgia 30534

**Company Complaining About:** Windstream Communications

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## **Description**

I have received several phone calls from 352-428-1460. This time I asked them to take my number off the call list. The man said "f### you" and hung up. The message is to lower my interest rate on my credit card. Which I don't need from them. A friend was here when I made the call and heard him say it.

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**Ticket: # 585532 - Comcast Data cap**

**Date:** 10/12/2015 4:41:11 PM

**City/State/Zip:** Evans, Georgia 30809

**Company Complaining About:** Comcast

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## **Description**

I keep getting wrong data usage from comcast . After going over everything il have downloaded as well as factoring in any other usage is comes to about 175-190gigs and yet comcast is saying i have used 305gigs in the last 12 days This is not the first time is has happen but now that i have used the 3 "grace" data usage months I am finding that as this rate my bill will be overly inflated by the end of the month not to mention after the first time i keep track and there data usage summery was also off by a large chunk. I have no other options for cable providers in my area and this feels like extortion. The only options i have are to switch to dls for much lower speed at a high price or pay comcast for over usage of data when i have no way to prove i have not used as much data as they say i have. I have not contacted comcast about this because everything i read says that does nothing because it is your words vs there word. This data cap needs to stop with how big game installs are getting as well as how much data it takes to stream to multiple devices in the home the limit they are imposing is very hard to not go over to begin with if you use a lot of devices and download and stream. I pay a lot of money for a service and they want to punish me by taking more money for using it.

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[Ticket: # 585576 - Radio interference causing internet outages.](#)

**Date:** 10/12/2015 4:59:11 PM

**City/State/Zip:** Oklahoma City, Oklahoma 73131

**Company Complaining About:** AT&T

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## **Description**

From time to time our whole neighborhood will lose internet connection. Sometimes it happens all at once and other times it will hit one at a time. Personally my household has contacted AT&T for a total of 14+ technician calls. The issue has still not been resolved. AT&T has told us that somebody with a HAM radio could be causing interference. When internet goes down, everything shows it is fine on the gateway but there is no connection. So far there has been no resolution to this problem.

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**Ticket: # 585823 - Scammer interrupting internet service**

**Date:** 10/12/2015 6:40:25 PM

**City/State/Zip:** Denton, Texas 76208

**Company Complaining About:** Charter

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## **Description**

I was on line twice today and lost internet service. As soon as the internet service went down, my wife got a phone call on here cell phone from 855-335-7469. The caller stated they were with Microsoft and we paid for their service to troubleshoot our computer. They wanted her to log onto the computer and give them access. This is what really bothers me: how the heck did this scam company know exactly when my internet crashed (or how did they crash it)? I have Charter Communications and I reported it to them, they told me to report to you. I also have WIFI and Charter says everything working perfect on their end. Thanks for the help!

---

[Ticket: # 586092 - popup](#)

**Date:** 10/12/2015 9:01:22 PM

**City/State/Zip:** Roseville, California 95747

**Company Complaining About:** Surewest

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## **Description**

When I try to access msn as my web browser it comes up then a huge popup blocks my screen and locks it up wanting me to download windows 10. I do not want 10 and have expressed my displeasure with Microsoft but get no response. I should have the choice to use or not use something and not have something forced on me. Microsoft is so powerful they can do what they want. I am asking you to tell them to stop.

---

[Ticket: # 586196 - popups](#)

**Date:** 10/12/2015 10:13:26 PM

**City/State/Zip:** Roseburg, Oregon 97471-(b) [REDACTED]

**Company Complaining About:** Charter

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## **Description**

I keep getting popups from people claiming to be trained by Microsoft. There is no way to delete them all you can do is restart the computer to get rid of it. Also there is nothing you can do with the page your working on because it's blocked by the popup. I also have 6 different phone numbers they have used so far. It's not the cable company that's doing this. Thank you

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[Ticket: # 586330 - School interference](#)

**Date:** 10/13/2015 1:16:52 AM

**City/State/Zip:** Fernley, Nevada 89408

**Company Complaining About:** Charter

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## **Description**

I've never had an issue with charter high speed Internet. That was until I moved to a new neighborhood that has a school about 4-5 years old that apparently has some way of blocking Internet around the school and interferes with the entire neighborhood. I can barely do anything because it constantly cuts out, freezes or won't work at all.

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[Ticket: # 586698 - Comcast Data Cap](#)

**Date:** 10/13/2015 10:50:23 AM

**City/State/Zip:** Atlanta, Georgia 30312

**Company Complaining About:** Comcast

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## **Description**

Comcast's "trial" data usage plan now caps data after the allowable amount has all been used. There was no grace period to adjust to this change, just a warning email and then data cut off. As a household of four, this seems very unreasonable. We have never had a problem paying the overage and now are out of options.

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**Ticket: # 587022 - Comcast Data Caps**

**Date:** 10/13/2015 12:24:42 PM

**City/State/Zip:** Miami, Florida 33147

**Company Complaining About:** Comcast

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## **Description**

They forced me to agree to a data cap that they never had before and give us more internet speed knowing quite well that we will go over our data cap due to the fast internet speed. Forcing us to pay more for bandwidth which should not be an issue. They are interfering with the ability of me to enjoy the internet and the freedoms that I get from using the internet is being hampered due to comcast unfair data caps.

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**Ticket: # 587345 - My cell phone and other phones in public have been compromised.**

**Date:** 10/13/2015 1:46:36 PM

**City/State/Zip:** Dallas, Texas 75221

**Company Complaining About:** Cricket

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## **Description**

My cell phone number and phone has been changed twice. I am hearing my lots of static and then the static softens and lowers while I am having a conversation with anybody. I have heard my phone beep when it was turned off and get hot . Now, I am hearing the same noise when I am using a landline at workintexas in Irving TX. Today, while sitting in my car gathering my personal items..some of my friends and family members are now starting to complain about their phones as well. Yesterday at about 4pm I received a call from not knowing who was calling me (b) (6) . I believe I'm being electronically harassed and I believe there is someone listening to my private conversations. My leasing manager has also heard the loud radio frequency on my phone sound like a CB radio and she asked me what is going on with my phone. now I am not calling out on my phone unless its important. This has been going on since July 2015. I have not ever had a problem with my phone since its less than a year old. I have called my wireless provider earlier this summer and the lady said she saw interference something on her end at my location

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[Ticket: # 587415 - 300gb cap](#)

**Date:** 10/13/2015 2:11:02 PM

**City/State/Zip:** Davie, Florida 33024

**Company Complaining About:** Comcast

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## **Description**

I did not agree to comcasts 300gb cap. they are charging customers for using 300 gb when customers pay for an unlimited service that should not have a cap. there are months where people use more and i would not like to be charge for using more of something that i already pay for.

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**Ticket: # 587825 - Paying for service that I have been unable to receive due to connectivity issues**

**Date:** 10/13/2015 3:50:01 PM

**City/State/Zip:** Monticello, Indiana 47960

**Company Complaining About:** Transworld Network Corp

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**Description**

I have had TransWorld Network as my internet provided since 2010. I have had issues with my signal continuously being dropped since my hook up in 2010. At that time the company was Fairnet.. just within the past couple of months have I learned (from the transworld tech) that my service will never be better than what I currently have, which was NOTHING! Each time I've called and a tech has come out they "make adjustments" and the signal works for a bit but then it's back to dropping service every time I try to use the internet. In the final attempt to save my business an engineer and a tech (Tonya) came to my home and let me know there was no hope for my service. I proceeded to tell them I wanted the equipment removed from my home ASAP and my service cancelled. At that time the equipment was removed and my own personal routed was removed along with TWN's equipment. I reported this in my call when I called to cancel and each time I call back to check the status of my account. I was told by Jeannette my routed would be mailed back to me and that was over a month ago and I still haven't received it. I received an envelope from TWN wanting their equipment returned BUT they already took it the day they were at my house. At the time of my cancellation I requested I be compensated for the years I have been faithfully, on time, paying for service that I have been unable to use for at least the past 3 years! To date I have a credit of \$13.30 on my account that I had to call and get them to release to me?? Why all the times I have called in the past has no one has ever told me "sorry you won't ever get better service and as time goes on there will be no service at all" not once but TWN continued to bill me and I paid month after month. I continue to call now and I am transferred to different departments who can't help me or I am told to wait due to processing and call back again all to sit on hold for 30 - 45 minutes to be told nothing. I feel I have been misled to believe my connectivity issues were due my equipment when in fact it was due to me being sold a product that didn't work in and would never work properly in my area. TWN has misrepresented there product and I believe I have been lied to regarding TWN's "promise" to their customers that they have listed on their website. My service with TWN has never been reliable , and my customer service has been far from "superior care".

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**Ticket: # 587920 - Double NAT and appearance of phasing out technology that bypasses**

**Date:** 10/13/2015 4:13:55 PM

**City/State/Zip:** Burbank, California 91506

**Company Complaining About:** Charter

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## **Description**

This is the second time I have had to file with the FCC regarding Charter Spectrum. FCC Complaint # 504678

Due to a new firmware and what appears to be a phasing out of devices that can bypass this double NATing issue that Charter implemented, our business has experienced more issues with Charter internet. Charter did respond to the first filing by providing us an old router. However since Oct 5, 2015 we have had 3 outages.

While Charter did provide another used modem to "fix" this issue today. My fear is that Charter isn't looking to fix this problem long term. Instead only providing patch solutions, with used equipment on the verge of dying. I have personally spoken with several Charter technicians over the phone and in person, and they have stated that other businesses have experienced the same issue. This leaves our business in distress and it seems one day soon our used router will die and Charter will not supply a router without double NATing, nor support third party modem's. We are kind of in a rock and a hard place. Our business model requires more speed than the cheapest Charter competitor in the area, yet not enough to warrant Fiber expenses. Charter should also not be adding this mysterious layer of networking that will break internal services such as VOiP. Our business should not be forced to use Charter phone services to fix the issues we experience using Charter's internet services due to Charter's router issues that Charter created.

I can only imagine a worst case scenario play out where Charter buys out Time Warner Cable, continues to phase out products that bypass their own Double NAT, used for whatever purpose Charter claims it's there for, and "unintentionally" squeeze out other VOiP providers due to their double NATed network breaking SIP.

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**Ticket: # 588958 - privacy issues and internet interference with ATT service**

**Date:** 10/14/2015 1:35:10 AM

**City/State/Zip:** Valencia, California 91354

**Company Complaining About:** AT&T

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**Description**

Today I received a call for the second time from an anonymous caller ( on my Iphone) telling me he was from Microsoft and he was the support for my computer. He told me that my computer had been hacked and that they were receiving numerous reports that there were numerous errors on my computer. First of all I never gave my phone number to this company which turns out to be " Citrix" a company involved with Dell computer and EMC. I just bought this brand new computer less than 2 months ago. They are trying to sell me something and are very invasive of my privacy. They are also part of the Mc Afee group. All these people are creating disturbances on your computer in the hope that you subscribe to their service and I think someone of valuable importance should definitely look into this and prevent them from soliciting their services.

in addition the above I can tell you that the gentleman that came on my phone was of Indian descent and He identified himself as Dennis Sullivan?? There are apparently a lot of scams out there and this is one of them. I downloaded Microsoft Fix it tolls for malware and the test came back negative. Can Someone please help ???

This fellow knew my email address and identified the serial number of my computer and then took me to the event viewer on my computer. This is outrageous and I strongly believe that this company is the source of interference on my computer. Please advise: My email is (b) (6) and my tel number is (b) (6)

Please contact me asap

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**Ticket: # 588291 - Spam emails from Robert Half Technology**

**Date:** 10/13/2015 5:52:05 PM

**City/State/Zip:** Windsor, Connecticut 06095

**Company Complaining About:** Robert Half Technology

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## **Description**

Over the last several years, I have been getting spam emails from Robert Half Technology (RHT.com) employees, and have responded back telling them to remove me from any of their email lists. There are no links in their emails to be removed from mailing lists, I have called them numerous times over the last several years as well, and cannot seem to get them to stop sending unsolicited emails. Their emails do not include opt-out links, and their representatives ignore any responses requesting to be removed from their mailing lists.

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[Ticket: # 588581 - Constant outages, poor customer service.](#)

**Date:** 10/13/2015 8:00:10 PM

**City/State/Zip:** Dubuque, Iowa 52001

**Company Complaining About:** Mediacom

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## **Description**

Internet goes out atleast once a day, sometime up to six times. It just all of sudden drops to a unusable speed. If i run a speed test during these times i am getting over 900 ping and speeds below 200kb/s. Half the time during the day we are not getting the speeds we pay for which is 25mbs we usually are around 19 or lower. This has been happening for quite a while and whenever we call to have someone fix it they just do the standard bullshit answer of "restart your modem and routers".

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**Ticket: # 588604 - Comcast Signal Quality****Date:** 10/13/2015 8:12:53 PM**City/State/Zip:** Indianapolis, Indiana 46250**Company Complaining About:** Comcast

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**Description**

We ordered Comcast cable and internet at the end of August. 9/5 the first tech came to install - all wiring was dead at the wall. Scheduled a post-wire installation 9/11. Contractor came out to apartment building, went into attic, removed filters from cables and installed. 9/12-9/16 have internet and cable issues each day that week. Called Comcast again 9/16 evening, modem was reset and internet worked. 9/17 Cable stops working due to no signal. Called support, scheduled tech 9/23. 9/19 receive call from level 2 tech, gets cable/internet to work for a few hours, cancels 9/23 appointment. 9/20 Internet completely stops working again. Call Comcast, now the earliest they can arrive is 9/26.

9/24 - Comcast tech comes out - advises that they need to have a new cable run, he is unable to do so and we have to schedule a 4th appointment with a contractor again. Received call from contractor 9/28, scheduled for 10/2. 10/1 afternoon, receive call advising cancelling appointment - no reason given, but will call back 10/2 or 10/5 to reschedule.

Wednesday 10/7, no call back from contractor to schedule, signal issues persist and no internet connection for over 4 weeks. Advised the earliest they can schedule is 10/13 and only an all day appointment - 12 hour window. Receive call from contractor 10/9 advising we can shorten to a 6 hour window 3PM-8PM on 10/13.

Contractor then no show/no calls on 10/13.

We have been having signal issues now for over a month, we are being expected to pay for services we are not receiving and are not within the FCC regulations set for signal quality. We've taken 3 days off of work for these appointments and they continue to charge us for services we aren't receiving and refuse to fix the services which are not working properly.

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[Ticket: # 588823 - Bing Internet](#)

**Date:** 10/13/2015 10:20:31 PM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** AT&T

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## **Description**

I made several internet search shoprite in Newark, NJ in the website did not pull it up and was not able locate the supermarket please investigate this website ensure that its capable of pull up information and ensure they working according to United States Federal Regulation and any misconduct and mismanagement be charged according to United States Federal Law

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[Ticket: # 588855 - adrev.net abusing commercial music licenses](#)

**Date:** 10/13/2015 10:52:17 PM

**City/State/Zip:** Birmingham, Alabama 35222

**Company Complaining About:** Bright House

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## **Description**

I am a content provider for film, television, advertising and social media. I frequently purchase unlimited use royalty free music for my client's needs. Adrev.net consistently blanket claims my works that include this music as being their client's intellectual property. In every case I challenge these claims and prevail. I retain all my receipts and license terms and agreements. I comply with all copyright law. Adrev is forcing me to do their research by having to prove that I own licenses that I explicitly obtained in order to avoid these issues. It is costing me billable time and delaying the release my client's advertising and media. In short, it is a protection racket.

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**Ticket: # 588970 - CNN**

**Date:** 10/14/2015 2:37:55 AM

**City/State/Zip:** Mountlake Terrace, Washington 98043

**Company Complaining About:** Time Warner

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### **Description**

They should have their new status revoked. They are reporting that Hillary Clinton won a debate, when EVERY poll shows that Bernie Sanders won 80%. They are clearly NOT a news company, and are CLEARLY biased. If you do not take action, then we know you are as well.

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**Ticket: # 589468 - interference of internet**

**Date:** 10/14/2015 11:48:42 AM

**City/State/Zip:** Mcfarland, Wisconsin 53558

**Company Complaining About:** Frontier Communications

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## **Description**

frontier communication during what they call upgrade to their modem and security upgrade took control of my internet.

Started 10-08-2015 a demand showed on my screen to put acct. number and pin number I deleted from system ran a virus check

10-09-2015 same communication showed up in my email, my research my football team and also some other research.

Called frontier help line Kurt answered did not know what I was talking or asking about. Was very helpful checked system said ok

10-10-2015 frontier communication showed again saying it would lock down the modem if I did not fill out the request I deleted it came back while in my email trying respond to a member of my 4 H club and took control and deleted said email I could not get it back I also looked into other parts of the internet and the same thing would happen it deleted or super imposed itself whatever I was in.

Run three virus checks nothing showed.

Called Frontier again Person contacted tried to help me by asking My Mac # of Modem and register over the phone (I am old school and do not trust demands on the internet to do something no matter who they are) finally told me would not work and I would have to follow instructions

During this I expressed my anger that this was happening I Noted

1. I Had no notice

2 Why was this controlling my computer (internet)

3. I pay my bills why do I have to follow a demand like they had online and I thought they could not by law invade my internet use when on air as happen and deleted some parts that were or had been in use and lock down my internet available time. The Frontier spoke person had no answer just do it. I wanted to drop this service but I went ahead and did enter the demand for acct.# and pin problem went away.

10-11-2015

Called Frontier again looking for answers to questions I had I had great concern that they overall they did not want answer questions on this

I talked to some lady who I could not understand when her name was given but was trying to help and Very took over #7079 I asked my question and we went in circles Him saying My Computer has malware or spyware in the computer that yes they did have a upgrade going on within the system and all I needed to do was just follow instructions and all what went on was my fault because I did not,

I called customer service and Lena (Arlene) answer and took my complain which was

1. Why no notice

2. Why did this communication from Frontier take over different parts the internet. Note I did say at different times my computer this is my term for the internet at times.

3. Why as a paying customer was the problem put on me this still has my concern.

Lena had no answer for me and asked if she could call back with a reply to all and I asked also to email me. We agreed at 3:30 P M on Monday I would have a reply. Never happened.

Thank You

(b) (6)

[REDACTED]

[REDACTED]

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[Ticket: # 589542 - Computer repair company froze my computer](#)

**Date:** 10/14/2015 12:05:18 PM

**City/State/Zip:** Camilla, Georgia 31730

**Company Complaining About:** Cns

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## **Description**

A screen pops up saying that someone maybe getting into my computer and to call 844-806-6843. On the bottom it says this has been sent to you by an advertiser. When I called they said it wasn't them that someone else did it but they can fix it for a fee. They make you think if you shut down the computer, which was the only way to get out of it, it can cause damage to your computer. Person was not from this country

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[Ticket: # 590570 - Unsolicited Pop-upson my computer](#)

**Date:** 10/14/2015 4:04:45 PM

**City/State/Zip:** Walford, Iowa 52351

**Company Complaining About:** Southslope

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## **Description**

I get pop-up after pop-up saying that my computer is infected with spyware and pop-ups and that my banking information and more could be affected. The pop-up says that it is unsolicited and to call toll-free 855-692-9288. They say the diagnostic is free but any issues there will be a charge. I'm certain there will be a charge. This pop-up is making my computer nearly unusable. I ask for your help.

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**Ticket: # 591302 - Comcast Service**

**Date:** 10/14/2015 7:56:38 PM

**City/State/Zip:** Puyallup, Washington 98373

**Company Complaining About:** Comcast

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### **Description**

I would like to complain about comcasts service going down for over a day (Just in my house, neighbors works just fine) and they can't fix it for more than a day. How am I supposed to make a living when my job depends on the internet.

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**Ticket: # 590848 - The program has been invasive and now I can not access the internet. I can not do my job!**

**Date:** 10/14/2015 5:01:24 PM

**City/State/Zip:** Hayward, California 94542

**Company Complaining About:** AT&T

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## **Description**

They hijacked my computer thru my browser. Now I have a screen that says

" Your Windows(Microsoft)Computer has been blocked"

Windows System Alert!

Call us at 1-855-203-5349!

You've been blocked from accessing the internet

Then continues after a long list of at RISK info to say

"It's required that you call the number above and get your PC inspected before you continue using your internet, especially for Shopping or Banking.

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[Ticket: # 591548 - Internet not working](#)

**Date:** 10/14/2015 10:00:05 PM

**City/State/Zip:** Norcross, Georgia 30003

**Company Complaining About:** AT&T

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## **Description**

Everyday internet is going and ATT Tech can see but they can not figure it out everytime they make appointment and they come late and we have to take off from the job to come to the house. And then after they write report in their system that we did not allow in to the house. Last time person came see the problem but still nobody follow up this issue, and still the problem is standing . This is not correct and they are charging, if we are late in payment then they charge late fees then why we can not charge them because of this issue we have to suffer so many issues.

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**Ticket: # 591696 - Poor Service**

**Date:** 10/15/2015 12:17:33 AM

**City/State/Zip:** South Williamsport, Pennsylvania 17702

**Company Complaining About:** Verizon

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### **Description**

Internet service was constantly failing. I called 6 times and was not helped. I then called to cancel and told them I would not be paying a final bill for service that was unacceptable. Verizon turned me into a credit agency over a 50 dollar bill for unsatisfactory service. Thank you.

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[Ticket: # 591800 - unwanted emails from The Oxford Club - Wealthy Retirement and connected companies](#)

**Date:** 10/15/2015 4:45:57 AM

**City/State/Zip:** Drayden, Maryland 20630

**Company Complaining About:** The Oxford Club - Wealthy Retirement

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## **Description**

Wealthy Retirement - The Oxford Club 305 W. Monument St. Baltimore MD 21201 does not include an unsubscribe link on their communications and they must be connecting to many other stock investment companies that do not post such links because I get several such emails each day.

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**Ticket: # 591837 - Connection problems**

**Date:** 10/15/2015 7:10:27 AM

**City/State/Zip:** Poseyville, Indiana 47633

**Company Complaining About:** Tds

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## **Description**

I am still having connection issues with TDS, I have called them repetitively, and they have send out a technician to diagnose the problem. According to the tech, the problem is not with my home wiring or the modem I'm renting from them, it is with the connection between me and the switching station. I have lost almost 2000 hrs over the past 5 months, and I have attached a log of the times the internet has disconnected. I am paying 3 times more for 3 times slower internet speed then I did before I moved here from Evansville, Indiana and I never had these issues with my other provider TWC. I have a home business that requires me to have an internet connection 24/7. I think the price of my connection is too high compared to the surrounding area, for this price, I expect at least a solid connection.

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[Ticket: # 591892 - Cnn](#)

**Date:** 10/15/2015 8:35:00 AM

**City/State/Zip:** Staten Island, New York 10306

**Company Complaining About:** Verizon

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## **Description**

CNN is deleting comments in support of Bernie Sanders. CNN has deleted their poll after the democratic debate which showed sanders winning by a landslide. CNN is owned by time warner which endorsed Hillary and CNN is now acting against democracy by rigging the debate system to favor one candidate. We demand democracy.

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**Ticket: # 591991 - Multiple neighbors with misconfigured wireless router channels**

**Date:** 10/15/2015 9:57:23 AM

**City/State/Zip:** Pflugerville, Texas 78660

**Company Complaining About:** Neighborhood And Att U-verse

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## **Description**

To whom it may concern:

I am contacting you regarding misconfigured wireless router channels in my neighborhood that are causing interference. As you probably are aware, the only 3 non overlapping channels in the United States are 1, 6, and 11. According to the IEEE, any router will broadcast frequency from their channel up or down because of the fluctuation. So regardless, in a congested area, everyone should be on channels 1, 6, or 11 -- nothing in between. However, there are multiple routers, in range, that are on channels that cause interference, such as, the ones on channels 2, 3, 8, and 9. The routers on channels 2 and 3 conflict with all routers on channels 1 and 6, and the routers on channels 8 and 9 conflict with all routers on channels 6 and 11. I have noticed that quite a few of these conflicting routers appear to have a name ATT or 2WIRE, which designates them to the ATT U-verse Internet Service Provider. ATT U-verse technicians should know better when installing these routers then to put them on channels that will cause interference in a congested zone. The other main one that concerns me is the router called SKYNET that is on channel 3. This is an 802.11ac router that has great signal strength, which is causing high interference with all routers on channels 1 and 6. Because of these misconfigured routers in my neighborhood I typically lose 10-15Mbps of wireless bandwidth from my capped downstream ISP bandwidth of 50Mbps at just 20 feet from my router. I know a simple solution would be to move my router to the devices I use frequently and use a CAT 5e or 6 cable to hard wire them, but unfortunately, the builder did not put many telephone outlets throughout the house and my cable modem requires a phone connection for VoIP. Any help regarding these misconfigured routers would be greatly appreciated.

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**Ticket: # 592293 - COMCAST - XFINITY**

**Date:** 10/15/2015 11:25:49 AM

**City/State/Zip:** Shreveport, Louisiana 71115

**Company Complaining About:** Comcast

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### **Description**

I have had several issues with Comcast fixing the thermostat that they installed which runs off of my network. I have now gone two weeks without heat in my house and no one will give me any assistance.

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**Ticket: # 610699 - wifi jamming**

**Date:** 10/24/2015 11:32:19 AM

**City/State/Zip:** Greensboro, North Carolina 27406

**Company Complaining About:** Time Warner

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## **Description**

someone using the wifi ID of (b) (6) is jamming my home wifi signal it is not all the time but often enough that prevents me from using my home tablet please have someone contact me at (b) (6) to discuss.  
This is the second time I've reported this problem.

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**Ticket: # 592675 - how to solve 403 error message**

**Date:** 10/15/2015 12:59:39 PM

**City/State/Zip:** Walnut Creek, California 94595

**Company Complaining About:** Acornstairlifts.com. ?possible Source Of Virus

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**Description**

I wonder if you could help with something called: 403 ERROR STATUS? Recently, that 403 message appeared on my computer screen, when I was doing normal surfing & I was unable to access a website. Entire message was:

"Forbidden. You don't have permission to access / on this server.

Additionally, a 403 Forbidden error was encountered while trying to use an ErrorDocument to handle the request. Apache/2.2.27 (Unix) mod\_ssl/2.2.27 OpenSSL/1.0.1e-fips mod\_bwlimited/1.4 Server at rossmoor.com Port 80"

Is it a virus? what is the source? What on earth is happening?? Most grateful for any suggestions, on how to solve this problem! My network (ATT) & Rossmoor website, have established that they have no problems.

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[Ticket: # 593188 - CNN Time Warner](#)

**Date:** 10/15/2015 3:00:26 PM

**City/State/Zip:** Sarasota, Florida 34232

**Company Complaining About:** Time Warner

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## **Description**

CNN removed their internet poll showing Bernie Sanders won the debate and then declared Clinton the winner. Time Warner has donated to HRC's campaign. Clearly this is a conflict of interest. They purport they are a "news" channel and then fail to report the TRUE news.

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**Ticket: # 593877 - Unsatisfied Comcast Customer****Date:** 10/15/2015 5:32:29 PM**City/State/Zip:** Washington, District Of Columbia 20009**Company Complaining About:** Comcast

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**Description**

may of 2015 I had requested for comcast cable and internet services, Which I had received for about three days until they interrupted my services. When I called to find out why was my services being interrupted they said because I used to live with my mom at an address several years back which I was under age and had no parts of, as I presume to take on this situation they took me through all types of situations as sending my lease, social security and identification to their verification department and four or six other different customer service reps without being helped at all once I contacted comcast head quarters I thought it would be taken care of, instead it got worse after I ended up again sending my personal info again two more times they told me the reason it was not to be restored is because two past tenants used to reside here had a large amount of debt that was owed to comcast and that I would never be able to receive services here again at this point I was totally confused about the situation. I do not owe comcast anything and should not be held for someone else's debt they did a terrible job with coming to their decision they were unresponsive, disrespectful, untrustworthy and very unprofessional about the whole situation and I feel that it is something that they can do about it instead of just pushing it up under the rug they need a better communication and understanding team with respect I have never been through this from an organization with such careless people I had called and emailed them numerous of times after them telling me that the issues would be resolved and they lied more than enough times I hope to see that this matter is taken care of please I am an innocent person that is getting blamed for other people's actions.

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**Ticket: # 593997 - Comcast problems with Internet connectivity**

**Date:** 10/15/2015 6:05:41 PM

**City/State/Zip:** Orlando, Florida 32822

**Company Complaining About:** Comcast

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**Description**

(PROCESSED BY CTR 364) (b) (6) states that his Internet with Comcast keeps disconnecting, and that Comcast has been very ineffective in fixing this problem. They have replaced his modem 4 times, and the problems continue.

During one of these service visits last May/June, a Comcast technician mentioned to him that "the main box on the pole" needs to be replaced/serviced. To (b) (6) knowledge, this has not yet happened.

Furthermore, when the service was installed earlier this year, Comcast did not bury the cable for more than a month - and even after it was buried, a segment is still visible aboveground in the backyard.

(b) (6) is (b) (6) and has (b) (6), and so depends on (b) (6) to connect to the telephone network and emergency services. As such, Comcast's Internet issues are preventing him from making these calls in a reliable manner.

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**Ticket: # 613287 - THEFT**

**Date:** 10/26/2015 3:04:04 PM

**City/State/Zip:** Somers Point, New Jersey 08094

**Company Complaining About:** Libraries And Other Sources

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## **Description**

someone has a signal blocker at the local libraries in south jersey- and there is a virus on facebook apps. don't know if an rfid chip is involved also. IILEGALLY AGAINST THE PERSONS CONSENT

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[Ticket: # 594354 - Unwanted spam email from time warner cable](#)

**Date:** 10/15/2015 8:47:35 PM

**City/State/Zip:** New York, New York 10023

**Company Complaining About:** Time Warner

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## **Description**

Time warner cable sends me unwanted spam emails several times per week. I have repeated unsubscribed from all emails using the link at the bottom of the emails multiple times over the last 6 months to a year. However the emails continue to come.

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Ticket: # 594575 - HAVEING TWO DIFFERENT CONNECTION IN ONE HOUSE AT

(b) (6)

Date: 10/15/2015 11:29:53 PM

City/State/Zip: Southbend, Indiana 46614

Company Complaining About: Comcast

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## Description

(b) (6) AND I (b) (6) WE BOUGH THIS HOUSE AT (b) (6)

(b) (6), WE HAD COMCASE CABLE COMPANY PUT CABLE IN THIS HOUSE BACK IN 2013 THEY HAD THE SHERIFF DEPARTMENT PUT IT IN FOR 29 MONS WE BEEN FIGHTING HAVE THE BEDROOM ,THATS WERE THE DIFFERENT CONNECTION IS ,THIS WILL BE 5 TIMES NOW THAT WE MADE A COMPLAINT WITH THE F.C.C. WE FILED IN 2013 ,2014,AND TWICE IN 2015,.....THANK YOU FOR YOUR TIME ,COMCASE CABLE IS IN MISHAWKA INDIANA,NUMBER IS 1800-391-3000,THATS THE NUMBER THAT (b) (6) CALLS WE WENT TO THE COMPANY IN MISHAWKA,INDIANA,XFINITY TRYING TO BY OUT COMCASE OR BRANCH WITH THEM,ONE OR THE OTHER,

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[Ticket: # 594757 - CNN underhanded techniques in an attempt to do harm to a person's reputation. This is concerning the blatant disregard of the Democratic debate.](#)

**Date:** 10/16/2015 6:10:07 AM

**City/State/Zip:** Rock Springs, Wyoming 82901

**Company Complaining About:** Centurylink

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## **Description**

Lying about the results of many post debate poles. Removing comments from the CNN Facebook page. Being biased towards Bernie Sanders and deceiving its viewers of the results of many poles. I'm accusing CNN of attempting to rig the national presidential election.

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**Ticket: # 595466 - Computer Hacker ?????**

**Date:** 10/16/2015 12:29:51 PM

**City/State/Zip:** Riviera Beach, Florida 33404

**Company Complaining About:** Name Not Found

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### **Description**

On Friday Oct 16, at 11:18am, I received a telephone call from: NAME NOT FOUND, Tel # 1-842-035-9788, Individual sated he was a Microsoft Tech and a hacker was trying to gain access to my computer. He told me to go to my computer and turn it on and he would tell me what to do to prevent the hacker's access. I refused and hung up. I sent an eMail to Microsoft and initiated this eMail.

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[Ticket: # 595707 - Issues with Comcast](#)

**Date:** 10/16/2015 1:34:43 PM

**City/State/Zip:** Tallahassee, Florida 32308

**Company Complaining About:** Comcast

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### **Description**

For the past week, our Comcast internet and phone service has gone out at least once a day for more than one hour.

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**Ticket: # 596223 - Poor Quality Signal, No Communication, Damage to home**

**Date:** 10/16/2015 4:00:21 PM

**City/State/Zip:** Austin, Texas 78746

**Company Complaining About:** AT&T

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**Description**

AT & T is knowingly and intentionally providing false and misleading information to the FCC with respect to complaint file#527756

Firstly, they are co-mingling to two unrelated events. One is a complete loss of service for a short period of time related to a thunderstorm outage which damaged a modem. This issues was taken care of, but not in the manner which AT&T disclosed in the response to the complaint. I will thus be providing a separate complaint for that event.

The second and MUCH MORE SERIOUS and long standing issue was the lack of good signal coming to our neighborhood area which is the basis of this complaint. The lack of quality signal lasted approximately 4 months and included literally dozens of calls to AT&T that did not improve service and instead seriously wasted my time and damaged my home. Every few seconds the picture and sound would stop, and then resume a few seconds or minutes later.

This all began with AT&T "upselling" me more channels and adding additional services for which their 80 year old phone lines (in our neighborhood) were not capable of transmitting signal through. After more than 4 months of complaining, meeting Uverse technical support for "home service calls", changing out modem multiple times (not replacing a broken one), adding new ugly bright white wires wires all over the side of my house, nothing was fixed.

After 4 months, and numerous complaints, I went to my bank and canceled 4 months of prior payments made to AT&T. That finally got their attention!

It then took multiple crews more than three days to repair/replace lines in my neighborhood before the issue was resolved. All the while, AT & T was insisting the problem was at my home. Yet clearly, the neighborhood did not have sufficient infrastructure which caused line signal issues.

So now, they are still trying to back charge me for the money refunded by my bank. Numerous additional phone calls to AT&T resulted in Case # is H796 347 12 (provided by Lou in Customer Service /Billing) for a refund of \$940.33 which I agreed to. Then that Case File was miraculously "lost", then days later after subsequent phone calls "had not processed", and then finally was "cancelled". They then turned off my service and required a cash deposit at an AT&T store of \$647 to turn on my services again. Now one month later, they are trying to cancel my service again.

AT&T is knowingly and intentionally providing the FCC with false information. Their response is criminal as are their actions.

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[Ticket: # 596304 - Verizon continues to spam-block my emails](#)

**Date:** 10/16/2015 4:20:10 PM

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

**Company Complaining About:** Verizon

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## **Description**

This is a recurring problem. Verizon blocked another one of my personal emails to some friends. They have been doing this for over a year, and the fix for unblocking emails that Verizon offers does not work. It doesn't respond. Verizon customer service supervisors have refused to tell me why they are blocking them, and they refuse to fix it. Please make Verizon stop blocking my emails.

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[Ticket: # 596531 - Comcast Caps](#)

**Date:** 10/16/2015 5:42:42 PM

**City/State/Zip:** Miami, Florida 33193

**Company Complaining About:** Comcast

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### **Description**

A 300gb cap is not nearly a high enough amount for users like myself that use the internet the majority of the day. The cap doesn't solve anything(including managing congestion etc..) I believe their should never be caps allowed because we are already paying such a high amount of money for internet and yet you guys want to restrict us and force us to pay more for the same thing.

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**Ticket: # 596899 - Failure of Verizon to provide service it advertises****Date:** 10/16/2015 9:22:20 PM**City/State/Zip:** Fort Lee, New Jersey 07024**Company Complaining About:** Verizon

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**Description**

I have been using Verizon Fios for a number of years. The service is in Bergen County, NJ. Around 11 pm every night the internet stops working almost to a crawl. It makes it impossible to use. Sometimes it happens earlier. I have complained about this to Verizon on approximately 10 occasions. They have come to my house and I still have this problem. I HAVE NEVER RECEIVED A CREDIT FOR THE SERVICE DROPS. However, they have no problem overcharging me for my service. This month, I was late paying my bill, and they charged me an additional \$50 even though I sent them half of the payment in the mail more than two days ago. I either want my service to be 100% accessible all the time --especially when I am home at night from work, which is when it goes down. If not then I DEMAND a service cost adjustment.

Long term the FCC needs to do an investigation into Verizon's specious claims that FIOS provides singular service strength to each user. It clearly does not. THE service is shared and when other users use video, it slows everyone else down. OR ELSE, they are cutting service at night intentionally. Either way, they are not providing the service they have advertised, which is against the law. And I want a refund for the days when I have had no service. On average I would say its 10 days a month, of the days I can count, since I dont use my internet every night anymore as I am working outside my home. By the way, they also cut my service, even though I made a payment two days ago, and I told them that over the phone. They cut off your service on a Friday when you are at work, then when you call and try to talk to them they say their offices are closed and if you want to talk to someone you have to call on MOnday at 9 am --when I am working. What's more, they hold you hostage for the money --including a fee which I believe is not legal considering the service wasnt provided as promised over a long period of time, and wont turn it on again until you pay the amount you owe plus a \$25 late fee through an automated system--which also costs an additional \$3 fee. And in addition to that, you cannot use your phone OR your computer because they have cut everything off. Verizon needs to be looked at closely. They are breaking all of your laws.

---

**Ticket: # 596852 - (b) (6) theft exconvicts posing as gov investigators**

**Date:** 10/16/2015 8:23:18 PM

**City/State/Zip:** St Petersburg, Florida 33702

**Company Complaining About:** Wow Way

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## **Description**

Retired port hueneme, ca police officer (b) (6) is assisting several ex convicts in internet theft and prostituting children (infants) and others by streaming the victims in their home with the help of local agency by posing as government officials. (b) (6) is using known sex offenders to exact rape, assault, l'd theft and other assaults on women and children. (b) (6) threatened me and my family with arrest and long term incarceration for reporting the assaults. (b) (6) brings Pakistan and Arab men to the USA giving these illegal aliens the information of women to use as a wife to gain legal status. We the victims are told we are to shut up or we will suffer long term incarceration and assaults I have suffered gang rape theft assault that has left my face deformed and (b) (6) continues to protect these sex offenders. (b) (6) is allowing these filthy seeds offenders to assault and destroy women and children.

---

**Ticket: # 596855 - (b) (6) theft exconvicts posing as gov investigators**

**Date:** 10/16/2015 8:24:28 PM

**City/State/Zip:** St Petersburg, Florida 33702

**Company Complaining About:** Wow Way

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## **Description**

Retired port hueneme, ca police officer (b) (6) is assisting several ex convicts in internet theft and prostituting children (infants) and others by streaming the victims in their home with the help of local agency by posing as government officials. (b) (6) is using known sex offenders to exact rape, assault, l'd theft and other assaults on women and children. (b) (6) threatened me and my family with arrest and long term incarceration for reporting the assaults. (b) (6) brings Pakistan and Arab men to the USA giving these illegal aliens the information of women to use as a wife to gain legal status. We the victims are told we are to shut up or we will suffer long term incarceration and assaults I have suffered gang rape theft assault that has left my face deformed and (b) (6) continues to protect these sex offenders. (b) (6) is allowing these filthy seeds offenders to assault and destroy women and children.

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**Ticket: # 597138 - receipt of "Scam" email**

**Date:** 10/17/2015 5:31:43 AM

**City/State/Zip:** Mechanicsburg, Pennsylvania 17055

**Company Complaining About:** Verizon

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## Description

I received the following email - I know it's a scam.

Grace House

----- Original Message -----

From: "Fedex courier" <n-tsmk.822m731k@themis.ocn.ne.jp>

To: <undisclosed-recipients:>

Sent: Saturday, October 17, 2015 4:52 AM

Subject: DELIVERY NOTIFICATION

> Attn: Beneficiary,

>

> I wish to inform you that the delivery of your consignment box valued the sum of \$18.2Million United States Dollars have been processed and we are only waiting for you to reconfirm the below required details to the delivery Agent for confirmation before he depart with the consignment to avoid delivering the consignment to a wrong destination

>

> We required you to reconfirm the following information as stated below for safe delivery to your home.

>

> Full Name:-----

> Nationality:-----

> RESIDENTIAL Address:-----

> Nearest Airport:-----

> Direct Phone No -----

> Occupation:-----

> ID ATTACHMENT-----

>

> Contact the Diplomatic AGENT. chinenye Bryan. E-mail him with the information at: E-mail( dip.chinenye1@shqiptar.eu) call +22967073040 He is waiting to hear from you today with the information at the Cotonou Airport NB: The Diplomatic Agent does not know that the content of the consignment box is \$18.2Millions United States Dollars and on no circumstances should you let him know the content.

>

> BELLOW IS YOUR CONSIGNMENT BOX DETAILS:

>

> CONSIGNMENT CODE: CAF/XX/102/

> CONSIGNMENT BOX VALUED THE SUM OF \$18.2MILLION USD

> THE RIGHT HAND SIDE SECURITY KEY CODE NUMBER IS: 9015.

> THE LEFT HAND SIDE SECURITY KEY CODE NUMBER IS: withheld and will be giving to you upon confirmation that you have receive the consignment

>

> Regard,

> Dr Robert HOUNUO.

> The Director of FedEx Courier Company BENIN REPUBLIC

> call +22994740275

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[Ticket: # 597736 - CNN Deceptive Broadcasting](#)

**Date:** 10/17/2015 6:21:30 PM

**City/State/Zip:** Redding, California 96002

**Company Complaining About:** Cnn

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**Description**

CNN after donating more than 80,000 2 HRCs campaign DELETED POLLS SAYING BERNIE WON  
This Is A Blatant Lie & Conflict of interest

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[Ticket: # 597875 - Hotspot has problems at times](#)

**Date:** 10/17/2015 9:02:28 PM

**City/State/Zip:** Long Beach, California 90803

**Company Complaining About:** Verizon Wireless

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## **Description**

The JetPack Hotspot service has trouble getting me reception and internet service occasionally in the mornings, in the San Pedro, Torrance and Long Beach - California areas of use. These areas may need better regulating and tower attention.

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**Ticket: # 598134 - Internet Data Caps and Overage Pricing**

**Date:** 10/18/2015 11:05:55 AM

**City/State/Zip:** Lakewood, Ohio 44107

**Company Complaining About:** Cox

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**Description**

Cox communications has rolled out data caps in the Cleveland area. For my 150mbps down / 20mbps up connection, I have a download limit of 2tb of data. If I go over this limit, I will be charge an additional \$10 per every 50gb block of data that I use. The pricing on this overage data is extortionist in nature. At regular pricing, my connection costs approximately \$100 per month. This works out to approximately 20 gigabytes per dollar. At the overage rate, I would be charged at a rate of 5 gigabytes per dollar.

If I were to download an additional 2tb of data over my original 2tb limit, my bill would increase by \$400. This is clearly extortionist pricing at it's finest.

---

[Ticket: # 598218 - Yahtzee with buddies](#)

**Date:** 10/18/2015 12:48:19 PM

**City/State/Zip:** Missoula, Montana 59801

**Company Complaining About:** Verizon Wireless

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## **Description**

I unsubscribe from emails over a month ago and they are still filling my inbox with unwanted emails.

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**Ticket: # 598293 - Service cut off for no reason**

**Date:** 10/18/2015 3:03:27 PM

**City/State/Zip:** Malakoff, Texas 75148

**Company Complaining About:** Centurylink

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## **Description**

On Friday between the hours of 9:30am and 1:00pm, both my internet and phone service was cut off. I called immediately to complain because I have never missed a payment or been late on one. The problem is I am "porting" my original phone number to another company that I can better afford. I am almost 69 years old, retired and on a fixed income. I have several medical conditions and four doctors that I contact through the internet for problems or appointments. I explained this IN DETAIL to at least 8 different people on Friday, October 16th. I tried up until 9pm. Still no results other than being given what it would "cost" me for the internet only and I was fine with that. I was told the internet would be back on in thirty minutes that day. Here it is Sunday and yes, I called today along with four times yesterday and have as yet had my service restored. Something has to be done with Century Link because my very life could depend on an internet connection. I expect I will be BACK on the phone with CENTURY LINK early tomorrow morning. They need a HUGE slap on the hand for treating good honest paying citizens for service they are not getting.

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[Ticket: # 598766 - commercials at higher volume](#)

**Date:** 10/19/2015 7:39:35 AM

**City/State/Zip:** Lake Kiowa, Texas 76240

**Company Complaining About:** Directv

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## **Description**

The SYFY channel blatantly ignores the regulations to broadcast commercials at the same volume as regular programming. Why are we subjected to this time and time again? Regulations are there for a reason and should be followed to the letter.

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**Ticket: # 598831 - Hotspot Blocking at Marriott Marquis in Washington DC**

**Date:** 10/19/2015 9:12:53 AM

**City/State/Zip:** Jacksonville, Florida 32258

**Company Complaining About:** AT&T

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**Description**

In the exhibit hall, hotspots simply \*would not work\* despite 4G LTE access on smartphones working fine.

Example 1: AT&T (NETGEAR) Unite Pro hotspot. Full LTE connection, yet no data transfers when a device is connected to the hotspot. Yet, an AT&T smartphone works fine.

Example 2: iPhone 6 Plus on T-Mobile. 4G LTE was getting over 15Mbps download, yet when personal hotspot through iOS is enabled, data comes to a crawl.

I believe that the venue is doing something to prevent hotspots from working properly.

---

[Ticket: # 598875 - Hughes Net interference with Netflix on Dish Network](#)

**Date:** 10/19/2015 9:50:59 AM

**City/State/Zip:** Roxboro, North Carolina 27574

**Company Complaining About:** Hughes Net

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### **Description**

We have recently changed internet providers to Hughes Net. Since then I haven't been able to watch movies on Netflix for which I am paying for. Hughes said that we had used all of our minutes in October. I was not aware that they could regulate what I am paying for. This is outrageous. Please check into this and take care of it. Thank you.

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[Ticket: # 599751 - bloking wifi at certain locations](#)

**Date:** 10/19/2015 2:45:21 PM

**City/State/Zip:** Durham, North Carolina 27701

**Company Complaining About:** Local Access

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## **Description**

I have a problem when I am at college, or two libraries. When I go to these locations the wireless is blocked . At first I can access the internet and use it as normal. After thirty minutes or so my access is blocked. I thought it was my adapter or driver but at any local access point I have no problem. My conclusion is that I have been targeted and and I am blocked. This is wifi and it only happens at these certain locations until I go somewhere different then in a couple of days or a week it starts to happen there also. Its like they find out that I frequent the place and someone shows up with a wifi blocker.

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[Ticket: # 599859 - Open Neutrality.](#)

**Date:** 10/19/2015 3:24:34 PM

**City/State/Zip:** Kankakee, Illinois 60901

**Company Complaining About:** Comcast

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## **Description**

Internet does not comply with part 15 part 1. UIDTG862

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[Ticket: # 599921 - Interference](#)

**Date:** 10/19/2015 3:44:04 PM

**City/State/Zip:** Kankakee, Illinois 60901

**Company Complaining About:** Comcast

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**Description**

UIDTG862

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**Ticket: # 600093 - Comcast**

**Date:** 10/19/2015 4:26:37 PM

**City/State/Zip:** Sterling, Massachusetts 01564

**Company Complaining About:** Comcast

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## **Description**

I called Comcast because I was having a problem with outgoing emails. The person I spoke with said it was not Comcast but routed me over to someone in the Philliphines who said the only way they could help me was to get my email password. I refused. I took my computer to Geek Squad and they said there was no viruses on y computer and to recall Comcast. I did and spoke with someone who said I needed to talk with someone in their security dept. she routed me to a person in Cost Rica. He also wanted my password and when I asked for his name he would not give it. I asked to speak with his supervisor but he routed me after a long wait to Colorado where someone was able to help me. She said passwords should never be asked for. I am so sick of this sleazy company, they are almost criminal. What can you do about it??????? I had another incident in January 2015 in which I was unaware of who I was being routed to and ended up with a paralyzing virus that cost \$240 by Geek Squad to remove. Please help! I am sure I am not the only one who has had this problem.

---

[Ticket: # 600412 - unlawful ban of paid services](#)

**Date:** 10/19/2015 6:01:47 PM

**City/State/Zip:** Boca Raton, Florida 33498

**Company Complaining About:** Rockstar Games

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### **Description**

I was playing Grand Theft Auto V and i was framed by a hacker and later that night i was banned i sent in two emails and a phone call and they couldn't tell me the exact reason i was banned except i some how violated their terms of service

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**Ticket: # 600709 - COMCAST PROPERTY DAMAGE AND ILLEGAL HOOKUP****Date:** 10/19/2015 8:06:34 PM**City/State/Zip:** Stockbridge, Georgia 30281**Company Complaining About:** Comcast

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**Description**

COMCAST PROPERTY DAMAGE AND ILLEGAL HOOKUP

MY WIFE AND I WANTED TO GET INTERNET SERVICE AT OUR NEW HOME(ROCKDALE GA), AND CALLED COMCAST FOR A TECH TO COME OUT AND DO AN INSTALL, THIS WAS IN FEB 2015. THE TECH CAME OUT AND DID NO JOB HOOK-UP OR INSTALL, BUT CHARGED THE ACCOUNT UNDER OUR NAMES FOR SOME \$200. WE DID NOT HAVE SERVICE AND TOLD THEM WE WOULD NOT PAY, THEY TOOK CARE OF THE CHARGES AND SWITCH TO INSTALLED AT&T DAIL-UP. WE THEN HAD SOMEONE CLAIMING TO BE A COMCAST DOOR TO DOOR BY BACK PERSON OFFERING SHADY COMCAST DEALS, WHEN CONTACTED ABOUT THIS COMCAST STATED NO ONE WORKS FOR THEM WITH THE NAME WE PROVIDED, BUT WE WANTED TO SWITCH FROM AT&T AND STARTED A NEW PROCESS IN AUGUST 2015 AND WERE TOLD TO BUY A MODEM WHICH COST US \$100. WE WERE MADE AN APPOINTMENT AND A CONTRACTOR TECH CAME OUT (VITAL COMMUNICATIONS). THEY CAME OUT AND STATED THAT WE NEEDED A TAP FEED DROP FROM ACROSS THE STREET BECAUSE THE POLE TOWARDS THE BACK OF OUR PROPERTY WAS TOO FAR (NOT TRUE). THEY CALLED IN A SUPERVISOR, AND THE SUPERVISOR(VITAL COMMUNICATIONS WITH COMCAST) CAME OUT AND MARKED OUR LAWN AND NEIGHBOR'S LAWN WITH WHITE MARKS AND ORANGE FLAGS THAT RAN FROM OUT PROPERTY ACROSS THE MAIN ENTRANCE OF OUR NEIGHBORHOOD TO THE OTHER SIDE OF THE ROAD WHERE A COMCAST TAP IS LOCATED. WE THEN HAD SOMEONE FROM COMCAST(ANOTHER CONTRACTOR) COME OUT AND DIG AND HALF BURY AN ORANGE COMCAST WIRE IN OUR YARD, AND STOPPED HALF WAY. WE CALLED COMCAST AND THEY STATED THEY WOULD SEND SOMEONE OUT ONCE AGAIN, THIS IS NOW IN SEPTEMBER 2015. A TECH CAME OUT (CONTRACTOR TECH WITH COMCAST) AND STATED THAT THEY COULD NOT DIG UNDER THE ENTRANCE BECAUSE THAT WAS TOO MUCH WORK AND WAS NOT GOING TO WORK BECAUSE OF THE CLEARANCE NEEDED FROM ROCKDALE COUNTY, GA TO DO SUCH WORK. THEY THEN LOOKED TO THE POLE TOWARDS THE BACK OF OUR YARD AND STATED THAT POLE WAS CLOSE ENOUGH TO HOOK UP SERVICE. THAT TECH CALLED HIS SUPERVISOR, AND THAT SUPERVISOR CAME OUT( WITHOUT CONTACTING MYSELF OR MY WIFE AND PUT IN AN ORDER TO DROP A TAP AND FEED) AND HAD MAINTENANCE COMPLETE WORK TO RUN ANOTHER ORANGE CABLE, THIS WORK WAS HALF DONE AND ILLEGALLY DONE. THE LINE IS NOT ACTUALLY CONNECTED TO THE POLE(JUST WRAPPED UP ON THE POLE) THEN RUNS TO THE BACK OUR HOME(NOT CONNECTED). FINALLY, AN ACTUAL COMCAST TECHNICIAN CAME OUT(OCTOBER 2015) AND VERY KNOWLEDGEABLY POINTED OUT THAT OUR SERVICE IS ACTIVE, WITH A NONE INSTALLED WIRE, WHICH IS ILLEGALLY HOOKED UP. WE CALLED HIS ACTUAL COMCAST SUPERVISOR, VIDEO SHOWED THE DAMAGE TO THE PROPERTY FROM THE FIRST HALF BURIED WIRE(1), SHOWED THE WHITE MARKS IN THE LAWN RUNNING FROM THE SIDE OF OUR HOME TO THE OTHER SIDE OF THE STREET WITH THE BRIGHT ORANGE FLAGS IN MY NEIGHBOR'S AND I YARDS (2), SHOWED THE SECOND RUNNING ORANGE WIRE GOING FROM THE POLE(NOT ACTUALLY HOOKED UP) THAT COMES TO THE SIDE OF OUR HOME(3). ALSO HE SHOWED HIM THE

COMCAST APPROVED MODEM WE WERE TOLD TO BUY(4). WE(WIFE AND I) THEN FILED A CLAIM WITH COMCAST AND SPOKE WITH SEVERAL SUPERVISORS THAT GAVE US BAD CONTACT INFORMATION, INCORRECT EXTENSION CODES, FALSE ID NUMBERS AND NO HAS CALLED OR CHECKED UP ON THE ILLEGAL SERVICE RUNNING WITHIN OUR NAME, OR TO RETRIEVE THE TWO ORANGE WIRES, FLAGS AND MAKE AMENDS TO THE DAMAGE DONE TO THE LAWN AND REPAY FOR THE MODEM. WE HAVE CONTACTED COMCAST SEVERAL TIMES AND NOTHING HAS BEEN DONE, WE HAVE PICTURES, PHONE LOGS, CASE NUMBERS AND VISUAL AND PHYSICAL EVIDENCE OF ALL CLAIMS PROPOSED IN THIS MESSAGE. WE SEEK FOR COMCAST TO REIMBURSE US FOR THE MODEM WE WERE TOLD TO PURCHASE THAT CAN NOT BE RETURNED, STOP THE ILLEGAL SERVICE RUNNING IN OUR NAME AND ACCOUNT (THAT WE HAVE NO SERVICE FOR OR INSTALLATION) AND RECOVER THEIR WIRES AND FLAGS FROM OUR NEIGHBORHOOD, ALONG WITH FIXING THE DAMAGES DONE TO LAWNS. PLEASE PLEASE MAKE THIS GO SOMEWHERE, WE ARE EXTREMELY DISSATISFIED WITH COMCAST AND THEIR SHADY DEALINGS. THIS HAS BEEN A NIGHTMARE. PLEASE EMAIL ME AT (b) (6) OR CONTACT ME AT (b) (6)

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**Ticket: # 600712 - COMCAST PROPERTY DAMAGE AND ILLEGAL HOOKUP****Date:** 10/19/2015 8:07:14 PM**City/State/Zip:** Stockbridge, Georgia 30281**Company Complaining About:** Comcast

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**Description**

COMCAST PROPERTY DAMAGE AND ILLEGAL HOOKUP

MY WIFE AND I WANTED TO GET INTERNET SERVICE AT OUR NEW HOME(ROCKDALE GA), AND CALLED COMCAST FOR A TECH TO COME OUT AND DO AN INSTALL, THIS WAS IN FEB 2015. THE TECH CAME OUT AND DID NO JOB HOOK-UP OR INSTALL, BUT CHARGED THE ACCOUNT UNDER OUR NAMES FOR SOME \$200. WE DID NOT HAVE SERVICE AND TOLD THEM WE WOULD NOT PAY, THEY TOOK CARE OF THE CHARGES AND SWITCH TO INSTALLED AT&T DAIL-UP. WE THEN HAD SOMEONE CLAIMING TO BE A COMCAST DOOR TO DOOR BY BACK PERSON OFFERING SHADY COMCAST DEALS, WHEN CONTACTED ABOUT THIS COMCAST STATED NO ONE WORKS FOR THEM WITH THE NAME WE PROVIDED, BUT WE WANTED TO SWITCH FROM AT&T AND STARTED A NEW PROCESS IN AUGUST 2015 AND WERE TOLD TO BUY A MODEM WHICH COST US \$100. WE WERE MADE AN APPOINTMENT AND A CONTRACTOR TECH CAME OUT (VITAL COMMUNICATIONS). THEY CAME OUT AND STATED THAT WE NEEDED A TAP FEED DROP FROM ACROSS THE STREET BECAUSE THE POLE TOWARDS THE BACK OF OUR PROPERTY WAS TOO FAR (NOT TRUE). THEY CALLED IN A SUPERVISOR, AND THE SUPERVISOR(VITAL COMMUNICATIONS WITH COMCAST) CAME OUT AND MARKED OUR LAWN AND NEIGHBOR'S LAWN WITH WHITE MARKS AND ORANGE FLAGS THAT RAN FROM OUT PROPERTY ACROSS THE MAIN ENTRANCE OF OUR NEIGHBORHOOD TO THE OTHER SIDE OF THE ROAD WHERE A COMCAST TAP IS LOCATED. WE THEN HAD SOMEONE FROM COMCAST(ANOTHER CONTRACTOR) COME OUT AND DIG AND HALF BURY AN ORANGE COMCAST WIRE IN OUR YARD, AND STOPPED HALF WAY. WE CALLED COMCAST AND THEY STATED THEY WOULD SEND SOMEONE OUT ONCE AGAIN, THIS IS NOW IN SEPTEMBER 2015. A TECH CAME OUT (CONTRACTOR TECH WITH COMCAST) AND STATED THAT THEY COULD NOT DIG UNDER THE ENTRANCE BECAUSE THAT WAS TOO MUCH WORK AND WAS NOT GOING TO WORK BECAUSE OF THE CLEARANCE NEEDED FROM ROCKDALE COUNTY, GA TO DO SUCH WORK. THEY THEN LOOKED TO THE POLE TOWARDS THE BACK OF OUR YARD AND STATED THAT POLE WAS CLOSE ENOUGH TO HOOK UP SERVICE. THAT TECH CALLED HIS SUPERVISOR, AND THAT SUPERVISOR CAME OUT( WITHOUT CONTACTING MYSELF OR MY WIFE AND PUT IN AN ORDER TO DROP A TAP AND FEED) AND HAD MAINTENANCE COMPLETE WORK TO RUN ANOTHER ORANGE CABLE, THIS WORK WAS HALF DONE AND ILLEGALLY DONE. THE LINE IS NOT ACTUALLY CONNECTED TO THE POLE(JUST WRAPPED UP ON THE POLE) THEN RUNS TO THE BACK OUR HOME(NOT CONNECTED). FINALLY, AN ACTUAL COMCAST TECHNICIAN CAME OUT(OCTOBER 2015) AND VERY KNOWLEDGEABLY POINTED OUT THAT OUR SERVICE IS ACTIVE, WITH A NONE INSTALLED WIRE, WHICH IS ILLEGALLY HOOKED UP. WE CALLED HIS ACTUAL COMCAST SUPERVISOR, VIDEO SHOWED THE DAMAGE TO THE PROPERTY FROM THE FIRST HALF BURIED WIRE(1), SHOWED THE WHITE MARKS IN THE LAWN RUNNING FROM THE SIDE OF OUR HOME TO THE OTHER SIDE OF THE STREET WITH THE BRIGHT ORANGE FLAGS IN MY NEIGHBOR'S AND I YARDS (2), SHOWED THE SECOND RUNNING ORANGE WIRE GOING FROM THE POLE(NOT ACTUALLY HOOKED UP) THAT COMES TO THE SIDE OF OUR HOME(3). ALSO HE SHOWED HIM THE

COMCAST APPROVED MODEM WE WERE TOLD TO BUY(4). WE(WIFE AND I) THEN FILED A CLAIM WITH COMCAST AND SPOKE WITH SEVERAL SUPERVISORS THAT GAVE US BAD CONTACT INFORMATION, INCORRECT EXTENSION CODES, FALSE ID NUMBERS AND NO HAS CALLED OR CHECKED UP ON THE ILLEGAL SERVICE RUNNING WITHIN OUR NAME, OR TO RETRIEVE THE TWO ORANGE WIRES, FLAGS AND MAKE AMENDS TO THE DAMAGE DONE TO THE LAWN AND REPAY FOR THE MODEM. WE HAVE CONTACTED COMCAST SEVERAL TIMES AND NOTHING HAS BEEN DONE, WE HAVE PICTURES, PHONE LOGS, CASE NUMBERS AND VISUAL AND PHYSICAL EVIDENCE OF ALL CLAIMS PROPOSED IN THIS MESSAGE. WE SEEK FOR COMCAST TO REIMBURSE US FOR THE MODEM WE WERE TOLD TO PURCHASE THAT CAN NOT BE RETURNED, STOP THE ILLEGAL SERVICE RUNNING IN OUR NAME AND ACCOUNT (THAT WE HAVE NO SERVICE FOR OR INSTALLATION) AND RECOVER THEIR WIRES AND FLAGS FROM OUR NEIGHBORHOOD, ALONG WITH FIXING THE DAMAGES DONE TO LAWNS. PLEASE PLEASE MAKE THIS GO SOMEWHERE, WE ARE EXTREMELY DISSATISFIED WITH COMCAST AND THEIR SHADY DEALINGS. THIS HAS BEEN A NIGHTMARE. PLEASE EMAIL ME AT (b) (6) OR CONTACT ME AT 404-(b) (6)

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[Ticket: # 600758 - Neighbor wifi is more powerful than mine and disrupts my signal](#)

**Date:** 10/19/2015 8:32:19 PM

**City/State/Zip:** Old Orchard Beach, Maine 04064

**Company Complaining About:** Time Warner

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## **Description**

In the past two to three days, a wifi network has appeared near my condo unit that continuously knocks me offline. Their network has a blank SSID but I can see their signal and MAC address from everywhere in my home. They broadcast a signal so powerful that I cannot get a better signal from my own equipment even when sitting five feet away from my router with a direct line of sight. At least once a night I get hit with a spike so powerful that my router reboots. What can I do to stop them?

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**Ticket: # 600902 - Cell Tower Location Complaint**

**Date:** 10/19/2015 10:09:30 PM

**City/State/Zip:** Raleigh, North Carolina 27612

**Company Complaining About:** American Towers, Llc

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**Description**

Complaint Summary

Item 1. American Towers, LLC applies for an application to erect a cell tower with the City of Charlotte and Mecklenburg County February 2015. (See attached letter)

Item 2. (b) (6) owns the property upon which the cell tower will be erected in the neighborhood.

Item 3. Cell Tower site plan is provided to show location.

Item 4. Residents concerns regarding the erection of the cell tower. (See email dated April 26, 2015)

In Conclusion: American Towers, LLC and (b) (6) DID not do an outreach to the residents in the community to obtain feedback, input or suggestion on the location of the cell tower. American Towers and (b) (6) met with residents of the community, when the cell tower was nearing completion and, after the cell tower was in operation. They did not adequately address the concerns of the community regarding data transmitted over the internet, telephone interference and cell phones services.

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[Ticket: # 601227 - Horrible service with phone and internet](#)

**Date:** 10/20/2015 9:46:31 AM

**City/State/Zip:** Stone Mountain, Georgia 30087

**Company Complaining About:** Comcast

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## **Description**

Weekly interrupted service with phone and internet since July 2015. Sending technician out to fix a problem that causes other problems. Adding notes to their systems stating that I have moved and disconnecting phone. I have to constantly call the complaint resolution department to ask for help, after leaving voice mails they return your call days later. Missing work for them not to fix the problems. Comcast is the worst.

---

[Ticket: # 601278 - hacking of my computer](#)

**Date:** 10/20/2015 10:14:57 AM

**City/State/Zip:** Myrtle Beach, South Carolina 29577

**Company Complaining About:** Time Warner

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## **Description**

I have filed 4 IC3 complaints against Mailer-Daemon for blocking my emails being sent. I have more than 100 emails returned and unopened on my laptop now. I had the same problem on frontier internet with this Mailer-Daemon is the reason I switched to T W C. This is pathetic! Why can't you all fix this mess?

---

**Ticket: # 601335 - Comcast Internet Cap**

**Date:** 10/20/2015 10:33:29 AM

**City/State/Zip:** Miami, Florida 33177

**Company Complaining About:** Comcast

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## **Description**

it seems that i am reaching my 300gb Cap with comcast and they are charging me for it. all i do is watch netflix and plex media a lot since i no longer watch regular TV. i use netflix for movies and plex media for all the old tv series i buy and backup to my PC, at home, so i can watch them when i am out on the road. i also play a lot of playstation 4 which requires internet connectivity.

---

[Ticket: # 606058 - Net Neutrality](#)

**Date:** 10/22/2015 9:17:18 AM

**City/State/Zip:** I'msureyoualreadyknowthis, California 93065

**Company Complaining About:** Time Warner

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### **Description**

I implore the FCC to listen to the will of the American people, whom it is supposed to serve, not the cable companies, to PROTECT NET NEUTRALITY. PROTECT NET NEUTRALITY at ALL COSTS.

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**Ticket: # 602469 - EMAIL ISSUES FROM MY VERIZON**

**Date:** 10/20/2015 3:39:08 PM

**City/State/Zip:** Syracuse, New York 13206

**Company Complaining About:** Verizon

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### **Description**

I CALLED VERIZON PHONE SERVICES AND PAY FOR FIOS INCLUDING THE INTERNET . I SUBSCRIBE TO THE EMAIL ACCOUNT I HAVE WITH VERIZON . TODAY THE EMAIL HAS BEEN A ISSUE WITH MY SERVICES . TIMES DURING THE DAY I CAN GET EMAIL AND OTHER TIMES ITS OUT OF SERVICE . I CALLED TECH SUPPORT AT VERIZON - PHONE NUMBER 1877 7186716 TODAY ON 10/20/15 AT 3:18 P.M AND SPOKEN TO RACHEL A TECH REP AND SHE ADMITTED THE EMAIL SERVICE HAS BEEN HAVING ISSUES BUT SHE REFUSES TO GIVE CREDIT ON MY ACCOUNT . I AM ASKING FOR CREDIT . PLEASE HELP ME

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[Ticket: # 602518 - phishing](#)

**Date:** 10/20/2015 3:53:27 PM

**City/State/Zip:** San Diego, California 92109

**Company Complaining About:** Time Warner

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## **Description**

my computer was taken over by a pop up, instructed to call 877-524-3836, male with accent sounded like Indian subcontinent, identified himself as kevin martin, tried to get me to let him take over my computer to solve security issue.

---

**Ticket: # 602618 - PLEASE REMOVE MY COMPLAINT - TICKET NUMBER 602469**

**Date:** 10/20/2015 4:21:25 PM

**City/State/Zip:** Syracuse, New York 13206

**Company Complaining About:** Verizon

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**Description**

PLEASE DISMISS MY COMPLAINT WITH VERIZON PHONE COMPANY - I HAVE FIOS AND SUBSCRIBE FOR EMAIL - THE EMAIL ISSUE HAS BEEN RESOLVED UNDER MY PREVIOUS COMPLAINT - TICKET NUMBER 602469 -- PROBLEM WAS RESOLVED

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[Ticket: # 603011 - Unauthorized emails](#)

**Date:** 10/20/2015 6:30:16 PM

**City/State/Zip:** Medinah, Illinois 60157

**Company Complaining About:** Comcast

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### **Description**

I have tried several times (emails to prove it), to have these unsoliticited emails removed, but as you can see, there is not a way to opt out

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**Ticket: # 603234 - Comcast throttling internet**

**Date:** 10/20/2015 8:34:36 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is throttling my internet. They made is sign up for a faster internet plan and pay more for it. Then they don't increase my download limit and charge me \$10 for 50GB of downloads.

Now that I've exceed my 300GB allotted, they are charging me the extra amount but they are ALSO throttling my internet. It keeps interrupting my browsers, redirecting the pages to their website, often websites won't load and my download speed is slowed down to a crawl, I can't watch streaming services. What's the point of paying for extra speed AND overage charges if they're going to disrupt the browsing.

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[Ticket: # 603657 - Comcast is using data caps on my account](#)

**Date:** 10/21/2015 9:11:23 AM

**City/State/Zip:** Hialeah, Florida 33015

**Company Complaining About:** Comcast

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## **Description**

Hello,

As of July 2015, I was not aware nor was I informed that Comcast will start implementing data limit on my Comcast internet account.

My complaint is that it's not fair the consumer to pay more for internet usage. Our accounts shouldn't have data caps instilled. Internet users in south Florida are already paying ludicrous prices to Comcast for their internet usage.

Many of us would like to have our previous data cap without it being monitored or metered.

Thank you.

---

**Ticket: # 603686 - Malicious Blocking of Wifi internet access**

**Date:** 10/21/2015 9:33:37 AM

**City/State/Zip:** Landover, Maryland 20785

**Company Complaining About:** Comcast

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**Description**

Dear Madam/Sir,

I am writing to respectfully inform you of multiple incidents of malicious blocking of my wifi internet access at my residence and hotspots. I am a freelance journalist who has been under wireless surveillance by members of an Army military intelligence unit based at (b) (6), since October 2013. On or about Jan 1, 2015, I began noticing the slowing of my high speed wireless internet access at many hot spot locations in and around Washington, DC and also via my contracted carriers Virgin Moble (usb)and Comcast Xfinity.

I am certain that this is directly related to the surveillance because I have been hacked several times (nearly every day on 3 seperate email accounts) by members of the ARMY which have been traced using their ip addresses (I have logs of the ip addresses, I have traced them using geomapping and geo locating coordinates which led me to the locations that were used in the hack and the account holders of the computers used to hack my email addresses. I am a five time traditionally published author with a sixth book contract that has just been signed so my intellectual property might have been downloaded as well as other personally identifying pieces of information including financial documents, bank account information, health information, etcetera. Earlier this year I made a report to Federal Protective Services, The Federal Trade Commission (Identity Theft report) and FBI IC and FBI IC3 units as well as a report to the local police and Attorney's General for the State of Maryland and Commonwealth of Virginia. The ip addresses are concrete evidence of the Army soldiers involvement in hacking my accounts and I can provide lists days dates and times of the hacks. At times I cannot even get onto the internet, even though my computer is less than a year old, my wireless access is high speed (including hotspots) and there is clear and convincing evidence of the blocking. I have also made a report to the Inspector General of NSA's Central Security Agency based at Fort Meade. I hope that your staff can initiate an investigation. I can provide the ancillary materials you need to substantiate my claim. Thank you for your time and consideration of my complaint.

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**Ticket: # 603720 - QuadraNet allowing massive unsolicited spam emails and doing nothing to prevent it**

**Date:** 10/21/2015 10:03:37 AM

**City/State/Zip:** Hudson, Ohio 44236

**Company Complaining About:** Quadranet

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## **Description**

QuadraNet is unknowingly or knowingly allowing entities to use their servers to send out spam Email blasts. This has been happening since the beginning of September and I have reported all of the Emails to spamcop and I have also sent numerous Emails to their abuse department about the issue (abuse@quadranet.com) and even a fax with no replies other than automated tickets. I have posted about the issues on a popular web hosting forum and someone from QuadraNet reached out to me so I also sent her copies of those spam Emails, but the spam continues. The only reply I have received is to open a ticket on a per Email basis. There is nobody at QuadraNet who will address this issue and I had no choice but to block their entire netblock from sending us Email. The spam is disrupting and illegal. Overwhelming evidence is available and there are others in the internet community who are having the same problem with QuadraNet that I am. QuadraNet is based in Los Angeles California. [www.quadranet.com](http://www.quadranet.com)

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**Ticket: # 604179 - CNN Breaking News abuse**

**Date:** 10/21/2015 12:33:28 PM

**City/State/Zip:** El Paso, Texas 79902

**Company Complaining About:** AT&T

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## **Description**

I have contacted CNN Breaking News several times using the internet address they provided to unsubscribe to their CNN Breaking news messages. I used:

//cnn.com/EMAIL/breakingnews/unsubscribe.html?. CNN is still sending "breaking news" to my e-mail. I want them to stop sending! I will create a file and will keep sending complaints to the FCC until some action is taken.

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**Ticket: # 604258 - Comcast 300GB Data Cap**

**Date:** 10/21/2015 12:57:18 PM

**City/State/Zip:** Memphis, Tennessee 38128

**Company Complaining About:** Comcast

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## **Description**

I recently signed up for Comcast internet for my home. I started by telling the rep that I needed the best service because I do a lot of streaming through Hulu, Netflix, HBO Go, Showtime and other apps. Through my 4k tv directly or my apple tv. So I started with the with the 75MBS which would freeze and slow and they upgraded me to the 105MBS and it seems to be better. The problem that I have is during this whole ordeal no one told me about the 300GB data Cap until I actually hit the cap. Then got a pop up on my computer telling me about it and then an email. The problem I have is because I do stream from services and informed Comcast/Xfinity about this I should have been told and not after the fact and then told I should watch my streaming and that feels like bait and switch especially in an Era where more people are streaming.

So I want my cap removed and all my current charges removed from my account. Because this has been a very bad ordeal.

---

**Ticket: # 604757 - Comcast ripping off customers and false advertising?!**

**Date:** 10/21/2015 3:33:42 PM

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

**Company Complaining About:** Comcast

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## **Description**

I have been a comcast customer for over 2 years. Unfortunately not by choice, as my neighborhood has no alternatives. I have had to deal with terrible connection quality issues and the data caps that are being trialed in the atlanta area. The data caps are particularly harmful for my household as we generally play games and today most games are actually distributed via digital download. In fact, for a lot of games these days if you go to purchase them, you simply get a key to download the game online. These downloads can be upwards of 100GB in size. If I have two computers (myself and my wife) that means that I use 200GB of my 300GB cap on one install. Once I go over 300GB limit I am forced to pay comcast an additional 10 dollars for every 50GB over. If I was over my limit, and wanted to purchase another game that was a 50GB download. Not only would I buy that game for 59.99, but also have to pay 10 dollars to download it per machine. This is insane however something we have put up with unfortunately.

Earlier in the month I got an email saying comcast would now offer unlimited data in our area for an additional 35 a month. I followed the instructions on <https://customer.xfinity.com/help-and-support/internet/exp-unlimited-enroll> and after talking to someone was told that it wasnt being offered in my area, despite me getting an email marketing it.

I already pay almost 230/month, (and its being raised to 250/month with new charges in December/January). I think its insane to pay 35 more in order to use something I am already paying for but what choice do I have?

Without the gov stepping in and stopping this practice we are going to stifle innovation here in the US and deny people access to things they have purchased. How can a student learn from instruction videos if his parents say he cant watch them because they cant afford to go over the data cap?

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**Ticket: # 604811 - Wireless Interference**

**Date:** 10/21/2015 3:51:35 PM

**City/State/Zip:** Cincinnati, Ohio 45202

**Company Complaining About:** Time Warner

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## **Description**

I believe my Wifi signal is being interfered with or intentionally jammed. While I am able to access the Internet via ethernet cord, none of my devices can lock onto my 2.4 GHz or 5 GHz WiFi signal with any consistency. The trouble started on or about Thursday, October 15th, 2015. My WiFi signal will connect to my devices for a second or two, but then releases. It then tries to re-establish, and releases again. If I connect my laptop or Apple TV directly to my modem using a cable, it works fine...but the WiFi continues to cut in and out. My Internet provider, Time Warner Cable, has exhausted every effort to solve the problem (reboots, resets, equipment swaps, channel changes, etc.) to no avail. My Time Warner service tech stated that the problem is being caused by interference, or someone is intentionally jamming my WiFi signal, and there is nothing more they can do. Please advise.

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**Ticket: # 605699 - Internet problems with Windstream**

**Date:** 10/21/2015 9:25:35 PM

**City/State/Zip:** New Berlin, Pennsylvania 17855

**Company Complaining About:** Windstream Communications

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## **Description**

We have had internet, TV and phone service provided by Windstream for many years. We have had occasional problems with our internet for several years. Over the last approximately 6-9 months the problems have increased. There are many times we have no internet connection. We have called service multiple times....they blame the problem on our router...our computer....or they are able to see that at the current time when they come we have service. No one has been able to take care of the issue. Last week one of the service men finally admitted that there has been a known problem with thru-way congestion in our area that should have been fixed months ago. They are now telling us the problem should be fixed by the end of the year!!!! We have called to have our bill pro-rated....it is automatically taken out of our checking account or we would just have not paid the bill in full. We have been told that they will pro-rate one month only. We feel that we have been paying for a service that has not been provided.

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[Ticket: # 605780 - Comcast bandwidth cap](#)

**Date:** 10/21/2015 10:30:41 PM

**City/State/Zip:** Miramar, Florida 33025

**Company Complaining About:** Comcast

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## **Description**

Comcast has begun "trials" with an arbitrary 300GB bandwidth cap. When we reached our cap our service was turned off despite our plan allegedly including continuing service uninterrupted with a surcharge for the additional bandwidth used. After numerous attempts to work this out with the provider we were (1) incorrectly informed that the bandwidth cap is pursuant to state regulations, (2) told or service was discontinued until the following day, and (3) denied any explanation or assistance turning service back on promptly despite our clear understanding of Comcast's potential surcharges and urgent need for service to accommodate employment obligations. This is only the first month of the so-called "trial" and we are being denied services for which we are paying premium priced for purported unlimited bandwidth. Then Comcast's own employees give us the run around and claim nothing can be done.

---

**Ticket: # 605918 - FCC WEB PAGE\EMP\EMF\TRANSPONDER\AGENT MARTIN AND AGENT JAMES**

**Date:** 10/22/2015 1:36:09 AM

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

**Company Complaining About:** Cox

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## **Description**

Now (b) (6) (b) (6) replaced the FCC's original web page with his own, your urged to check it out for yourself. (b) (6) is using a (b) (6) log on password and that is very illegal. I am wondering why I still have the EMP on me after i sent an email about how the law states that the maximum amount of time the EMP can be used is for 8 years. I have had it on me for 14 years. If it is not stopped immediately I will write the Legislature and the CIA. I also want to know how the FBI is still able to use the Transmitter in my tooth. That is very illegal also. (b) (6) is still using his Home made EMP which is very illegal. Am I going to get help this time or what? Look at the EMP the week that the President was here and you will see the (b) (6) and (b) (6) tried to kill the President of the United States with the EMP. Now will you do something?

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[Ticket: # 605949 - B.A.Net](#)

**Date:** 10/22/2015 3:48:04 AM

**City/State/Zip:** Phoenix, Arizona 85029

**Company Complaining About:** B.a. Net Llc

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**Description**

Scam Company

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[Ticket: # 605963 - Interference](#)

**Date:** 10/22/2015 6:44:10 AM

**City/State/Zip:** Havasu City, Arizona 86406

**Company Complaining About:** Centurylink

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## **Description**

High amount of WiFi waves WINDOW opening declined by Wife. Microsoft Windows malfunctions.

High amount of radio interference 24 hours daily.

Note: I am paying renter, visiting my family's home.

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**Ticket: # 606558 - engineer**

**Date:** 10/22/2015 12:28:37 PM

**City/State/Zip:** Brooklyn, New York 11207

**Company Complaining About:** Multiple

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## **Description**

I have prior federal service. I am having trouble with my communications – both USPS and FCC governed. I have noticed a change in mailings to my below listed address, I am awaiting mail from a federal judge in DC regarding renouncement of my US citizenship. I have noticed some very unusual activity regarding my electronic communications. I have reported repeatedly to the authorities threats to my food, clothing, shelter, transportation, soaps and tax. My food stamps and welfare have been depleted. My state-qualified allotment is lower than I am qualified. I do not receive the electronic benefit of recycling glass or plastics at the grocery store where others receive the same. I have sent many e-mails regarding human rights violations. I have numbered them in sequential order. Yet, when I review my sent-mails, I am missing a copy of the emails – specifically in my sent-mail box. My cell phone is an entitlement for qualifying for state welfare. My allotment is 250 minutes per month without accumulation. More than once, the battery charge has been completely depleted with simple sedentary use. I have never used my entire allotment. Lastly, but certainly not least, my Brooklyn library card posted a deficit on print-per-page fees. This is not possible. My BPL card now requires a one dollar minimum to process free activities – all logged with the library card.

(b) (6)



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**Ticket: # 606798 - Notification of Illegal Frequencies In Operation**

**Date:** 10/22/2015 1:48:49 PM

**City/State/Zip:** Valley Center, California 92082

**Company Complaining About:** N/a

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**Description**

This is not interference, but I don't see a better option to select.

I've documented numerous illegal frequencies in use. Please see the attached documents. If you are not the correct authority to report this to, please inform me immediately. If you have any questions or any would like any other information please don't hesitate to contact me.

Thank you,

(b) (6)

[Redacted]

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[Ticket: # 608029 - Comcast data cap.](#)

**Date:** 10/22/2015 8:05:37 PM

**City/State/Zip:** Pembroke Pines, Florida 33026

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a ridiculous data cap in the south florida area which caps at 300 gigs, know well that most house holds use far above that, this is an attack against other sources of media as to prevent people from streaming.

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**Ticket: # 608117 - YAHOO NEWS REFUSES TO PUBLISH CHECKS & BALANCES TO UPHOLD THE INTEGRITY OF THE CONSTITUTION**

**Date:** 10/22/2015 9:01:38 PM

**City/State/Zip:** Evansville, Indiana 47713

**Company Complaining About:** Time Warner

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**Description**

I HAVE CONTACTED MATT BAI OF YAHOO NEWS EXECUTING MY FIRST AMENDMENT TO PUBLISH THE CHECKS & BALANCES PETITIONED IN THE JUSTICE DEPARTMENT DUE TO CORRUPTION IN THE JUDICIAL BRANCH OF GOVERNMENT. A FIRST AMENDMENT RIGHT WHICH HE CANNOT INTERFERE WITH, GOVERNMENT CANNOT STOP OR INTERFERE WITH.

(b) (6)

FCC

445 12th ST. SW.

WASHINGTON D.C. 20554

LEADERSHIP

TOM WHEELER - CHAIRMAN

MIGNON CLYBURN - COMMISSIONER

JESSICA ROSENWORCEL - COMMISSIONER

AJIT PAI - COMMISSIONER

MICHAEL O'RIELLY - COMMISSIONER

I, (b) (6), HAVE EXECUTED MY FIRST AMENDMENT RIGHT THAT ENABLES EVERY CITIZEN AT ANY TIME TO BRING THE GOVERNMENT AND ANY PERSON IN AUTHORITY TO THE BAR OF PUBLIC OPINION BY ANY JUST CRITICISM UPON THEIR CONDUCT IN THE EXERCISE OF THE AUTHORITY WHICH THE PEOPLE HAVE CONFERRED UPON THEM.

THE MEDIA REFUSES TO PUBLISH THE CHECKS & BALANCES PETITIONED BY ME DUE TO CORRUPTION IN THE ENTIRE JUDICIAL BRANCH OF GOVERNMENT. THIS IS SUPPORTED BY IRREFUTABLE EVIDENCE OF CORRUPTION, DERELICTION OF DUTY, & ABUSE OF POWER IN THE U.S. SUPREME COURT.

BY DENYING THIS RIGHT WE NOW HAVE THE CONCEALMENT OF CORRUPTION, ABUSE OF POWER, & ECONOMIC OPPRESSION AS THE GOVERNMENT OWES 50 MILLION DOLLARS FOR THE DEFAULT ON THE 14th AMENDMENT RIGHT TO DUE PROCESS. WITH CORRUPTION IN THE U.S. SUPREME COURT WHICH IS AN UNPRECEDENTED EVENT, THE APPELLATE COURT SYSTEM NO LONGER WORKS. { THIS IS A NATIONAL NEWS STORY THAT IS OF PUBLIC CONCERN THAT IS BEING CONCEALED FROM THE PUBLIC BY THE MEDIA VIOLATING MY FIRST AMENDMENT RIGHT TO INFORM THE PUBLIC OF CORRUPTION & ABUSE OF POWER BY OFFICIALS }

IN A LETTER FROM A PUBLIC BROADCAST STATION - WNIN - THEY JUSTIFY THIS IN WRITING BY STATING " THE FCC ALLOWS EACH INDIVIDUAL RADIO & TV STATION LICENCEE THE DISCRETION TO SELECT WHAT ITS STATION BROADCAST AND TO OTHERWISE DETERMINE HOW IT CAN BEST SERVE ITS COMMUNITY OF LICENSE. THEREFORE, WE WILL NOT BE ALLOWING YOU ACCESS TO AIR TIME, PER YOUR REQUEST. SINCERELY - (b) (6) VP TV PROGRAMMING & OPERATIONS

THIS IS IN TOTAL VIOLATION OF MY FIRST AMENDMENT RIGHT. THE CONSTITUTION STATES " THE EVILS TO BE PREVENTED WERE NOT THE CENSORSHIP OF THE PRESS MERELY, BUT ANY ACTION OF THE GOVERNMENT BY MEANS OF WHICH IT MIGHT PREVENT SUCH FREE AND GENERAL DISCUSSION OF PUBLIC MATTERS AS SEEMS ABSOLUTELY ESSENTIAL TO PREPARE THE PEOPLE FOR AN INTELLIGENT EXERCISE OF THEIR RIGHTS AS CITIZENS. THE CHECKS & BALANCES ARE ESSENTIAL IN PREPARING THE PEOPLE INTELLIGENTLY TO PROTECT THEIR RIGHTS. THE RIGHTS VIOLATED ARE GUARANTEED UNDER THE BILL OF RIGHTS WHICH NO JUST GOVERNMENT ON EARTH CAN REFUSE OR DELAY. THE RIGHTS WHICH GOVERNMENT MUST PROTECT. [ SO WHAT WE HAVE IS THE CONDONING OF CORRUPTION THAT IS CONCEALED BY THE MEDIA, WHICH IS RADIO, TV, & PUBLISHERS DOING SO WHICH THEY JUSTIFY BY THE FCC. ] [ THERE IS ALSO A CRIME BY (b) (6) PURSUANT TO TITLE 18 SEC. 243 SO THE CONCEALMENT AIDS & ABETS A CRIMINAL FROM JUSTICE. THIS IS NOT IN THE BEST INTEREST OF THE COMMUNITY WHEN YOU COMMIT AN ACT AGAINST THE LAW. NOR IS IT IN THE INTEREST OF THE NATION TO CONCEAL CORRUPTION IN THE HIGHEST COURT WHICH ECONOMICALLY OPPRESSES THE CITIZENS & HAVE DENIED THE SAME RIGHTS THAT THEY ARE TO PROTECT. ] THAT IS CONCEALING GOVERNMENT CORRUPTION WHEN THE INTENT OF THE FIRST AMENDMENT IS TO EXPOSE & PROTECT THE RIGHTS OF THE CONSTITUTION BY INFORMING THE PUBLIC SO THAT GOVERNMENT DOES NOT ABUSE ITS POWER. A CRIME HAS BEEN COMMITTED WHETHER HE IS BLACK OR WHITE, WHETHER HE IS CONVICTED OR ACQUITTED, A CRIME HAS BEEN COMMITTED. CONGRESS MADE IT A CRIME TO DETER JUDGES FROM DISCRIMINATING IN THE JURY PROCESS.

THE FIRST AMENDMENT FURTHER STATES" DESPITE POPULAR MISUNDERSTANDING THE RIGHT TO FREEDOM OF THE PRESS GUARANTEED BY THE FIRST AMENDMENT IS NOT VERY DIFFERENT FROM THE RIGHT TO FREEDOM OF SPEECH. IT IS [PART OF THE CONSTITUTIONAL PROTECTION OF FREEDOM OF EXPRESSION. IT DOES NOT AFFORD MEMBERS OF THE MEDIA ANY SPECIAL RIGHTS OR PRIVILEGES NOT AFFORDED TO CITIZENS IN GENERAL. DISSEMINATION - THE ACT OF SPREADING SOMETHING, ESPECIALLY INFORMATION, WIDELY.

WHEREFORE, THE CONSTITUTION HAS JUST SAID " THE PRESS DOES NOT HAVE THE RIGHT TO CENSOR NOR THE DISCRETION AS TO WHETHER I CAN PUBLISH THIS BECAUSE IT IS OF PUBLIC CONCERN & NEITHER CAN THE GOVERNMENT PREVENT SUCH FREE & GENERAL DISCUSSION OF PUBLIC MATTERS ABSOLUTELY ESSENTIAL TO PREPARE THE PEOPLE FOR AN INTELLIGENT EXERCISE OF THEIR RIGHTS AS CITIZENS. THE RIGHT TO FREEDOM OF THE PRESS IS GUARANTEED BY THE FIRST AMENDMENT TO ALLOW AN INDIVIDUAL TO EXPRESS THEMSELVES THROUGH PUBLICATION. UNDER NORMAL CIRCUMSTANCES THEY HAVE THE DISCRETION TO DECIDE BUT WHEN THE GOVERNMENT

OR ANY PERSON IN AUTHORITY IS ABUSING THEIR POWER THAT THE PEOPLE HAVE CONFERRED UPON THEM THOSE ACTS MUST BE KNOWN BY THE PUBLIC & THIS IS WHAT PROTECTS THE RIGHTS GUARANTEED BY THE CONSTITUTION. TO CONCEAL THESE THINGS IS AN ACT OF INVASION WHERE THE FIRST THING DONE IS TO TAKE OVER THE COMMUNICATIONS. { THE FEDERAL COMMUNICATIONS COMMISSION MUST MODIFY THE RULES IN COMPLIANCE WITH THE RIGHTS GUARANTEED BY THE 1st AMENDMENT INFORMING THE MEDIA & PUBLICATION COMPANY'S THAT THEY MUST PUBLISH " CONGRESS BEING PETITIONED BY THE CONSTITUTION'S CHECKS & BALANCES TO UPHOLD THE INTEGRITY OF THE CONSTITUTION, PETITIONED BY (b) (6) . THIS EVEN THE GOVERNMENT CANNOT PREVENT SO THE FCC MUST COMPLY WITH THE 1st AMENDMENT THAT ENABLED EVERY CITIZEN AT ANYTIME TO BRING THE GOVERNMENT TO THE BAR OF PUBLIC OPINION. }

{ BECAUSE THE MEDIA HAVE ALREADY VIOLATED MY RIGHTS BY CONCEALING GOVERNMENT CORRUPTION YOU, THE COMMISSION OF THE FCC, ARE PETITIONED BY (b) (6) TO CALL THE ASSOCIATED PRESS, CNN, GOOD MORNING AMERICA, EYEWITNESS NEWS, CHANNEL 44 NEWS, CHANNEL 14 NEWS, THE WALL STREET JOURNAL, USA TODAY, & ESPN TO IMMEDIATELY CONTACT ME TO ARRANGE PUBLICATION & TALKS TO INFORM THE AMERICAN PUBLIC. THEY MAY REACH ME AT (b) (6) & EMAIL AT

(b) (6)  
I EXECUTE MY FIRST AMENDMENT RIGHT THIS OCTOBER 20, 2015 TO BE PUBLISHED IN THE AFOREMENTIONED MEDIA & APPEAR ON TELEVISION TO INFORM THE PEOPLE OF THEIR RIGHTS & HOLD OFFICIALS ACCOUNTABLE FOR THEIR ACTS UNDER COLOR OF LAW. ALSO PUBLIC STATION WNIN 812 423 2973. THE CHECKS & BALANCES ARE WATERGATE WHICH WAS NATION WIDE NEWS. I AM TO BE AFFORDED THE SAME EXPOSURE TO INFORM THE PUBLIC OF GOVERNMENT CORRUPTION. THIS TAKES PRIORITY OVER ALL MATTERS BECAUSE THIS IS CORRUPTION IN AN ENTIRE BRANCH OF GOVERNMENT. }

RESPECTFULLY PETITIONED & EMPOWERED BY THE 1st AMENDMENT - (b) (6)  
DATE: OCTOBER 20, 2015

#### Message Body

#### Annotation 10 - First Amendment

##### Subsequent Punishment: Clear and Present Danger and Other Tests

Granted that the context of the controversy over freedom of expression at the time of the ratification of the First Amendment was almost exclusively limited to the problem of prior restraint, still the words speak of laws "abridging" freedom of speech and press and the modern adjudicatory disputes have been largely fought out over subsequent punishment. "The mere exemption from previous restraints cannot be all that is secured by the constitutional provisions, inasmuch as of words to be uttered orally there can be no previous censorship, and the liberty of the press might be rendered a mockery and a delusion, and the phrase itself a byword, if, while every man was at liberty to publish what he pleased, the public authorities might nevertheless punish him for harmless publications. . . .

"[The purpose of the speech-press clauses] has evidently been to protect parties in the free publication of matters of public concern, to secure their right to a free discussion of public events and public measures, and to enable every citizen at any time to bring the government and any person in authority to the bar of public opinion by any just criticism upon their

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[Ticket: # 608135 - privacy and dom. wiretaps Senator bill Nelson thanks.](#)

**Date:** 10/22/2015 9:11:55 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Walmart Straight Talk

---

## **Description**

and golf gated comm. and privacy and monopolizing taps and controlling them and womanizing and abuse fraud and waste no thanks. (b) (6) and night shift and Rutgers Newark journalism and campus police thanks and Newark NJ police thanks for help.

---

**Ticket: # 608837 - COMCAST Refuses Waiving Usage Data Cap****Date:** 10/23/2015 11:43:15 AM**City/State/Zip:** Duluth, Georgia 30096**Company Complaining About:** Comcast

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**Description**

To whom it may concern:

I just received a phone call from Comcast today regarding a limit that I was reaching on my data usage plan. I mistook this for my phone service. However, I looked again to find out it was for my home internet service. I immediately called Comcast to discuss and dispute this because I was NEVER informed of the 300GB cap on my account. I spoke to a Comcast representative who stated that ANOTHER COMPANY puts a cap on the data usage OUTSIDE of Comcast and that they have NO control. He was confused and also was uninformed of the policy. He transferred me over to a Comcast Customer Security (which is obviously a part of Comcast) representative who was not helpful. He continued to regurgitate the same script that all representatives are required to say. I asked him specific questions such as why Comcast was so duplicitous and deceiving about the original agreement of the plan. Had I been informed, I would have made different decisions about my ISP. In addition to that, I had left my previous ISP (whom with I had no issues with and DID NOT cap my internet) because my neighborhood is monopolized by Comcast and other services are not available in that area. The representative continued to say the same exact thing like a recording blatantly and disrespectfully ignoring my comments and, in my frustration, asked for a supervisor who's name was Bill. He continued to say the same thing and said that this was a policy ALL ISPs were subject to (as if it was a policy forced upon them) which also seemed like false information. I explained to them that they were deceiving in keeping information from the customer and giving hidden charges. Not only that, I have no choice but to use them because they have a monopoly in our neighborhood. They explained to me that there were 3 "courtesy" months to have a 50GB "grace usage" as though they were doing me a service for charging me for something I had been getting for FREE all this time. Then they have the audacity to say that they will give me the UNLIMITED SERVICE for \$35 extra every month. At this point, I told them that I wanted this fee waived because many other Comcast customers had their fees waived within the last few months. Bill explained to me that he has NEVER waived this fee and that he has NO power. However, it seems that they were not being truthful with that fact as well.

I would like someone to contact me regarding this issue and would like it resolved.

(b) (6)

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**Ticket: # 609232 - Interference with my phone, home appliances, and electric devices**

**Date:** 10/23/2015 1:50:53 PM

**City/State/Zip:** Miami, Florida 33196

**Company Complaining About:** Directv

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## **Description**

My phone, home appliances, and electric devices have been incorporated due to the fact I hear multiple phone conversation. Please contact me at (b) (6) or call me at

(b) (6).

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**Ticket: # 609284 - Severe lag time on internet traffic**

**Date:** 10/23/2015 2:04:52 PM

**City/State/Zip:** Cleveland, Tennessee 37311

**Company Complaining About:** Charter

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## **Description**

I have a customer that has Charter internet. They use VOIP phones over the internet. The service that they are getting from Charter goes through a handoff from the Charter server, bbr01gnvlsc-bue-1.gnvl.sc.charter.com (b) (6) ] to the Level3 server lag-8.ear1.Atlanta2.Level3.net (b) (6)

Charter told me in no uncertain terms that they were going to do nothing about it. That if I wanted to contact Level3 I could.

First of all I am not Level3's customer, Charter is. And second if there are thousands of people across the US complaining why can't the FCC step in and do something about this issue?

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**Ticket: # 609354 - (b) (6)**

**Date:** 10/23/2015 2:24:04 PM

**City/State/Zip:** Naples, Florida 34104

**Company Complaining About:** Comcast

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## **Description**

This (b) (6) ) has been sending me spam for months, and every day when I get his spam messages, I click to opt-out of the spam, and yet it never stops. I am tired of being harassed by this criminal spammer, and I hope you will arrest him and send him to prison.

---

[Ticket: # 609367 - isagelous.com VOIP Spammer](#)

**Date:** 10/23/2015 2:27:03 PM

**City/State/Zip:** Naples, Florida 34104

**Company Complaining About:** Comcast

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### **Description**

I am constantly receiving spam email from isagelous.com which is sell VOIP phone services. I have opted out of these emails for months, but they keep sending them to me every day or two.

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**Ticket: # 609420 - Comcast Data Cap and Data Injection**

**Date:** 10/23/2015 2:43:12 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

[Ticket: # 624687 - Internet Data Caps](#)

**Date:** 10/31/2015 5:22:07 AM

**City/State/Zip:** Fort Lauderdale, Florida 33335

**Company Complaining About:** Comcast

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### **Description**

Comcast in Ft. Lauderdale has instituted a cap of 300GB/mth. Overcharges are \$10 per 50GB. There is no real competition here. We are stuck with this.

---

[Ticket: # 610210 - Nonstop emails, despite opting out.](#)

**Date:** 10/23/2015 7:19:53 PM

**City/State/Zip:** New York, New York 10003

**Company Complaining About:** Spotify

---

## Description

Hi,

Spotify will not stop emailing me, I've opted out several times, and even specifically emailed them requesting this stops. Yet I keep on receiving them. I of course have proof of everything I'm saying.

Please make them stop this is not right.

Please note the dates in my attachments.

Thank you,

(b) (6)

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**Ticket: # 610281 - malware**

**Date:** 10/23/2015 8:30:58 PM

**City/State/Zip:** Lakeside, Arizona 85929

**Company Complaining About:** Cable One

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## **Description**

i am running windows 7 home edition and Google Chrome web browser. at least 3 times i have a pop]up message telling me that windows has detected a virus and i should call 1-855-615-6289 for help on the problem. i cannot find this number on the Microsoft Windows website and from searching the web, i think this is malware. i can remove it but think the people who put the malware on my computer should be shut down.

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[Ticket: # 610332 - Invasion of privacy](#)

**Date:** 10/23/2015 9:18:02 PM

**City/State/Zip:** Mc Farland, Wisconsin 53558

**Company Complaining About:** Charter

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## **Description**

Charter Spectrum has been inserting an advertisement in the middle of my browsing window. I pay for this service and should not be forced to interact with unwanted advertisements in yet another area. I already get emails and postcards from them constantly which I can't opt out of but only throw away. It is unfair that paying customers should be subjected to this kind of "in your face" advertising.

---

[Ticket: # 610438 - Internet usage cap](#)

**Date:** 10/23/2015 11:52:56 PM

**City/State/Zip:** Miami, Florida 33182

**Company Complaining About:** Comcast

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### **Description**

I just got Comcast for a two year contract in one week my internet usage is up. My cable provides for my tv, my telephone, and Internet . It's deceptive practice

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**Ticket: # 610525 - HACKING**

**Date:** 10/24/2015 7:07:45 AM

**City/State/Zip:** New York, New York 10037-(b) [REDACTED]

**Company Complaining About:** Verizon Wireless

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### **Description**

NYTIMES DAILY UPDATE Verizon Email UNAUTHORIZED changed to AOL email.

Email supposedly from me sent to myself. This is so obvious that it is ridiculous.

I've also received email that I refused/never opened since I filed complaints to the CIVILIAN COMPLAINT REVIEW BOARD, NYPD INTERNAL AFFAIRS, AND THE NYPD OFFICE OF THE INSPECTOR GENERAL IN 2014-PRESENT.

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[Ticket: # 610534 - Westin Bonaventure blocking wifi hotspots](#)

**Date:** 10/24/2015 7:29:49 AM

**City/State/Zip:** Irvine, California 92620

**Company Complaining About:** Verizon Wireless

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## **Description**

It appears as though the Westin Bonaventure Hotel in Los Angeles is blocking Wi-Fi hotspots. During my current stay at the hotel, I am again noticing the fact that my hotspots Will not connect to Verizon's network. So, this forces me into buying the hotel's Wi-Fi Internet service daily.

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[Ticket: # 610865 - Wifi at Austin Texas Airport](#)

**Date:** 10/24/2015 1:49:47 PM

**City/State/Zip:** Austin, Texas 78753

**Company Complaining About:** T Mobile

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### **Description**

I suspect My portable wifi hotspot is being force disconnected by a AP in the airport. there is Bongo wifi here

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**Ticket: # 610907 - No able to unsubscribe from spam email.**

**Date:** 10/24/2015 2:40:59 PM

**City/State/Zip:** Ofallon, Illinois 62269

**Company Complaining About:** St. Louis Public Radio

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## **Description**

I recently started receiving emails from St. Louis Public Radio and am not able to unsubscribe from these emails which are sent weekly to my inbox. When attempting to unsubscribe I am taking to this location

<http://www.stlpublicradio.org/enewsletter/?pg=editProfile&uid=2dc3227acd&mid=3286417&email=sclleveland08@live.com> and am required to provide personal information.

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Ticket: # 610987 - getting severly and maliciously hacked as well as my mother and girl  
(b) (6).person hacking is also streaming vod she stealing from me ochange b

**Date:** 10/24/2015 3:41:04 PM

**City/State/Zip:** Hudson, Florida 34667

**Company Complaining About:** Bright House

---

## Description

my name is (b) (6) I live at (b) (6).were about 1 mile from Hudson regency library,where my ex-girlfriend named (b) (6) has severly hacked the library my mothers house,my uncles and my grandparents who are 86 and only care bout facebook.well she just broke another 1000.00 dollar device that be 30 devices in 2 years .ive told my cable provider for 5 months now begging them to look into if wrote brighthouse pres.they said there equipment fine on there end,wich far from weve been compromised get calls blocked cant get online and hd boxes got Microsoft schemas in them and diagnostics shows me how this hacker brit pugh is streaming vod illegally.made 5 police reports don't know what else to do plz look into this girl is effecting way too many lives.thank you for your time sincerely (b) (6)

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**Ticket: # 611323 - Comcast Data Caps and Web Page Injection**

**Date:** 10/24/2015 10:03:22 PM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** Comcast

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## **Description**

When we signed up for Comcast internet service in our apartment there was no limit on how much data could be used on the package we selected. The past couple of months we have been receiving emails telling us that we have surpassed our "monthly data plan" of 300 GB. Even worse is that Comcast is now HIJACKING web pages and injecting their code into it (I suspect they are performing a man-in-the-middle attack on unencrypted pages, see attached).

---

**Ticket: # 611389 - School Operating WiFi Jammer and Deauthorization Attacks**

**Date:** 10/25/2015 12:06:59 AM

**City/State/Zip:** Melrose Park, Illinois 60160

**Company Complaining About:** (b) (6)

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## **Description**

The school I attend, (b) (6) has used targeted wireless jammers and deauthorization attacks.

On October 21, 2015 I was using my mobile device as a hotspot for my laptop due to network congestion on the schools network. This hotspot was operating within the FCC 2.4Ghz channels and switching automatically to avoid any possible interference, although their network operates on the 5Ghz band which makes interference not likely.

My device connected to the hotspot suddenly began to lose connection and would not reconnect even though the phone was next to the laptop. I looked at my laptops wireless logs and it stated the following

- 2 Previous authentication no longer valid
- 3 Deauthenticated because sending STA is leaving (or has left) IBSS or ESS
- 5 Disassociated because AP is unable to handle all currently associated STAs

Using WireShark, a deep packet analyzing program, I identified what looked like deauthorization packets from their access points which seem to possess the ability to illegally jam wireless signals. However my device was seized and all logs were erased. I will be capturing these again but they are engaging in highly illegal and unethical behavior by illegally blocking my access to federally controlled wireless bands

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**Ticket: # 611406 - Media Career Challenges and Solutions**

**Date:** 10/25/2015 12:43:58 AM

**City/State/Zip:** Dayton, Ohio 45405

**Company Complaining About:** AT&T

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## **Description**

I have reason to believe that I am a victim of career racket crimes and that a great deal of my bodily integrity has been lost in my life to the careers of people I once knew who have become very successful and are using their importance and prominence to keep me in a low position in life. It is a form of futurism and laundering that has gone on in my life since 1992. I have contacted several offices about this attempt and 'war' to keep me out of a media career and more, and other related offenses against me and my children and close supportive family. The first sign of it may be found in 1992 and 1993 with NBC in Chicago II. This is when I lost my social service career and wanted to pursue a career in Hollywood. I am trying to reach you by mail and maybe by phone. Please look forward to hearing from me. I have some support that may interest you.

---

[Ticket: # 611606 - Data caps and Net Neutrality Infringement by Comcast](#)

**Date:** 10/25/2015 12:53:04 PM

**City/State/Zip:** Miami, Florida 33186

**Company Complaining About:** Comcast

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### **Description**

Comcast is implementing data usage limits and charging exorbitant fees for going over that limit. This infringes upon the Net Neutrality Act of 2015 and has to be stopped. This is absurd and asinine.

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[Ticket: # 611667 - att uverse broadband](#)

**Date:** 10/25/2015 2:33:22 PM

**City/State/Zip:** Oakley, California 64561

**Company Complaining About:** AT&T

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### **Description**

Connection drops 3 to 5 times day and I pay my bill and this is not what i signed up for. please Make them fix this.

Thank you

**(b) (6)**

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[Ticket: # 611741 - Comcast / Xfinity does browser injection hijacks once data cap is reached.](#)

**Date:** 10/25/2015 3:31:57 PM

**City/State/Zip:** Norcross, Georgia 30092

**Company Complaining About:** Comcast

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## **Description**

This happens every single month. Once I've reached my data cap for the month Comcast / Xfinity injects code into my browser that redirects my internet. This process is a direct wall between me and the internet. Also, speeds are decreased for certain domains, namely competing services.

The attached image is what I get when attempting to reach non SSL domains after I've reached my data cap. This issue was supposedly corrected, however it has not been. This is a constant, month to month, repeating issue.

It is completely unacceptable for Comcast / Xfinity to inject code onto my machine for any purposes, period. Even if the injection is to warn me of usage percentages. Also by injecting code to force redirects on my browsers Comcast is directly interfering with my ability to connect to the internet in an unrestricted and free way.

---

[Ticket: # 611788 - Inability to stop unwanted e-mails](#)

**Date:** 10/25/2015 4:39:16 PM

**City/State/Zip:** Lake Worth, Florida 33467

**Company Complaining About:** Petco

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## **Description**

I have requested on six different occasions for Petco to stop sending me unsolicited e-mails. Four times I tried disenrolling at the end of their e-mail and I have called them two times. I continue to receive up to two e-mails per day.

---

**Ticket: # 611985 - Comcast injecting code, installing virus, and denial of service**

**Date:** 10/25/2015 9:31:24 PM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast is injecting code into my computer without my consent. This was originally a pop-up window that notified me when I had reached the data usage cap. Today they went a step further and hijacked my browser by redirecting all sites by adding the following

<http://www.speedtest.net/e8f6b078-0f35-11de-85c5-efc5ef23aa1f%2Ffaupm%2Fnotify.do%3Fdispatch%3DackBulletin%26redirectName%3Dxfinity>

The page they redirected me to was a notification that their attempt to inject the pop-up ad was having technical difficulties. There was nothing I could do to avoid their redirect and as a result my internet service was made unusable. Whatever code Comcast injected into my browser not only blocked this computer but it shut down my home network effectively denying me access to a service for which I pay.

I finally had to call them only to find out they had to manually remove the notification from their end. Comcast had intentionally interrupted my service and made no apology for their action.

It appears that Comcast has the ability to inject a redirect virus into my computer at will and without any notification or consent.

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[Ticket: # 612010 - Fraud Website](#)

**Date:** 10/25/2015 9:52:41 PM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** AT&T

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### **Description**

On Sunday October 25, 2018 I went to Uggs Website to make purchase and the website does not give option to sign out or Log in leave your personal accessible to everyone including Hacks please review this website to ensure it operating According to United States Federal Regulations all misconduct and mismanagement should be convicted in accords to United States Federal Law

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[Ticket: # 612034 - Overpowering wireless signals](#)

**Date:** 10/25/2015 10:11:41 PM

**City/State/Zip:** Roanoke, Virginia 24016

**Company Complaining About:** Cox

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## **Description**

The people across the street , use a device that disrupts and causes fatal disruption to my programs, my internet service, my access to any downloads causing slow delivery in the process of full download. This in turn can not give my machine true protection. I hope you will investigate and bring who ever is causing this damage, to the judge of truth. Thank you.

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**Ticket: # 612129 - Comcast and Data Limits**

**Date:** 10/26/2015 2:26:34 AM

**City/State/Zip:** Rockwood, Tennessee 37854

**Company Complaining About:** Comcast

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**Description**

As you all know Comcast is limiting residential customers to 300GB of usage per month, after which an overlimit fee of \$10 per 50GB applies.

After a few years of this it is starting to get out of control with being hit with \$20 to \$50 dollars in fees a month.

With a family of 4, multiple PC's, tablets, smart phones, gaming systems, Netflix and the like, hitting this cap is easy before your next billing cycle.

Comcast has become greedy and is using this data limit and cap system to fill its pockets and stick it to the customer because most of us like myself have no other option but Comcast for internet.

I'm sick of being ripped off by this greedy company and FCC should put Comcast in its place and stand up for us little people and let Comcast know that this practice will not be tolerated.

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**Ticket: # 612207 - internet service**

**Date:** 10/26/2015 8:39:57 AM

**City/State/Zip:** Greensboro, North Carolina 27410

**Company Complaining About:** AT&T

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## **Description**

We have AT&T U-verse internet at \$70/mo. We have had to call them at least 4 times just this year because the service is so unreliable. They send a tech out each time only to tell us that its working fine and they can't find anything wrong. The last time a tech came, which was just Sept 21 and today is Oct 26, he found that another tech had disconnected our service when hooking up someone else's. Again this weekend, our service works only intermittently. Another tech is coming today. We are so tired of paying this kind of money for such poor service. We feel that AT&T is so big now that it cares little about customer service and more about the bottom line, money. When we call we have no idea what country we are calling and the poor call center people have no idea what is going on with our service and you can't get to anyone higher to complain. I did get a manager one time and he did nothing. He didn't even call back when he was supposed to. They had to put in a new modem in Jan and didn't even tell me I would now be paying a monthly fee for it. I have never had to do that and it just showed up on our bill the next month. When I called, the rep just said they are charging now and there was nothing I could do. The techs even agree that customer service is not good. We are VERY dissatisfied with AT&T but feel we have no means of communicating with anyone higher to complain to. At \$70, this is not the kind of service we would expect.

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[Ticket: # 612225 - Petco Emails - Won't unsubscribe](#)

**Date:** 10/26/2015 8:54:47 AM

**City/State/Zip:** Durham, North Carolina 27713

**Company Complaining About:** Petco Emails

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## **Description**

I have been receiving emails from Petco and have attempted multiple times to be removed from their emailing list. I have followed the link in the email to unsubscribe, yet I am still receiving emails. I tried again with another email which was received and was told the website didn't work. I have replied to the email twice with no response or adjustment to the emails.

I have received 6 emails in the past 5 days.

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[Ticket: # 612417 - Netflix streaming](#)

**Date:** 10/26/2015 10:41:03 AM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Netflix

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### **Description**

I am always having problems with Netflix streaming, their tech support is useless.

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**Ticket: # 612598 - Comcast POOR business model**

**Date:** 10/26/2015 11:36:48 AM

**City/State/Zip:** La Grange, Illinois 60526

**Company Complaining About:** Comcast

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## **Description**

I have owned and operated an email address from Comcast for approximately 16 years! In May of this year (2015) I moved. I called Comcast to transfer the service and the nightmare began. I had comcast out to my house almost weekly and my service is still not working on one T.V in the basement. To add massive insult to injury I tried to log into my Comcast account to find it not working. I tried to log in from my phone and laptop with the same response - NO ACCESS. I sent myself an email from my Gmail account and I received an automated response stating that my account **(b) (6)** has fatal permanent errors. As you can imagine I was shocked. This email is my life line. My sons school, work, sports etc etc. I called Comcast and they just very "nonchalantly" explained that there is no account associated with this email so they stopped it.... AFTER 16 YEARS, no correspondence, warning, checking to see that this isn't going to cause any disturbance. I explained it was URGENT that this got resolved asap. I cannot imagine how many work emails etc I am missing as I type this..... Comcast seems to get away with charging people exorbitant amounts of money for subpar, frustrating service..... with very little regulatory guidelines.

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**Ticket: # 612815 - Spam**

**Date:** 10/26/2015 12:44:01 PM

**City/State/Zip:** Denver, Colorado 80209

**Company Complaining About:** AT&T

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### **Description**

I am receiving spam claiming to be knowledgeable about MS but they are not from an MS organization. I don't have any complaints about the internet so please disregard those - I only filled them in because they were required.

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[Ticket: # 613034 - failure to remove from email list](#)

**Date:** 10/26/2015 1:41:20 PM

**City/State/Zip:** Fair Lawn, New Jersey 07410

**Company Complaining About:** Verizon

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## **Description**

WEN Hair products

Continued numerous months of receiving unwanted emails after opting out

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**Ticket: # 613369 - Comcast's old wires are causing interference with Internet video relay service**

**Date:** 10/26/2015 3:25:44 PM

**City/State/Zip:** Sebring, Florida 33870

**Company Complaining About:** Comcast

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**Description**

(PROCESSED BY CTR 364) (b) (6), who is (b) (6), states that Comcast's dated infrastructure is causing connectivity problems with her Sorenson video relay service, which she depends on to access the telephone network and 911 emergency services. (b) (6) states that Comcast replaced a portion of the line during a service call earlier, but she just had a Sorenson technician do a service call and the Sorenson representative states that the old Comcast wires are still an issue and are causing packet loss and slow speeds - as the newly replaced wires are still connecting to older wires farther down the line.

(b) (6) is requesting that Comcast do a thorough site survey to ensure that the local infrastructure for her Internet in her vicinity is up-to-date so to ensure that she has an interference-free and speedy connection.

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**Ticket: # 613952 - Frontier Communications: Slow Transfer of Large Content Messages**

**Date:** 10/26/2015 6:31:39 PM

**City/State/Zip:** Franklin, North Carolina 28734

**Company Complaining About:** Frontier Communications

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**Description**

I have noticed for sometime now that Frontier "throttles" messages larger than 1MBS for internet (DSL) customers. The delay can range from a few hours to days. My observation is based on the following: I use an AT&T microcell for cellular communications. The microcell transmits through my internet but not, apparently, through Frontier's servers. I can send email to myself from my wife's cell phone (also AT&T through the microcell) that almost always will reach my desktop computer which is attached to my Frontier modem / router via direct ethernet AFTER it appears on my iPhone faster than it does on my desktop computer. "Echo" copies of messages sent from computer to outside recipients often can take up to two days to reach me. The delay to my email recipients can be hours to days as well but are not the same as the "echo" copy to me. This suggest there is some form of algorithmic intervention that processes small content messages while holding back, or interfering with larger content messages due to Frontier server constraints. Just what those are, I do not know. The consequences of this are that time critical messages cannot be reliably transmitted from my home Frontier connection.

---

**Ticket: # 614059 - Comcast cable line cut due to one inch buried as it travels to my house over my neighbors front lawn, one inch from the surface, ongoing problem**

**Date:** 10/26/2015 7:20:33 PM

**City/State/Zip:** Ypsilanti, Michigan 48198

**Company Complaining About:** Comcast

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## **Description**

This has been an ongoing problem, my last FCC complaint was never resolved, number 272254. I had asked that the Comcast cable be buried to protect it from being continually cut due construction trucks, and they came out and buried it, ONE inch under the service of the dirt of my neighbors yard. One inch is not enough to protect the cable from being cut, I was under the impression they would bury the cable deep enough to avoid problems. But everyone in the neighborhood can see, it is but just one inch under the ground and I have been losing service since May 2015, off and on. The cable is not protected, just one inch under the service of my neighbors lawn, crossing their entire front yard, they need to plant grass, cultivate, etc., one inch isn't going to stop the cable from being cut.

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[Ticket: # 614228 - Comcast is altering data requested from third parties](#)

**Date:** 10/26/2015 8:48:40 PM

**City/State/Zip:** Fairburn, Georgia 30213

**Company Complaining About:** Comcast

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## **Description**

Comcast is altering the content of unaffiliated sites by injecting pop-ups. This is counter to an open and free Internet. By altering content that is not theirs, they are making the content untrustworthy. What's to stop them from changing text of any site that isn't their own? Clearly, nothing. This is completely unacceptable.

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**Ticket: # 614729 - Compliant against Skype**

**Date:** 10/27/2015 10:04:52 AM

**City/State/Zip:** Alpharetta, Georgia 30022

**Company Complaining About:** Skype

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## **Description**

They have restricted my account and will not tell me why. Its happened twice, I have filled out their verification forms and gotten no answers, Ive emailed numerous times, no answers and Ive been going i to their chat every day for 4 days trying to get an answer. They day their working on it, but cant tell me why this happened. I've been using skype for years now with no problem. This time I need it for work as we have to communicate through skype and I am unable to work and provide for my daughter (b) (6) keeps blocking my work account without telling me why so that I can fix it or do something different. I've offered to send my federal clearance finger prints to show i am this person and its only me using the account. I've asked for a phone call, to send a fax, and a Skype face to face. They don't even acknowledge that Ive asked those, they give me another link to fill out questions that Ive done thoroughly and correctly since both accounts were 24 hours old. I've explained that I need to work desperately to pay bills and they are preventing me. Im going to contact my attorney as well because they has to be a civil charge I can file for not being told why my accounts continue to be blocked. It makes me think that Skype has fraudulent activity on their side and are trying to cover it up by saying its my fault. Which is untrue per their term of use policy.

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**Ticket: # 615284 - access interference**

**Date:** 10/27/2015 12:53:39 PM

**City/State/Zip:** Woodstock, Georgia 30189

**Company Complaining About:** Comcast

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## **Description**

My ISP openly interfered with my Internet usage.

I live in an area with the artificial data caps. Nearing the cap, Comcast injects javascript into the browser with a generic notification saying they had a problem emailing me about a non-specific issue. This happened despite receiving their email notification prior, and the email was the only reason I knew it was likely related to data usage.

These intrusions eventually occurred with each web page request, making regular service unusable. I was able to navigate to my Comcast usage meter eventually, despite already knowing the info there, and the notifications then stopped.

I'd like my own usage meter, somehow, at home. I do not trust the ISP's when my usage magically doubles in one month.

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**Ticket: # 615321 - TWC bad connection**

**Date:** 10/27/2015 1:01:44 PM

**City/State/Zip:** Hartsville, South Carolina 29550

**Company Complaining About:** Time Warner

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## **Description**

I've been having a back and forth battle to try to fix my internet. I have monitored my connect for over a month with the same results each time. I asked TWC if they could send a tech out to the node I am complaining about but I was told that if they didn't find any thing wrong on their end I would be charged a fee. Obviously I was not going to take that offer. After replaced lines and increased internet speeds i still find my self with the same issue.

in a file below i will include a winmtr that I tried to pass to TWC.

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**Ticket: # 615494 - internet security scam**

**Date:** 10/27/2015 1:44:21 PM

**City/State/Zip:** Cumberland, Maine 04021

**Company Complaining About:** Time Warner

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## **Description**

A security warning phone number appeared on our home PC warning of infection. instructions to call 866-245-9829, and 855-997-2521. A web site (gentechllc.us) was given to add phony credibility. This website attempted to hack a secure computer, and Safari shut it down.

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**Ticket: # 616118 - Comcast Data Usage caps in the Atlanta Area**

**Date:** 10/27/2015 4:27:08 PM

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

**Company Complaining About:** Comcast

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**Description**

Comcast has started to impose data caps when there weren't any previously in the Atlanta area. Further there are now issues with internet access in the Atlanta area based on those caps. I'm constantly receiving this message every few hours when I access my internet and it appears to be shutting down my access entirely.

""Dear Xfinity Customer,

We experienced a technical issue while attempting to notify you about your XFINITY Internet Service. A copy of the notice was sent to your XFINITY Internet email account.

Click [HERE](#) to close this message.

If the problem persists, please call Comcast Security Assurance at 1-877-807-6581 and reference AUPM Notice."

I call the number listed, and I've spent 6 hours so far over the last week on the line with Comcast. The notice is directly generated due to the caps, and this means that Comcast is now interrupting the service we pay for in order to tell us they have caps.

There is no competitors in this area so we cannot switch service. The caps are only there to generate more money. Their implementation is providing an inferior service to the one they offered before the caps. We have gone over our data caps doing things like using Netflix and Hulu because we do not have Cable Television. These caps appear to be put in place to punish people like us who won't subscribe to a cable package. I was told by a Comcast rep that I can pay \$35 dollars extra a month to remove the caps, that increases our bill by almost 40% when 6 months ago there were no caps. It's not difficult to feel like this is targeted towards customers who are only interested in Internet services and not Cable TV.

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**Ticket: # 616189 - CenturyLink customer service and internet outage****Date:** 10/27/2015 4:42:47 PM**City/State/Zip:** Eden Prairie, Minnesota 55347**Company Complaining About:** Centurylink

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**Description**

I have been treated like a sub-human being today by Centurylink. There is a KNOWN service outage in the Minneapolis metro area that no one in tech support, customer service, or sales is acknowledging. When told I needed to have a technician scheduled to come out and assess the situation, I was told it would be a week and a half wait. This is simply an unacceptable timeframe for service (especially when no mention of a refund was made). I then asked to be transferred to customer service so I could cancel, where I was promptly told there would be a cancellation fee. After arguing with the customer service rep for only a few minutes I asked to speak to a supervisor. I was then hung up on during the transfer (or pickup) of the call by what I suppose might have been a manager. At this point, I want to cancel our service, and I'm being advised I must pay a cancellation fee. They have offered me to either schedule a tech come out and look at the issue, or cancel, that's it. No refund for outage time has been offered or even acknowledged. This is their outage, they should be required to eat the cost of either the time the outage is happening or not require cancellation fees to be processed during that time. Also, I bet if I called to sign up for service I'd have better luck getting a tech within the week. VERY disappointed as a customer. I'm fed up being treated like a substandard customer, and lack of communication and organization on their part has been so frustrating.

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**Ticket: # 616518 - Comcast Data Cap and Data Injection**

**Date:** 10/27/2015 6:19:33 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

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**Ticket: # 616749 - Web site frozen**

**Date:** 10/27/2015 8:01:53 PM

**City/State/Zip:** Elbert, Colorado 80106

**Company Complaining About:** Zenbest

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### **Description**

Zendesk, has frozen my web site. Im unable to access the site, im unable to retrieve my photos, and my business information. They did this without my knowledge or permission.

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**Ticket: # 617100 - People keeping hacking my emails and even get into my computer sometimes -**

**Date:** 10/28/2015 12:31:00 AM

**City/State/Zip:** Youngstown, Ohio 44515

**Company Complaining About:** Zoom Internet - Armstrong Cable

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## **Description**

I have been having an ongoing problem with people hacking into my Hotmail and Gmail accounts, along with my Facebook account. They even hacked into my computer when it had the same password to enter it as my Hotmail account (I changed this a few days ago, however, with help from my computer technician specialists overseas). According to my Hotmail 'Recent Activity' portal, these latest hacks are coming from IP address (b) (6) with the physical location being near (b) (6). There was a series of 20 attempted unsuccessful logins from (b) (6) this address on 10/25 and earlier the same day, another 20 unsuccessful login attempts, according to my Hotmail 'Recent Activity' portal. And on 10/24, from IP address (b) (6) with a physical address listed on my Hotmail 'Recent Activity' portal as being near (b) (6), another series of fusillades of login attempts were made from an IP address listed as being (b) (6). And before this, my Hotmail account's 'Recent Activity' portal indicates that my Hotmail account (b) (6) has been hacked by someone at or near (b) (6).

- I have contacted the SWPD, which is the law enforcement agency within this jurisdiction about this problem.

I take these hacks very seriously because I know that most hackers are in it for the money. They are in search of the credit card, bank records (checking and savings account numbers) and even Paypal account info. on the people they hack. I saw on the local news about three weeks ago that some helpless elderly lady was taken for over \$75 K by such a group of lowlifes. I have no money to speak of, I rarely use my computer for financial transactions, and I am only concerned about the threat these slimeballs may pose to others, particularly the unsuspecting and innocent.

- (b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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**Ticket: # 617610 - [https://www.youtube.com/watch?v=4jww\\_Sn7HW0](https://www.youtube.com/watch?v=4jww_Sn7HW0)**

**Date:** 10/28/2015 11:24:27 AM

**City/State/Zip:** North Miami Beach, Florida 33179

**Company Complaining About:** AT&T

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## **Description**

[https://www.youtube.com/watch?v=4jww\\_Sn7HW0](https://www.youtube.com/watch?v=4jww_Sn7HW0)

That is a charlatan that is pretending being an attorney/barrister in a court setting asking unlawful lines of questioning to professional actress of the name Mia Farrow, which somebody else out there fortunately recorded. Request to terminate those Africans for impersonating officers of the law. The incredibly stupid black skin male impersonating a 'lawyer' is (b) (6), of the States of Virginia, Florida, and Maryland. U.S. Social Security Number (b) (6), Date of Birth number (b) (6), was not from The Philippines, verified he was from Mexico that had somehow managed to disguise itself under numerous assumed alias', including other races such as Africans. They're frauds/charlatans that are in the game of identity theft and delve as being saboteurs. Witnessed this day of October 28, 2015 Wednesday. New York City, New York, United States. Request to permanently terminate.

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[Ticket: # 617959 - annoying spam using my email as their return address](#)

**Date:** 10/28/2015 1:00:54 PM

**City/State/Zip:** Tacoma,, Washington 98404

**Company Complaining About:** Advanced Stream

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## **Description**

I keep getting spam with my email as the return address, I've opted out of dozens of these, but every day I seem to get 2-5 of these and they all look the same to me. because they use my email as the return address, I can't even block them, I have put my email address on the national do not call list, that doesn't seem to help either

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**Ticket: # 618672 - Suspected hacking and fraud**

**Date:** 10/28/2015 4:13:23 PM

**City/State/Zip:** Tacoma, Washington 98408

**Company Complaining About:** Centurylink

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## **Description**

Several month ago I had and update to my Dell Inspiron 15 core i7 Laptop from dell I now about computer so I received a message to call them as I had a web page I couldn't get rid of after the update. When I reached some one there they gained access to my pc after twenty minutes of BS and him going through my hard drive virtually he told me I had a virus and which point I told him that before there dell update there was nothing wrong with my Laptop he stated well you have one now and then came the pitch we will remove the virus and monitor the Pc for \$300.00 Dollar and if you can't afford it you can make monthly payments at this point the india guy was making me mad as I know about these things. I asked can out of curiousitey can you just do a restore point at which he said we can try, well this took another twenty five minutes and he could do it he told me at which point I told him no thanks to the virus removal and other offers and hung up did a system restore myself and added my security suiet. These are the same people today with the call Microsoft at 1-844-423-1900 I remember the guys voice instantly I called the number and when I heard his voice I hung up. We are at risk on line with these internet fraud idiots I don't know how the managed this time as my Laptop is on a secured wifi system... I do know that they are getting though today on the Msn home page when you visit it or go from my msn to any link they try to freeze your pc..I HOP U GET THEM QUICK. Also how could Century Link let this happen on there system...

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**Ticket: # 618844 - Extreme packet loss resulting from Level 3**

**Date:** 10/28/2015 5:06:07 PM

**City/State/Zip:** Pataskala, Ohio 43062

**Company Complaining About:** Level 3 Communications

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## **Description**

For months now, I have had extreme packet loss, up to 97%. TWC out of Columbus Ohio, routes their customers through lag-8.ear2.Chicago2.Level3.net which results in very HIGH packet loss.

TWC has said my cable lines are working fine up too THEIR office where it gets routed out. They can not help me past their location.

There are complaints all over the net about Level 3 Comm in Chicago, if someone in government would take the TIME to do the work of the tax payers, you would SEE how bad it is! If they are doing this on purpose then YOU must act! If it is poor equipment, you must ACT to force them to fix this issue.

Again, this is NOT Time Warner Cable's error, it is LEVEL 3!

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[Ticket: # 620367 - unwanted emails](#)

**Date:** 10/29/2015 12:04:47 PM

**City/State/Zip:** Rapid City, South Dakota 57701

**Company Complaining About:** Midcontinent

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## **Description**

I unsubscribe these emails and I continue to get them.

This one says "Rocky Medal" but they have different names on them. address is 1637 Michael St. #244, Houston, TX, 77063 according to the email. Whenever I unsubscribe then here comes another one.

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[Ticket: # 619357 - Conrad Hotel Miami](#)

**Date:** 10/28/2015 7:54:05 PM

**City/State/Zip:** Haymarket, Virginia 20169

**Company Complaining About:** Hilton

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### **Description**

Recently stayed at the Conrad Hotel in Miami owned by Hilton. They are clearly scrambling internet and cell phone. Couldn't get any signal even next to the windows, walked outside and everything worked perfectly. They block wifi to make you pay for their service.

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**Ticket: # 620008 - Comcast Internet Cap**

**Date:** 10/29/2015 10:10:48 AM

**City/State/Zip:** Plantation, Florida 33325

**Company Complaining About:** Comcast

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## **Description**

Comcast is beginning to implement a 300gb cap on our internet, and it is not sufficient to use Netflix, Hulu, nor play online games via Playstation or PC. They have been throttling my internet even though it doesn't say anywhere in their terms of services that they can do that. Comcast is basically doing whatever they want because there is no competition at all in the Southeast. They are a monopoly and the FCC needs to interfere because they are abusing their customers.

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[Ticket: # 620021 - Comcast data caps](#)

**Date:** 10/29/2015 10:13:59 AM

**City/State/Zip:** Griffin, Georgia 30223

**Company Complaining About:** Comcast

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## **Description**

I have an unlimited data plan yet keep getting charged for going over 300gb of data a month. Plus comcast keeps robo calling my phone every ten minutes to tell me i'm over my data cap.

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**Ticket: # 620328 - Previous 2 complaints about AT&T Internet losing signal have not been resolved**

**Date:** 10/29/2015 11:52:35 AM

**City/State/Zip:** South Daytona, Florida 32119

**Company Complaining About:** AT&T

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## **Description**

(PROCESSED BY CTR 364) (b) (6) states that he has filed 2 FCC complaints about this same issue with AT&T's Internet service constantly losing its signal (#556474 and #71296) and AT&T has responded saying these matters have been addressed and resolved. The FCC keeps taking AT&T at its word. But in fact, AT&T has thus far failed in addressing the matter - and (b) (6) has tried numerous times to get in touch with the designated contact using the information AT&T provided to no avail.

To this day, (b) (6) continually loses his signal and repeatedly needs to reset his modem for the Internet to work - and AT&T has not been responsive at all. (b) (6) requests a thorough examination of the lines serving his home so that this issue can be resolved for once and for all.

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**Ticket: # 620399 - BrightHouse's cable Internet service keeps disconnecting at night**

**Date:** 10/29/2015 12:13:02 PM

**City/State/Zip:** Indianapolis, Indiana 46221

**Company Complaining About:** Bright House

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## **Description**

(PROCESSED BY CTR 364) (b) (6) states that he receives Internet service from Brighthouse Networks, and his Internet keeps disconnecting at night. He is requesting that Brighthouse do a thorough check of their system to ensure that his Internet connectivity is stable - especially late at night.

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**Ticket: # 620739 - Frontier Communications: Slow Transfer of Large Content Messages**

**Date:** 10/29/2015 1:49:17 PM

**City/State/Zip:** Franklin, North Carolina 28734

**Company Complaining About:** Frontier Communications

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**Description**

I have noticed for sometime now that Frontier "throttles" messages larger than 1MBS for internet (DSL) customers. The delay can range from a few hours to days. My observation is based on the following: I use an AT&T microcell for cellular communications. The microcell transmits through my internet but not, apparently, through Frontier's servers. I can send email to myself from my wife's cell phone (also AT&T through the microcell) that almost always will reach my desktop computer which is attached to my Frontier modem / router via direct ethernet AFTER it appears on my iPhone faster than it does on my desktop computer. "Echo" copies of messages sent from computer to outside recipients often can take up to two days to reach me. The delay to my email recipients can be hours to days as well but are not the same as the "echo" copy to me. This suggest there is some form of algorithmic intervention that processes small content messages while holding back, or interfering with larger content messages due to Frontier server constraints. Just what those are, I do not know. The consequences of this are that time critical messages cannot be reliably transmitted from my home Frontier connection.

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**Ticket: # 621616 - Very Unhappy about ACCOUNT#** (b) (6)

**Date:** 10/29/2015 5:31:27 PM

**City/State/Zip:** Conyers, Georgia 30094

**Company Complaining About:** Comcast

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## Description

Lack for service and system problems LATENCY PROBLEM AND PACKET PROBLEM SHOWING 900 MIL SEC LAG TIME SINCE TUESDAY . This caused my voice over IP not to operate. We could call but the customers could not understand what we were saying. There several of there employees are very rude they show no empathy or since of urgency in helping you. This is not all of them but I have had my share.

I want out of my contract with this company for all service and can't speak to a manager. No one does what they say they are going to do. Below is a summary of what has occur on the account.

I am writing again about the lack of service and follow up your company has given me. I have been on the phone all day. The tech came Tuesday night late and said nothing was wrong. I informed him that his inside support stated they saw the problem. There was a latency problem with 900 mil sec delay and a quality issue of packet loss on your cable modem connection. There have been no changes at my office; so why did this start on Monday night as I was told. We were not even in the office. I was told today it started again around 3 am Wednesday morning before I open the office. The problem continued off and on all day Tuesday. I was given an ETA of 5pm to 7pm for your tech who showed up. He instructed me to call him in the am if the problem was not resolved at 404-858-5691. I did call he said he would call me back. I never got that call. I called into your company and spoke with some one that informed me he would escalate my ticket and someone would call me on my cell. I left out he had to call me back on my cell to discuss the problem because he could not hear me clearly. When I never got a call back around 3 hours later. I called in and was told that there was a follow up time in the system for December 2015. She stated this had to be a typing error. Then I informed I was suppose to get a call back and she called out the number documented and it was another typo. Then she told me the escalation was not entered correctly. I was on the phone for over an hour of her trying to help me. She emailed the department for the escalation several persons later got a response back. I was told that someone would be out to my office between the hours of 5pm and 7pm again. As I type it is 8:06pm no tech yet. I call your company again and spoke to someone that handed the phone to a very rude man. I told him all the problems and he then says let me tell you the facts as if what I said was a lie. He states I have internet service. I stated that I have fonality and they informed me that your system is what is causing the problems. I have had this service since Feb, 2015. This is not the first time I have had problems but never this problem. I informed that I should have been called if there was some type of change to your tech showing up at my business. He was very rude and I was very upset. I am paying staff to work that can't work. The service level in my agency is low do to these issues your system is causing. Instead of discussing the problem of you tech not being here on time. He then tells me that you have a 4 hour window. The tech has until 9pm. No one has ever said this to me. He basically called me a liar. No apology, no care or concern about my time, or my business. This is not a company I would every do business with again and I will spread the word among my peers. He try to up sell me. Where do you do that at? Your current product doesn't work and you want to sell me something else? I want out of this contract as soon as I can get a provider to pick me up. Someone needs to get with me ASAP on Thursday morning on my cell (b) (6). I have to report this again to my regional office in the morning. I will make sure they inform all agency

in my region at minimum not use Comcast service due to the lack of performance and service. IT IS NOW 8:16 AS I SEND THIS EMAIL FROM MY OFFICE, NO CALL NO SHOW.

1st ticket#CR520605643

2ND ESCALATION TICKET: 032584133

3RD INFO TICKET:CR520940770

This is the last communication I sent them with no response.

This is a follow up to my email last night, no one from your company contacted me this morning at 8:00am. I called at 9am to retention to be be put on hold and then transferred to another department not related to retention with no notification. I was then transferred back to retention to be ask for a 4 digit pin. Since I don't have a pin I was told it would be mailed to me. I ask for a manager and was told someone would call me in 5 days. It seems this is the only company that does not handle its problems and no one can help me. I feel like I am trapped in a hell I can't get out. No one keeps there word and the service is terrible. I expect something to be done and a call today. I have a meeting that starts at 11am today. I will be unavailable until 2:30 pm.

Dijah gave my yet another ticket number: CR521187873.

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**Ticket: # 621698 - Harrassement from Century Link**

**Date:** 10/29/2015 5:52:23 PM

**City/State/Zip:** Leesburg, Florida 34788

**Company Complaining About:** Comcast

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**Description**

Century Link gave us a (3) window for their tech to install internet. On the third day we waited and waited...no call, no emails. The following day no call no emails. We decided to use Comcast for our internet provider. I have received several emails from Century Link thanking for their service. I have made a couple calls to Century Link without success. Century Link has convinced themselves they are providing cable service.

Today I received my first billing from Century Link for services from 10/18 - 11/17/2015, \$123.46. (acct. (b) (6) dtd 10/18/2015 1-800-201-4099) In one of my emails I challenged them to provide a work ticket from their service tech. No emails, no calls.

It is impossible for me to help explain their error. Please help me to resolve this issue.

Thank You,

(b) (6)

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**Ticket: # 621818 - Repeated Issues with Comcast starting March 2015**

**Date:** 10/29/2015 6:50:17 PM

**City/State/Zip:** Leesburg, Virginia 20176

**Company Complaining About:** Comcast

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## **Description**

Our internet and cable have been out of service since 20 October 2015 due to a construction company severing the lines while adding a curb. According to the construction company the Comcast lines were not properly marked (see attached (b) (6) documents) we called Comcast immediately to get service restored. We were told that they would not be able to dig a line until today 29 October, a scheduled appointment that they did not show up to. Our dealings with Comcast have been terrible and disjointed.

As of last week we have spoken to several customer service employees some of which were called "supervisors." The individuals promised that the techs would show up to dig the lines this week, it did not happen. Also a tech was dispatched to our home on 24 October to implement a temporary solution that would restore service. However, this tech said that he could not lay down the line because it would cross our neighbors driveway. Yet, in March Comcast laid our initial line down across the same neighbor's driveway. Our neighbors would be available for comment if proof is needed. This has led to our confusion that either someone was going against code in the first place or the second tech was too lazy.

The last 9 days have been a personal hell of dealing with Comcast while still being disconnected. We have had to eat up cellular data plans to write emails, I have gone to cafes to take grad school finals, and I have been unable to perform necessary work duties from home. No followup has been given to us regarding why our service was not brought back up today as we were told it would be. And our neighbors have confirmed that no Comcast service van was here between the promised hours of 12 - 5.

Issues with Comcast began back on 27 March 2015, we have had to deal with multiple stories as none of their representatives are on the same page. Just to get our initial service bill straightened out took over two weeks of pain staking conversations.

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**Ticket: # 621865 - Poor customer service followup**

**Date:** 10/29/2015 7:23:00 PM

**City/State/Zip:** Jacksonville, Florida 32202

**Company Complaining About:** Comcast

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**Description**

We have been dealing with repeated issues with our VOIP phone service and have tried to work with Comcast to resolve issues on the cable modem service for the VOIP to improve. Comcast does not follow up properly and is not fixing the issue. People on the phone have inconsistent records or information as to the issue

9/11/15

CR503951128

Daniel Williams

Scheduled technician for Friday

Technician Mike with tech number 5053 and cell 904 547 0616 came out and said there was high jitter on line and it would be resolved by PM office within 4 hours which would be 5pm.

Indicated we didnt need to upgrade speed even though Daniel Williams on phone who scheduled Mike said we did need to upgrade speed to fix the issue

Following Monday the issue repeated

Contacted Comcast support and referenced ticket and asked to confirm if update he had requested had been done, because still experiencing issues. Specifically, our reports show a 71% packet loss and high jitter. I tried to call Mike's cell to get confirmation but got voicemail and never a follow up call. Later find out after calling his cell 2 weeks later he was on vacation.

Additionally, I asked supervisor Tom to follow up with me about this. His ext was 3626 and coincidentally got Tom on phone on 9/30/15 telling him he never returned a previous promised call. He scheduled someone to come out 10/2/15 and I was unable to get specifics as to what happened and if anything was resolved. I was on a call when that technician came out and unable to get a report on what was done.

Ticket is now CR51193486. Additionally, I have been put on hold for 30 minutes when asking to be called back if put on hold a long time. This happened with Saketha on 9/30/15 when I followed up to get the second visit on 10/2/15. I am now awaiting a 3rd visit but have no confidence the issue will improve.

Our internet is otherwise fine, but our VOIP performs poorly. Comcast has admitted to me it is their responsibility to improve that and they have control over that. Otherwise I wouldnt continue to waste my time trying to get them to improve. At this point, I am filing my second FCC complaint against them to get this resolved.

Additionally, I have another issue where a Fiber customer of mine that I tried to get a credit for due to published SLA from Comcast was treated poorly on that situation. First Comcast offered way below

the promised SLA which required me to follow up to demand the correct SLA. Second, they could not get the refund to the customer until 5 months later with multiple follow ups.

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**Ticket: # 622134 - Hijacked my computer**

**Date:** 10/29/2015 11:05:09 PM

**City/State/Zip:** Walhalla, South Carolina 29691

**Company Complaining About:** Dish Network

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## **Description**

I was on the internet and when I opened safari I got a screen telling me to call 8554109169. When I called this number it took a while to get to tech support. I hung up. They immediately called me back, so now I think my phone number is compromised too. They told me that for \$249.00 they would help me save all of my photos and banking information.

I hung up. Restarted my computer and when I went to safari, I clicked the cancel before the page reloaded. I then put in my regular home page and everything was fine.

Many people can't do this. It is such a scam. I am willing to prosecute these people.

Please let me know if I can be of further help.

(b) (6)

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**Ticket: # 623254 - Comcast Data Cap and Data Injection**

**Date:** 10/30/2015 2:10:14 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

[Ticket: # 623653 - Disconnected my internet without asking](#)

**Date:** 10/30/2015 4:07:03 PM

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

**Company Complaining About:** Comcast

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## **Description**

On 10/29 a comcast employee came to my house and disconnected by internet service. They claimed there was a signal leak. But this signal leak was related to a TV signal, and I don't even subscribe to their TV cable service. I called 3 different times, and 2 hours on the phone with customer service, to get this resolved but to no avail. Twice they promised call backs and I received 0 call backs. It was important for our internet to be restored quickly because we work out of our homes, and as a result, we were not able to work, and resulted in lost income for both my wife and I. Now as I just went to retrieve my account number, I see that my internet rate has jumed over 100%. What even happened to my \$34.99 rate for 1 year? See, these guys are just dishonest.

---

[Ticket: # 624456 - comcast data caps prevent me from accessing information and streaming content that competes against their cable services](#)

**Date:** 10/30/2015 10:33:42 PM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** Comcast

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## **Description**

Comcast instated data caps about a year ago. They are low enough to keep me from being able to stream video content as I desire, which is a competing service to their expensive cable tv subscription. This is clearly a conflict of interest.

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**Ticket: # 624531 - Comcast Recent Data Cap In My Area**

**Date:** 10/31/2015 12:11:19 AM

**City/State/Zip:** Homestead, Florida 33032

**Company Complaining About:** Comcast

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**Description**

Comcast has recently implemented a 300 gb/mo data cap in my area which, if exceeded would cause additional charges to our family's bill. In order to prevent this from happening, Comcast has added a feature to prevent exceeding this limit by making the data unlimited for an additional \$30 which was unnecessary prior to this implementation. I find this practice to be very unfair to long time customers such as my family.

---

[Ticket: # 624551 - Comcast's unfair data cap practices.](#)

**Date:** 10/31/2015 12:33:44 AM

**City/State/Zip:** Miami, Florida 33133

**Company Complaining About:** Comcast

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### **Description**

My ISP, Comcast, has recently rolled out a plan that caps my internet at 300 GB a month. I have been given no say in this as opting out of the program is impossible. This is an incredibly unfair practice that forces me out of my original plan which was unlimited and supposedly would remain so for at least a year.

---

[Ticket: # 624580 - Xfinity Internet data cap](#)

**Date:** 10/31/2015 1:00:02 AM

**City/State/Zip:** Deerfield Beach, Florida 33442

**Company Complaining About:** Comcast

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## **Description**

Where signing the contract, there was nothing indicating any sort of future "data cap", which is completely ridiculous. I signed to pay for a specific speed, and internet isn't a zero sum product, where there is only so much produced, I should not be subjected to any sort of cap as long as I am paying for a specific speed.

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**Ticket: # 624632 - Comcast Data Caps**

**Date:** 10/31/2015 1:58:29 AM

**City/State/Zip:** Lawrenceville, Georgia 30043

**Company Complaining About:** Comcast

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## **Description**

We've had the data cap for little over half the year and it's a nightmare. In our household, we easily hit the 300GB Cap within the first 20 days. I've called to see if we had any options to get a higher cap or unlimited and am being told no. We've stopped watching online movies(ex. netflix) all together just so we don't go over way to much. And since they are our only option, we are stuck with it.

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[Ticket: # 624644 - Comcasts internet data caps](#)

**Date:** 10/31/2015 2:28:41 AM

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

**Company Complaining About:** Comcast

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## **Description**

Comcast internet data caps will slow down the progress of new businesses and innovation. In the early 90s we had 56 kilobyte internet and we thought at the time that was enough, but the quality of our viewing content increased and as it did new businesses started to form because of the growth in our internet speed. So by allowing Comcast or any other ISP place data caps on customers they are stopping new businesses from emerging or taking hold

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[Ticket: # 624728 - 888-433-6002 Microsoft Tech support scam](#)

**Date:** 10/31/2015 8:43:50 AM

**City/State/Zip:** Dearborn, Michigan 48128

**Company Complaining About:** Verizon Wireless

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## **Description**

My mother went to a website by accident, and it wouldn't allow her to back out of it. There was a pop up with a phone number for "Microsoft Support", she called it, and the guy on the phone claimed to work for Microsoft, and she followed his directions and allowed him to control her computer. He basically said he could fix the issue for a fee of \$200. She asked him for a call back number so that she could verify that, he was actually Microsoft, and that she needed to check with her son about this first. He got pushy, and she ended ending the phone call. My question is who has authority of this phone number, and how do I find out more additional information about this phone number, and can the FCC shutdown this phone number because it is being used for an illegal operation.

Thanks for the help.

---

**Ticket: # 624754 - Cabelas ad covering whole page. Won't go away**

**Date:** 10/31/2015 9:29:19 AM

**City/State/Zip:** Kemp, Texas 75143

**Company Complaining About:** Centurylink

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### **Description**

[http://m.facebook.com/l.php?u=http%3A%2F%2Fshareably.net%2Fdisabled-people-holograms-appear-if-you-try-to-park-in-disabled-space%2F%3Futm\\_source%3Dspots\\_fb\\_share\\_fb\\_share%26utm\\_medium%3Dfacebook%26utm\\_campaign%3Dspots&h=-AQGF01H-&enc=AZPq2tUmI0LZU9mjMp0U-OCmribmjp7vLNwv68u7vKGyN2agyt4ak2BPBCP2ILa-pQ8&s=1](http://m.facebook.com/l.php?u=http%3A%2F%2Fshareably.net%2Fdisabled-people-holograms-appear-if-you-try-to-park-in-disabled-space%2F%3Futm_source%3Dspots_fb_share_fb_share%26utm_medium%3Dfacebook%26utm_campaign%3Dspots&h=-AQGF01H-&enc=AZPq2tUmI0LZU9mjMp0U-OCmribmjp7vLNwv68u7vKGyN2agyt4ak2BPBCP2ILa-pQ8&s=1)

This video is completely covered by a Cabelas ad and I am unable to remove it. I've clicked on all the places to remove and it just stays. Isn't this a violation of your rules?

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[Ticket: # 624769 - comcast data caps](#)

**Date:** 10/31/2015 10:08:46 AM

**City/State/Zip:** Lynnwood, Washington 98037

**Company Complaining About:** Comcast

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## **Description**

comcast's data caps are oppressive and unnecessary. they're obviously designed, in an anti-competitive fashion, to discourage cord-cutting and encourage cable tv subscriptions.

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[Ticket: # 624948 - spam text messages from autodialer](#)

**Date:** 10/31/2015 12:24:24 PM

**City/State/Zip:** West Carrollton, Ohio 45449

**Company Complaining About:** Aromaroyal

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## **Description**

Receive several unwanted & unasked for spam messages daily trying to sell me their synthetic Marijuana

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[Ticket: # 624973 - Data Cap](#)

**Date:** 10/31/2015 12:44:07 PM

**City/State/Zip:** North Augusta, South Carolina 29841

**Company Complaining About:** Comcast

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## **Description**

Comcast has implemented a data cap of 300 Gb per month in our neighborhood as a test to "improve" our service. I am unsure of how capping our service is an improvement, instead the cap is reached before the end of the month and Comcast charges extra, this is because most mass media has moved online and Comcast is abusing their user base by limiting how much data can be used.

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**Ticket: # 624977 - Data Caps**

**Date:** 10/31/2015 12:45:16 PM

**City/State/Zip:** Sandy Springs, Georgia 30328

**Company Complaining About:** Comcast

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## **Description**

Comcast's data caps are so low that I am legitimately afraid to use it for anything other than basic browsing, and I feel like I am being punished just for having the option of subscribing to other services.

As a professional in the technology field, I understand that while data is infinite, excessive load can cause degraded experience for other users. But limiting usage on a monthly basis is the wrong metric to use. In addition, Comcast's argument that only 8% of consumers exceed the cap is misleading and sets a dangerous precedent.

It used to be that a simple boycott would get companies to change their strategy, but we've been locked into monopolies that force us to accept less service for more money, while technological progress is halted.

Please help us, FCC. You're our only hope.

---

**Ticket: # 625127 - Repetitive e-mail spam**

**Date:** 10/31/2015 2:29:11 PM

**City/State/Zip:** Lake Oswego, Oregon 97036

**Company Complaining About:** "amex Resources Limited" (b) (6) >

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**Description**

We have been getting repetitive, duplicate "queries", for product. Initially, we responded with a boiler-plate letter developed for similar "queries" that answers all questions.

That letter ended with "Looking forward to a positive response", which was obviously ignored.

We also have asked one or more times for them to STOP the SPAM.

This time (their tenth SPAM e-mail), we said that we will pursue formal action.

Would you please forward all possible complaints to all agencies that are supposed to have any authority concerning this matter?

Thank you very much.

Sincerely,

(b) (6)

**\*\* LIST OF ABUSIVE E-MAILS FROM SAME PERSON\*\***

Subject: PURCHASE (Wed, August 26, 2015 4:42 am)

From: "AMEX RESOURCES LIMITED" (b) (6)

Subject: PURCHASE INQUIRY (Thu, August 27, 2015 10:25 pm)

From: "AMEX RESOURCES LIMITED" (b) (6)

Subject: PURCHASE INQUIRY (Sat, September 5, 2015 11:05 pm)

From: "AMEX RESOURCES LIMITED" (b) (6)

Subject: PURCHASE! (Tue, September 8, 2015 1:54 am)

From: "AMEX RESOURCES LIMITED" (b) (6)

Subject: PURCHASE INQUIRY (Tue, September 15, 2015 4:15 am)

From: "AMEX RESOURCES LIMITED" (b) (6) >

Subject: Purchase Inquiry (Thu, October 1, 2015 12:22 pm)

From: "Amex Resources Limited" <(b) (6)>

Subject: ORDER INQUIRY (Thu, October 8, 2015 1:55 am)

From: "Richard Quest" (b) (6)

Subject: ORDER INQUIRY (Thu, October 8, 2015 4:11 am)

From: "Richard Quest" (b) (6)

Subject: ORDER INQUIRY (Thu, October 15, 2015 3:07 am)

From: "Richard Quest" (b) (6) >

Subject: PURCHASE (Sat, October 31, 2015 12:50 am)

From: "Richard Quest" <(b) (6)>

\*\* END LIST \*\*

\*\* SAMPLE "QUERY" \*\*

Hello,

How are you today? Please I would like to confirm if you ship your product to Australia and accept USA visa or Master credit cards? Your prompt response will be highly appreciated.

Thanks,

(b) (6)

AMEX RESOURCES LIMITED

\*\* END SAMPLE \*\*

Granted, this particular e-mail is probably the shortest of all those received, but you get the idea.

We have other samples from other sources that we could attach if need, some a bit long.

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**Ticket: # 625142 - Comcast Data Caps**

**Date:** 10/31/2015 2:42:00 PM

**City/State/Zip:** Key West, Florida 33040

**Company Complaining About:** Comcast

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## **Description**

Data is not a finite resource and there is no reason for access to that data to be capped other than profiteering. I pay almost \$100.00 a month for access to the internet. I did not sign up for limited use of the internet and that was never mentioned in the terms of service I agreed to. The fact that Comcast changed those terms without consulting its customers or offering them any concessions is both dishonest and disturbing. Comcast is a terrible company that has consistently shown year after year that they will do everything in their power to take advantage of their customers. Comcast cannot be allowed to continue this practice.

---

**Ticket: # 625161 - Complaint regarding SuddenLink internet services and incorrect data caps**

**Date:** 10/31/2015 2:53:31 PM

**City/State/Zip:** Stillwater, Oklahoma 74074

**Company Complaining About:** Sudden Link

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**Description**

I use SuddenLink internet services in my home, for work and leisure. They do have 'data allowances' which are essentially data caps. I monitor my usage very closely, and every single month, both my routers built-in monitor, as well as multiple software monitors on my various computers, show far less usage than the monitor on their website shows. I have no other option for internet service in my area, for various reasons (AT&T is available in my area, but the wiring running to my home doesn't work and they are unable to repair it).

Multiple times I've been told I've 'gone over my data allowance', (which incidentally have repeatedly been shown to be utterly ridiculous by various researchers and reporters, owing to the fact that the provider does not have to pay per megabyte for what they provide to the end user), despite my own reporting tools showing I'm at roughly 50%-60% of what they claim.

I have reported this to Sudden Link, they state my tools are flawed, which I find unlikely since I'm using multiple hardware and software tools.

Most importantly, it's getting to the point where it is interfering with my ability to do my job.

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**Ticket: # 625230 - ONLINE SCAM**

**Date:** 10/31/2015 3:30:46 PM

**City/State/Zip:** Sears, Michigan 49679

**Company Complaining About:** Exceed

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**Description**

REPEATED ONLINE SCAM.

PLEASE STOP THIS CRIMINAL APPROACH.

PLEASE SEE DETAILS LISTED IN ATTACHMENT.

BANKING FRAUD.

---

**Ticket: # 625339 - Data Caps are ridiculous**

**Date:** 10/31/2015 5:07:41 PM

**City/State/Zip:** Urbandale, Iowa 50322

**Company Complaining About:** Mediacom

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## **Description**

I am a customer of Mediacom. A couple of years ago they sent us a notification stating they were implementing data caps and we would be grandfathered in due to being an existing customer. Several months later, we were then sent another letter stating we were going to be subject to a 350GB data cap with our plan at the time.

We were told this was to root out abuse and illegal downloading in their system. We went over the data cap 3 times due to use of online streaming services and the lack of ability to throttle or control the video data stream. Keep in mind most streaming services send video in HD by default and sometimes there isn't anything you can do to change this. HD video eats up a lot of data an hour and it quickly eats up 350 GB in a month.

We ended up paying more money to up our connection speed mainly for the data cap plan that increased from 350 GB to 1 TB. We didn't need the extra speed at all. Now instead of \$60 dollars a month I have to pay \$80 a month and that will go up in the next year. This adds up over the months and years. I would switch to a different ISP, but Mediacom has the monopoly hold on where I live and the only ISP I can get over 20MB downstream.

I lodged a complaint about Mediacom to our state Consumer Protection Bureau which pretty much went nowhere as I knew it would. The Mediacom agreement states they can pretty much raise my prices and plan whenever. I wanted to try anyway to let them know my displeasure. I even lodged complaints with the company which of course went nowhere.

ISPs state that data is similar to a utility such as water or electricity, but this is a falsehood as any IT person can tell you. Data streams never run out per say. The supply isn't going to ever run out the way a water or fuel can. So this a poor analogy and can easily be identified as a lie. Network and data devices are dependent on water and electricity for power and cooling of course. However network devices themselves are only limited to network speed constraints and throughputs. The data stream itself can go on for eternity without every running out. Look at IP cameras for example.

These ISP already have the tools and monitoring to go after system abusers without implementing data caps. I have network monitoring tools at work that I can implement to tell me what people are browsing to and what bandwidth they are using. I am sure any ISP can do the same thing to maintain the integrity of their system and root out abuses. If the NSA can do it, I am sure ISPs can as well.

These data caps are unpopular and unnecessary, but since there is pretty much a monopoly on the US broadband market what am I as the consumer going to do? There is no competition in this market because of cable company and ISP gentlemen's agreements to stay out of each other's territory. Meanwhile the average joe has to pay more in order to avoid paying more to not go over the cap. I can't think of a better example of a monopoly.

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**Ticket: # 625341 - COMCAST**

**Date:** 10/31/2015 5:12:24 PM

**City/State/Zip:** Linden, New Jersey 07036

**Company Complaining About:** Comcast

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## **Description**

On October 26, 2015 I called COMCAST to simply get some pricing on changing my plan. I wanted to cancel my cable service and just keep the Internet. I was very surprised to find out that I basically have no choice but to keep the cable service because the price will actually increase. This obviously doesn't make sense so I told the Comcast representative I would stay with the same plan. Later on that day, my internet and cable had to be reset and after checking my email, I learned that in fact COMCAST changed my plan by canceling tv service, and actually lowering the internet speed from 150 to 75- all unauthorized changes that resulted in me getting a higher bill, \$30 service change fees, and lower Internet speed. I NEVER DID ANY OF THIS, NOR DID I EVER EVEN SPEAK ABOUT IT! Just simply called for a price! Ever since this day it has been nothing but frustration. I can't get any person to fix the problem, all they ask if I want to upgrade when clearly I do NOT, absurd extra charges for nothing i authoriZed and my internet is slow. I just don't know what to do or who to talk to anymore. I've spent so much time trying to fix this. And to top it off, My bill is always increasing slowly for no apparent reason. I don't call about it because I already know it will just make matters worse somehow. Please help. COMCAST SHOULD NOT BE IN BUSINESS!

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**Ticket: # 625373 - Intermittent Connection/Throttling maybe?****Date:** 10/31/2015 5:53:35 PM**City/State/Zip:** Salem, Massachusetts 01970**Company Complaining About:** Comcast

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**Description**

I have had an intermittent connection for about 1 month now, going over a month. (Started on September 29th) And I have called Comcast day in and day out. They send techs out and never get me the answer I want, I call their advanced tech repair department and they are no where close to being advanced. I have talked to two supervisors, one with their Escalations Department and another with my local area market's supervisor. The techs and advanced tech repair that I speak to in person and on the phone seem to tell me that there is a definite problem. I know there is because I work with computers and I probably have a better understanding of what is going on better than the techs and "advanced tech repair" agents. I was given a number for both people, I call to see what is going on because this has been going on for a month and no one seems to have contacted me about any progress, I feel like they are dodging this situation and just sending me discounts on things that I could care less about because I have taken my TV service off of my bill because I am ready to leave this provider and have no internet access because of the games that Comcast plays with me. "Advanced Tech Repair" says, I see a weak signal and drop in your connection. This is also told to me by several other people one of them being Karen Best, I believe was her name that has been working with me on the situation, tried contacting her this entire week. And I get nothing, I am told she is working October 31st 2015 3-11pm I think and I get her voicemail saying she works 10-6pm. Either Comcast is trying to dodge an issue that could cost them some money aka not dealing with their business well, or they really don't care about the customer.

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**Ticket: # 625851 - Neighbor's Wireless Router with Incorrect Country Code Disrupting my Wifi Connectivity**

**Date:** 11/1/2015 1:25:52 PM

**City/State/Zip:** Essex Junction, Vermont 05452

**Company Complaining About:** Comcast

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**Description**

For the last 12 months a neighboring wireless wifi router has been broadcasting with a "DE" country code. This broadcast forces my macbook wireless card to automatically set my computer country code as DE and blocks me from accessing channels 149-161 on the 5ghz spectrum. In turn I am unable to connect to my own wireless router. I have tried resolving this problem by switching my router to the 36-44 spectrum, albeit at a poorer performance. Unfortunately even at this spectrum I experience numerous disconnects as my macbook consistently switches between US and DE country codes due to this interfering neighboring wifi router.

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[Ticket: # 626047 - Comcast Data Caps](#)

**Date:** 11/1/2015 4:53:58 PM

**City/State/Zip:** Savannah, Georgia 31405

**Company Complaining About:** Comcast

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## **Description**

Comcast use of data caps is highly inappropriate. I recently discovered my market is one of their test areas, but they neglected to provide any information about these caps and failed to even make it easy to discover that I now have a data cap. I entered a contract with them with belief that I would have unlimited usage after payment. If I could switch to a company that provided competitive service I would, but Comcast is the fastest provider in the region.

---

**Ticket: # 626185 - Unwanted Emails**

**Date:** 11/1/2015 6:16:18 PM

**City/State/Zip:** Oviedo, Florida 32765

**Company Complaining About:** Not Sure. This Is About The Email Listed Above Under Complaint Description

---

**Description**

(b) (6)

RE: Your Travel Voucher

Airlines have flights available for the end of the year and other options starting in the beginning of 2016. Do not miss out on these travel opportunities:

< View Travel Options >

During the Patriots' 36-7 win over the Miami Dolphins on Thursday night, incredible footage of a five-year-old Gronk taking part in a school celebration was aired during the broadcast.

Gronk was hacking away at a pinata and broke open the candy-filled animal. After the candy started spilling out, Gronk hit the floor with the rest of his classmates before realizing that wasn't going to get him the most goodies.

He stood up right under of the source and used two hands to grab the sugary treats. He then walked away from the pile, holding his prize up high while knocking over some poor soul in the process.

201W-LakeSt. Suite-111 | ChicagoIL-60606

To unsubscribe, Click here

<http://om.jobstoinbox.com/portal/deployunsubscribe/Unsubscribe.jsp?TbvrRp1yJxW6AC0TOzQvmNZPyTZVOHxIA>

I have clicked numerous times and continue to receive spam from these people.

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[Ticket: # 626216 - Comcast Data Caps](#)

**Date:** 11/1/2015 6:36:23 PM

**City/State/Zip:** Murfreesboro, Tennessee 37130

**Company Complaining About:** Comcast

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## **Description**

Artificial data caps are being placed on my home internet service. These caps are only in place because I have no other choice in a service provider. It's a direct and blatant abuse of their monopoly in my market.

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**Ticket: # 626220 - Data caps**

**Date:** 11/1/2015 6:40:51 PM

**City/State/Zip:** Nashville, Tennessee 37221

**Company Complaining About:** Comcast

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## **Description**

Comcast recently instituted data caps on my internet plan, among other users across the United States, which was not part of the initially agreed upon terms and conditions. This is a blatant abuse of power and such oligopolies and/or monopolies should not be allowed to take advantage of customers without consequence from a higher authority. These actions are just creating another artificial market whose sole purpose is to line the pockets of a large corporation at the expense of its customers who have limited or no options to choose from in the near future. Please take action to prevent this abuse and further abuses of power. It would be wholly unsurprising if such data caps are an attempt by Comcast to discourage their customers from discontinuing cable services and switching to streaming services such as Amazon Prime, Netflix, Twitch, and the like unless they can pay for higher data caps.

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**Ticket: # 626256 - AOL down**

**Date:** 11/1/2015 6:59:41 PM

**City/State/Zip:** Erie, Pennsylvania 16508

**Company Complaining About:** Aol ( America On Line)

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## **Description**

I have AOL that comes with my Verizon phone service. I pay \$29.50 a month for it.

Two weeks the AOL was down on both Sat and Sunday from about noon till 6:00 pm. then on that morning then I woke up I was not able to log in till 7:00 pm , have no ideal how long it was down that night

Well again today it been down since about 4:20 pm and it is now almost 6:00 pm.

I called them about 45 mins ago and was told it be fixed in 25 to 35 mins what a joke Either their equipment is too out dated or they have too many customers one or the other.. It is time to fix it once and for all

Note it is not my computer, I am able to get Google and explorer with no problem

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[Ticket: # 626331 - Comcast data caps](#)

**Date:** 11/1/2015 8:07:09 PM

**City/State/Zip:** Pembroke Pines, Florida 33022

**Company Complaining About:** Comcast

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## **Description**

Comcast has instituted a test 300gb data cap on select regions. This has put me in a situation where I can not stream Netflix over having to watch Comcast TV. I am being forced to either use Comcast's own services or incur a charge for exercising my freedom to enjoy whatever form of entertainment on their network. They are obviously throwing their weight around to bully clients and competitors to support their failing business plan.

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[Ticket: # 626372 - Comcast/Xfinity Data Limit](#)

**Date:** 11/1/2015 8:32:33 PM

**City/State/Zip:** Big Pine Key, Florida 33043

**Company Complaining About:** Comcast

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## **Description**

The 300GB data cap that is being trialed in my area is forcing me to modify my internet habits. I already pay nearly \$90 a month for their highest bandwidth package, this is higher than my utilities combined. Now, at risk of being charged for more money I must modify my browsing habits. This is excessive interference into my lifestyle. I do not pay for a landline or cable television because I prefer to just use the internet.

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[Ticket: # 626837 - Comcast data caps](#)

**Date:** 11/2/2015 8:21:16 AM

**City/State/Zip:** Knoxville, Tennessee 37938

**Company Complaining About:** Comcast

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## **Description**

These data caps are annoying and utterly useless. They do nothing but give another way for Comcast to nickel and dime their customers and I fear this practice will be adopted by other broadband providers. Limiting data only harms the people and the economy.

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**Ticket: # 626397 - Comcast Data Caps**

**Date:** 11/1/2015 8:52:36 PM

**City/State/Zip:** Miami, Florida 33184

**Company Complaining About:** Comcast

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## **Description**

The data caps are price gouging. This is a service that goes up in price every year and now my bill will almost double because of the caps they are proposing. They are using the few users who frequently abuse the system, talking about multiple terabytes every month, to take more money from people who only use around 500 GB a month. They are not improving the service they provide they are just limiting everyone and charging them more money for the privilege.

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[Ticket: # 626512 - Comcast](#)

**Date:** 11/1/2015 10:05:54 PM

**City/State/Zip:** Mableton, Georgia 30126

**Company Complaining About:** Comcast

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## **Description**

Comcast data caps are a disgrace I'm getting charged for going over a data cap that is so miniscule. With the degree of quality streaming there is now it is a joke. I easily hit the cap within a week and something should be done by you all to stop it.

---

[Ticket: # 626500 - Very slow and sometimes no internet service](#)

**Date:** 11/1/2015 9:56:10 PM

**City/State/Zip:** Mill Creek, California 96061

**Company Complaining About:** Frontier Communications

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### **Description**

we own a business and rely on the Internet from Frontier Communications. We often lose service and the speed is extremely slow. We are told that is because the area is over sold for the band width available here.

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[Ticket: # 626606 - Comcast/Xfinity 300gb/month Data Cap.](#)

**Date:** 11/1/2015 11:20:28 PM

**City/State/Zip:** Knoxville, Tennessee 37917

**Company Complaining About:** Comcast

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## **Description**

The only reason Comcast has this is because they've bought out every other company in my area and know I have no where else to switch. They've given me 3 different excuses for this cap, "government enforced", "you use too much data", "temporary area test" (it's been close to two years). All of those reasons are bs and whoever reads this knows it. All they want is more money from me. Make data caps illegal. This is 2015, not 1990.

---

[Ticket: # 626812 - Data cap testing in my area](#)

**Date:** 11/2/2015 7:08:24 AM

**City/State/Zip:** Sugar Hill, Georgia 30518

**Company Complaining About:** Comcast

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## **Description**

Comcast is currently testing data caps in many areas of the United States (mostly rural), to see if they can get away with giving us worse internet than what we pay for. My area is one of these.

I pay for high speed internet, and it's absurd that they have the ability to lower my service, no questions asked. This action accelerates the dangerous precedent that has been set for ISPs to do whatever they want. My internet is usually much slower than what I pay for. And they can simply claim ignorance, when in fact they purposely do it, and I do not get what I pay for. There is no one checking what they are doing, and THIS is where it starts to get out of control, if they are not stopped.

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[Ticket: # 626905 - Comcast data cap](#)

**Date:** 11/2/2015 9:27:26 AM

**City/State/Zip:** Miami, Florida 33125

**Company Complaining About:** Comcast

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## **Description**

I have recently been subjected to Comcasts 300 go data cap. As a cable-cutter who streams movies often, I feel this is targeted directly to me as a consumer.

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**Ticket: # 627014 - SPAM emails**

**Date:** 11/2/2015 10:32:56 AM

**City/State/Zip:** Elgin, Illinois 60120

**Company Complaining About:** Wow

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## **Description**

I receive emails from an individual named (b) (6) quite regularly (once every 2-3 weeks). I have, on several different occasions, asked to be removed from the list. I know that he reads his emails because I have interacted with him via this email address, prior to my request to be removed from his "list."

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**Ticket: # 627046 - Comcast Data Cap**

**Date:** 11/2/2015 10:46:59 AM

**City/State/Zip:** Knoxville, Tennessee 37909

**Company Complaining About:** Comcast

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## **Description**

Do I really need to explain this? It's absurd that you let Comcast get away with what they do. They have extremely unreliable internet, poor customer service, and to top it off, they cap our data for no reason at 300gb per month and then charge us extra when we go over. With today's internet requirements, that is absurdly low. There isn't any real reason for it except to gain more money. And we have no other option in our area for high speed internet..

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[Ticket: # 627213 - Comcast](#)

**Date:** 11/2/2015 11:31:03 AM

**City/State/Zip:** Knoxville, Tennessee 37916

**Company Complaining About:** Comcast

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## **Description**

Xfinity is testing data caps in the Knoxville area. I would happily switch internet providers, but they are the only ones in the area offering any sort of decent internet service.

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[Ticket: # 627400 - Comcast Data Cap price gouging](#)

**Date:** 11/2/2015 12:22:26 PM

**City/State/Zip:** Hoschton, Georgia 30548

**Company Complaining About:** Comcast

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## **Description**

Internet is no longer a luxury, it is a utility and necessity. And with ISPs having monopoly markets it is imperative that they not be allowed to price gouge us for something most of us need to perform our JOB. I have to do a lot of research for my job at home, as does my college attending child for school. Capping our internet usage for the sole purpose of charging us outrageous fees is almost synonymous to racketeering and a crime.

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[Ticket: # 627561 - Comcast data caps](#)

**Date:** 11/2/2015 12:58:44 PM

**City/State/Zip:** Huntsville, Alabama 35803

**Company Complaining About:** Comcast

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## **Description**

I recently moved to Huntsville AL. My only internet option was Comcast. Everyone else we contacted said we were outside their service area. Comcast has a 300 GB cap. Having come from an unlimited service we were greatly astonished to find out we had hit 90% of the cap in less than two weeks. We use netflix and itunes for streaming media. My wife and children are at home so our usage is not just limited to "peak" hours. This arbitrary cap is disruptive and a blatant result of not enough competition in the market. The fact a company with such poor customer service and actual service is a testament to the monopolistic state of ISPs in the US.

---

[Ticket: # 627612 - asynch in north brooklyn](#)

**Date:** 11/2/2015 1:15:01 PM

**City/State/Zip:** Brooklyn, New York 11207

**Company Complaining About:** Verizon Wireless

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## **Description**

no veritas, no fidelis, no case management

casio watch (bronx, ny) asynch with brooklyn public library (11207) asynch with grocers (11207)

asynch with usps (spring creek).

bplibrary charges for color prints but delivers b/w. no more double sided printing when selected.

tomra, grocers and liquor stores do not provide benefit of recycling wine bottles.

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[Ticket: # 627714 - Comcast Data Caps](#)

**Date:** 11/2/2015 1:43:08 PM

**City/State/Zip:** Miramar, Florida 33023

**Company Complaining About:** Comcast

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### **Description**

Comcast is setting data caps on home internet use. The caps are arbitrary and affect customers negatively. These caps are a business decision and not a technology one.

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**Ticket: # 627724 - Comcast Atlanta, GA Data Caps**

**Date:** 11/2/2015 1:47:21 PM

**City/State/Zip:** Kennesaw, Georgia 30144

**Company Complaining About:** Comcast

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## **Description**

300 GB Data Cap with 50 Mbps down is absurd. I signed up for Comcast 4 months ago, and they've given me 3 months "grace period" where they're not charging me for Data overages. So far, I've averaged 500 GB a month, giving me \$40 in overages a month, more than 50% of my total bill.

I think I'd prefer a slower speed so I won't hit the Data Cap so easily. They're charging me for higher speed, but won't provide a plan with a data cap higher than 300 GB, nor an unlimited plan.

I would switch if I could. These guys are forcing me to not stream my TV shows, but watch TV and their commercials instead. When I signed up 4 months ago, the bundle package plan was cheaper than just internet. So I have TV, but only because it's cheaper than no TV. I feel bad for their advertisers.

It should be illegal to not offer an unlimited plan, or high speeds that hit their HIGHEST PROVIDED monthly data cap in 10 days time. It's not right, simple as that.

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[Ticket: # 627871 - Comcast Data Caps](#)

**Date:** 11/2/2015 2:21:25 PM

**City/State/Zip:** Salt Lake City, Utah 84108

**Company Complaining About:** Comcast

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## **Description**

Please do not let ISP crank up the speed of our internet only to punish us with arbitrary data caps.

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**Ticket: # 627921 - Comcast Data Caps**

**Date:** 11/2/2015 2:34:53 PM

**City/State/Zip:** Huntington, West Virginia 25705

**Company Complaining About:** Comcast

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### **Description**

Comcast is currently testing data caps in Alabama, Arizona, Arkansas, Florida, Georgia, Illinois, Indiana, Kentucky, Louisiana, Maine, Mississippi, South Carolina, and Tennessee. This represents an abuse of their monopoly position in these areas.

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**Ticket: # 628019 - DSL Hi-Speed Internet and Wi-Fi Connectivity**

**Date:** 11/2/2015 3:08:13 PM

**City/State/Zip:** Rockford, Illinois 61102-(b) [REDACTED]

**Company Complaining About:** AT&T

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## **Description**

AT&T is intentionally throttling down and regularly disconnecting my DSL & Wi-Fi Internet service and now imposing a data plan limit on my DSL service in an attempt to force me to switch from DSL Hi-Speed Internet to U-Verse. I have declined U-Verse on countless occasions until I am financially able to switch and only ask that AT&T repair my Wi-Fi/Internet service. Each call to the carrier is a lasts a minimum of 1 hour during which time I am referred to multiple departments/individuals who spend an inordinate amount of time pitching U-Verse instead of resolving my Internet connectivity issue. Lack of connectivity for my internet service which I have had through AT&T for more than 15 years has been an ongoing problem w/the carrier and each attempt to resolve connectivity leads to another call to AT&T and talking to multiple representatives who are trying to force me to switch to U-Verse instead of resolving the issue that I continue to report. I often work from home which requires dedicated Internet connectivity. Lack of internet connectivity interferes with my livelihood to perform my job and support my family.

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**Ticket: # 628106 - FICTICIOUS WEBSITE**

**Date:** 11/2/2015 3:46:04 PM

**City/State/Zip:** Mays Landing, New Jersey 08330

**Company Complaining About:** Weebly.com

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## **Description**

I have asked this website company to please delete this webpage created on their site. It is using an old band members email address as a contact. This email address has nothing to do with our band. I filed a complaint with the BBB and they could not force any changes. I asked the owner of the email to please delete the website and he refused to also. His name is (b) (6), he is an ex band member and no longer associated with our band Triple X . If someone were to contact us via that email on the contact page, it would go to him. his email address is (b) (6)

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**Ticket: # 628213 - MediaCom Communications Internet Issues****Date:** 11/2/2015 4:15:37 PM**City/State/Zip:** Elkton, South Dakota 57026**Company Complaining About:** Mediacom

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**Description**

I have been using Mediacom for my internet for over a years time now, and I have been dealing with slow, intermittent, resetting, and at times non-existent internet service. I have called their tech support, and have been sent several modems, which has never resolved the issue. The tech came out at one point and disconnected all but one line coming into my home and left me without any local tv channels. Had there been severe weather, I would not have known because the TV was not connected to anything. The problem was never resolved. I proceeded to contact Mediacom Corporate Complaints department, and I was never given an answer or a solution to my issue. A few times on the phone with tech support I have been told that there is a lot of noise interference which is causing the issue. I have told the tech about this, I have told the corporate office about this, and still, no answers. I feel they are not even making an attempt to rectify the situation. This issue does not lie just in my home, this issue is happening all over the town in which I live, as well as the city closest to us. MediaCom has a franchise agreement with the Brookings South Dakota, Brookings County area, and no other cable companies serve our area. Something has to be done about this, I have been paying \$60 per month for about a \$10 per month worth of service.

There is also an issue with their Cable TV service, which I decided to have hooked up. They sent the wrong equipment, therefore I took a day off for the install and nothing could be installed. I had to take another day off for the next install and when the service was installed the tech left, and after he left I noticed the premium channels were not working, as well as the On Demand services were not working. Tech support tried refreshing the signals several times but with no luck. They scheduled an appointment for the tech to come out and fix the issue and I have taken the day off again, yet the tech never showed up. They claim he is coming within a new 12 hour window, but I will attach a picture of the issue with the TV service in an effort to save anyone else the headaches and money lost I have endured over these issues.

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**Ticket: # 629117 - interference with and no reasonable alternative provided for internet service**

**Date:** 11/2/2015 8:32:58 PM

**City/State/Zip:** Johns Creek, Georgia 30005

**Company Complaining About:** Sprint

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## **Description**

On April 15, 2015 I received an email deactivation email, stating that I would no longer be provided with an email address by my ISP (at the time known as Clearwire at clear.net), but that this would not impact my wireless internet service.

(Accordingly, I then made arrangements to move my email account and transferred those messages).

Visiting the ([www.clear.net](http://www.clear.net)) website revealed that Sprint had bought Clearwire and that "Sprint offers competitively-priced data plans for mobile broadband cards and other devices." There was no mention in the FAQs there that my clear.net modem would no longer work; since the modem is a dual band modem with 4G and WiMax, I assumed that the modem would work with Sprint's network (and I would not need to purchase new equipment to continue my internet service.)

On August 26, 2015 I received an email reminder notice from Clear nka Sprint that Clear devices and services would stop working on November 6, 2015, with a cable company's name suggested as an alternative for internet service. (No mention of Sprint as an alternative). Note this says "reminder notice" even though officially I never received an official notice of cancellation of internet service; the website stated that Sprint had bought Clearwire and offered alternate service plans.

This email stated that they would keep me updated in the coming months. I haven't received any further emails as of today, Nov 1, 2015.

My previous service with Clear was for unlimited data with a speed of 6 Mbps for \$50/mo, with no contract since I bought the modem outright (at signup). A comparable plan with Sprint for 60GB of data (stated on [sprint.com](http://sprint.com)) is \$225/mo excluding surcharges including a USF charge of up to 17.10% up to \$2.50 admin. and \$.40 Reg/line/mo and fees by area (approx. 5-20%). May require up to a \$36 activation fee/line.

This is far from the "competitively priced data plan" referred to on the clear.net (nka Sprint) website. In addition, it appears that I would have to buy a new modem since my modem will stop working November 6, so I would have to pay an activation fee as well as sign a long-term (2 yr.) contract for service. From this it appears that Sprint bought out its lower-priced competitor and shut it (the competitor) down in order to fix the price at a higher level (in line with its bigger name competitors).

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[Ticket: # 629338 - attempted access to my iPad](#)

**Date:** 11/2/2015 10:01:25 PM

**City/State/Zip:** Delano, Ca, California 93215

**Company Complaining About:** AT&T

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## **Description**

When reading my iPad a message popped up telling me that my apple device had been locked for security reasons. ( I have a screen print of the message) I was instructed to not use my device and to call the helpline as soon as possible at 1-800-717-9850

In stead I called Apple support after looking up their number and learned that this was not a legitimate issue and was instructed, very carefully and helpfully on how to make my device safe.

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[Ticket: # 629450 - End data caps and ISP monopoly's](#)

**Date:** 11/2/2015 11:04:13 PM

**City/State/Zip:** Meridian, Idaho 83642

**Company Complaining About:** Centurylink

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## **Description**

There is no reason to limit data usage other than to punish people who stream t.v. and movies using services like Netflix or Hulu instead of paying for cable or satellite t.v. On a similar note people should not have to go with one ISP because of data limits,price,or equipment availability. if i am forced to chose one ISP over another just because the first ISP provides service where i am and the other doesn't but says they do, that is still a monopoly.

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[Ticket: # 629473 - cellular internet service disruption at a car dealer](#)

**Date:** 11/2/2015 11:13:58 PM

**City/State/Zip:** San Jose, California 95126

**Company Complaining About:** AT&T

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## **Description**

I was at Toyota of El Cajon on 31 October. While negotiating to buy a car, I attempted to use the data package to check prices at other dealers. I could not reliably access any websites using my mobile device. The phone showed a strong signal, at least three out of five bars. Even outside the dealer (on their lot) and at the Honda dealer next door the same issue persisted. Rebooting my phone didn't help. My wife, who also uses AT&T, experienced the same issues with her phone. As soon as we were away from the dealers, everything worked fine again.

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[Ticket: # 629616 - SoFi Lending Corp](#)

**Date:** 11/3/2015 2:07:31 AM

**City/State/Zip:** South Pasadena, California 91030

**Company Complaining About:** Time Warner

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## **Description**

SoFi does not comply with opt-out requests and sends e-mails with non-complaint opt-out features.

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[Ticket: # 629622 - You Tube](#)

**Date:** 11/3/2015 2:19:51 AM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** AT&T

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## **Description**

On several of you videos movies shows up alert about individuals and then used to change uses my personal data to view some stuff they post be free in causing the phone companies or cell phone companies to charge individuals to use up your data that supposed to be free now this stuff is up loaded by be people on to YouTube so why are they allow to use up your data please investigate do they have the right to use up your data to view free stuff and ensure that all product and services is be work according to United States Federal Regulation any validation found all individuals involved should be convicted according to United States Federal Law

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[Ticket: # 629637 - Vimeo](#)

**Date:** 11/3/2015 2:40:11 AM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** AT&T

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## **Description**

On November 3, 2015 I try signing up for Vimeo and would let join it give option to join via e-mail or Facebook I did not want to do it allow me to create a password but then prevented me from join us this another website that says it free but not and can view though YouTube but also require you use your data to view Free stuff and charge to cell phone company investigate this business in sure that it's working according to United States federal regulations of any misconduct found all individuals should be charged according to the United States federal law

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**Ticket: # 629642 - Company misrepresenting themselves sabotaging my computer**

**Date:** 11/3/2015 2:55:55 AM

**City/State/Zip:** Virginia Beach, Virginia 23455

**Company Complaining About:** Verizon Wireless

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## **Description**

I received a phone call from an agent who said he was from Microsoft and that my computer has been hacked. He began to show me on my computer that someone was using my IP address. He further showed me that these hackers were from China, Russia and others. After going on for some time, saying my computer had been infected with not only a Trojan virus but another one which he goggled to show me how dangerous it was. Then he said that for \$199 he could erase the virus. I ended the conversation there after asking him several times what company he worked for. He said Tech Smile. This had happened to me to me before. I was trying to reach McAfee and the same thing happened. I want to report this so that other people become aware of this. Unfortunately, when I tried to get back on my computer, it had crashed. Is there anything the FCC can do about this?

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[Ticket: # 629698 - Blocked WiFi hotspot](#)

**Date:** 11/3/2015 7:21:08 AM

**City/State/Zip:** Bel Air, Maryland 21014

**Company Complaining About:** Marriott

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## **Description**

I recently was at the Marriott Denver tech center for a conference. When there, I tried to use my hotspot and it would not connect. It worked when I was not in the hotel but not while in the hotel meeting room.

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[Ticket: # 629810 - Data caps](#)

**Date:** 11/3/2015 10:28:58 AM

**City/State/Zip:** Memphis, Tennessee 38119

**Company Complaining About:** Comcast

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### **Description**

I'm complaining about the Data caps currently used in my internet service. I pay for access to the internet and then to limit my usage of something I pay for is completely unfair.

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**Ticket: # 629959 - Internet hacking, Wifi hacking**

**Date:** 11/3/2015 11:39:09 AM

**City/State/Zip:** Sylacauga, Alabama 35150

**Company Complaining About:** Neighbors And Anybody That Needs Wi Fi

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## **Description**

To whom it may concern: My name is (b) (6) and I have internet service with AT&T and Wifi . Recently I have been having trouble using my internet service but, none of my neighbors have any internet service at all. Most of the time you can get close to someone's computer of internet service to steal their service. When someone is trying to use my internet connection it interrupts whatever I am doing. Sometimes it causing my computer to act strange and sometimes my television will come on or off by it self. I contacted Dish network about my cable tv service just coming on and off by itself. Are their any other options that I have to stop the interruption of my internet, telephone and cable service? Thank you!

---

[Ticket: # 629998 - Red Robbin restaurants blocking cellular data](#)

**Date:** 11/3/2015 11:57:40 AM

**City/State/Zip:** Bellevue, Washington 98008

**Company Complaining About:** Verizon Wireless

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## **Description**

I was at a Red Robbin restaurant at 1085 Lake Drive, Issaquah, WA 98027

They were blocking cellular data, I attempted to access the internet via my phone (Verizon) and my wife's phone (t-mobile) both with extremely limited success. Once I was about 5 to 10 feet from the building, everything started working normally again.

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[Ticket: # 630210 - Unwanted email ads](#)

**Date:** 11/3/2015 12:54:35 PM

**City/State/Zip:** Centennial, Colorado 80015

**Company Complaining About:** Comcast

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## **Description**

Continued advertising from on company over months, even though I have opted out every time. I get 4-5 a day. Their opt-out stop working over the weekend and there has been no response to my letter. They provide this mailing address: 204 W Havens Ave, Mitchell SD 57301. Any help you can provide would be appreciated.

(b) (6)

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**Ticket: # 630657 - jamming Cell signal**

**Date:** 11/3/2015 3:01:54 PM

**City/State/Zip:** San Juan Capistrano, California 92675

**Company Complaining About:** Dicks Sporting Goods

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## **Description**

I believe Dicks Sporting Goods Located at Mercantile East Shopping Center, 27502 Antonio Pkwy #B, Ladera Ranch, CA 92694 is operating a Cell Jamming device inside their store to prevent shoppers from looking up prices online.

Every single Time I shop in this store, I have perfect Cell service outside their doors, and as soon as I step inside, my cellular service drops off.

I have been inside the neighboring stores and have not had this issue.

---

**Ticket: # 630441 - TWC issues, bad customer support.**

**Date:** 11/3/2015 2:06:15 PM

**City/State/Zip:** Hartsville, South Carolina 29550

**Company Complaining About:** Time Warner

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## **Description**

Switching to TWC has been a nightmare and I do not have the option to switch back to my old ISP. I wish I did but I do not. I have had an ongoing issue with bad internet connection and being told it is not on TWC end. I have spent so much money and have done so much to insure it isn't a hardware issue on my end. I have built a whole new pc, bought a new modem, bought new Ethernet cables. On top of all of this recently TWC put down a new cable to see if that was my issue and they cut my tv cable while doing so. I'm really at my wits end. If i could go back to ATT I would but their ports are full and I don't know what to do any more. This is starting to take a toll on my life. Please help me so I know some one has my back on this issue. It sucks to feel like you are fighting a battle you can't win.

I will put in a screen shot of my latest encounter with support.

---

[Ticket: # 631372 - Twitter won't allow me to delete 1 follower or see who it is.](#)

**Date:** 11/3/2015 6:16:42 PM

**City/State/Zip:** Norwalk, California 90651

**Company Complaining About:** Twitter Support

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## Description

My Account is (b) (6), and I have sent Twitter support messages that my Twitter account won't delete or show who the following account is also I deleted the tweet and it still shows 1 for tweet and 1 for following. I had another account that someone added (b) (6) and there was a white anarchy band on there. I think Twitter is controlling my account so that it appears that I don't like black people. So that they will kill me. Also I was using desktop on my iPad and now Twitter changed their rules to no more desktop.

---

[Ticket: # 631415 - Twitter won't show who I am following on 1 account or let me delete it](#)

**Date:** 11/3/2015 6:32:35 PM

**City/State/Zip:** Norwalk, California 90651

**Company Complaining About:** Verizon Wireless

---

## Description

I just made a complaint to you then I went back to my Twitter app. account instead of through safari on my iPad to get to my account (b) (6) to see if I can add any followers , I can add followers now ,yet I cannot delete the 1 account that is not showing, I added 2 more ,it now says I am following 3 and when I tap on the following it shows only 2 , please see the photos I am sending to you, Twitter support has not helped after I sent them messages.

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[Ticket: # 631408 - Interference](#)

**Date:** 11/3/2015 6:27:50 PM

**City/State/Zip:** Felton, Delaware 19943

**Company Complaining About:** Hughes Net

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### **Description**

ShopAtHome.com, site has taken over my browser without my requesting it to be my Internet Browser selection and has blocked attempts to remove it.

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**Ticket: # 632066 - Comcast Data Cap**

**Date:** 11/4/2015 1:31:49 AM

**City/State/Zip:** Little Rock, Arkansas 72201

**Company Complaining About:** Comcast

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### **Description**

I signed up for comcast at the end of August. My plan is 75mbps down, no data cap. I received an email today stating that Starting December 1st, they would be enforcing a 300 Gb data cap on my plan. Luckily though, for an additional \$35 a month (greater than 50% of my currently monthly bill) they will ALLOW me unlimited data. I am a cable cutter and I use slightly over 300Gb per month. This is NOT the plan I agreed upon. Please look into this data cap without consent issue.

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[Ticket: # 632446 - Comcast Data Cap](#)

**Date:** 11/4/2015 11:13:18 AM

**City/State/Zip:** Mays Lnding, New Jersey 08330

**Company Complaining About:** Comcast

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### **Description**

Implementation of data cap is very unfair to everyone who doesnt have another option for internet. I thought this was America.

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[Ticket: # 632628 - Comcast "Data Caps"](#)

**Date:** 11/4/2015 11:37:02 AM

**City/State/Zip:** Bellevue, Washington 98004

**Company Complaining About:** Comcast

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## **Description**

Comcast's plan to implement artificial restrictions on network usage is unjust and without merit.

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[Ticket: # 632669 - Comcast Data Caps](#)

**Date:** 11/4/2015 11:41:41 AM

**City/State/Zip:** Bartow, Florida 33830

**Company Complaining About:** Comcast

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## **Description**

How can you allow Comcast to cap data!!!

I have 6 PC's at home with each on a slow month consuming ~150GB per month. With Comcasts proposed data caps, my bill would double if not triple every month!

You need to stop this now.

---

**Ticket: # 632905 - Comcast data caps**

**Date:** 11/4/2015 12:23:06 PM

**City/State/Zip:** Goose Creek, South Carolina 29445

**Company Complaining About:** Comcast

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## **Description**

I find it appalling that I have a limited amount of data I can use before getting charged more. The claims that 300 gb per month is anywhere close to enough for a household that actually welcomes technology and the wonders it brings. The arguments that the majority of people don't use close to that much is just ridiculous. Of course my 80 year old neighbor isn't going to use as much data reading facebook updates of the grandkids than I will streaming video and game content. The arguments that their cables can only provide so much data running through it at one time is baseless as well. I don't have a cap on my power, water, or sewage so why should I have a cap on internet. I would also like to point out that I wouldn't have a cap on cable tv if I had that hooked up because Comcast can shove commercials down my throat with cable tv. I think it is sickening how greedy some people can be. Also VERY appalling is the fact that in our wonderful supposedly democratic country I can say the previous sentence about comcast and lump them in with the "people" nomenclature all because our government is corrupt and ruled by the same corporations we have problems with. This has to end. let the first step be taken by eliminating unnecessary data caps.

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[Ticket: # 632971 - Data Caps](#)

**Date:** 11/4/2015 12:33:16 PM

**City/State/Zip:** Dayton, Ohio 45409

**Company Complaining About:** Comcast

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## **Description**

ISPs shouldn't be allowed to cap cable internet for any users. This is outrageous.

---

**Ticket: # 633037 - Comcast data caps**

**Date:** 11/4/2015 12:50:36 PM

**City/State/Zip:** Davie, Florida 33328

**Company Complaining About:** Comcast

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## **Description**

This past month, Comcast saw fit to institute a new 300gb monthly data cap, ostensibly for the benefit of its consumers. This couldn't be further from the truth. The cap does nothing other than hurt consumers and attempt to extort a further \$30 monthly fee from them. It is set specifically to punish users for using their connections to stream video content, instead of say, utilizing Comcast's cable tv service.

Furthermore, the cap places artificial scarcity on a typically infinite resource. Not utilizing the available bandwidth does not benefit Comcast in any way outside of peak hours when the population is collectively pushing it. It also remains a static cap that is already outdated, and will continue to become increasingly difficult to abide by as the internet advances and more data is delivered through it.

---

**Ticket: # 633163 - Data Cap**

**Date:** 11/4/2015 1:07:10 PM

**City/State/Zip:** Columbia, Missouri 65201

**Company Complaining About:** Mediacom

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## **Description**

I'm really dissatisfied with this data-cap business going on. I'm paying for a service, to have internet. I pick a speed, and honestly most the time they don't even reach that, and dodge out from those complaints with a "The fine print says UP TO" nonsense. But the fact that I can't use how much data I need is beyond ridiculous.

I shouldn't have to pay extra because they don't want to expand their infrastructure or upgrade they're equipment. If people are using more internet, it's their ENTIRE JOB to SUPPLY it. They shouldn't force me to cut off instead.

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[Ticket: # 633168 - Comcast data caps](#)

**Date:** 11/4/2015 1:07:34 PM

**City/State/Zip:** Cypress, Texas 77433

**Company Complaining About:** Comcast

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## **Description**

I personally think, as do plenty of other people I'm sure, that capping home internet data is ridiculous. Especially at how low Comcast has the cap at. I'm not affected by the caps, but I'm afraid I might be at one point. And with a family who lives off streaming videos for watching tv, this will hurt me dramatically. I go well over the capped plan that Comcast has.

---

**Ticket: # 633266 - UCE complaint**

**Date:** 11/4/2015 1:21:35 PM

**City/State/Zip:** Chicago, Illinois 60640

**Company Complaining About:** AT&T

---

**Description**

I received the spam below, unsolicited and unwanted:

Delivered-To: (b) (6)  
Received: by (b) (6) with SMTP id f88csp10161ioj;  
Wed, 4 Nov 2015 09:16:09 -0800 (PST)  
X-Received: by (b) (6) with SMTP id r138mr5017979wmd.100.1446657369343;  
Wed, 04 Nov 2015 09:16:09 -0800 (PST)  
Return-Path: (b) (6) >  
Received: from procnn.com (b) (6) ])  
by mx.google.com with ESMTP id f62si4650409wmd.43.2015.11.04.09.16.09  
for (b) (6) >;  
Wed, 04 Nov 2015 09:16:09 -0800 (PST)  
Received-SPF: pass (google.com: domain of reply-232280389@procnn.com designates  
31.131.21.84 as permitted sender) client-ip=31.131.21.84;  
Authentication-Results: mx.google.com;  
spf=pass (google.com: domain of reply-232280389@procnn.com designates (b) (6) as  
permitted sender) smtp.mailfrom=reply-232280389@procnn.com  
Message-Id: <563a3d59.41831c0a.c57a9.0844SMTPIN\_ADDED\_MISSING@mx.google.com>  
MIME-version: 1.0  
To: (b) (6) >  
From: Match.com (b) (6) >  
Subject: Get your free trial now at Match.com  
Content-type: text/html  
List-  
Unsubscribe:<http://procnn.com/unsubscribe.php?c=(b) (6) >,<mailto:unsubscribe-  
(b) (6) ?subject=Unsubscribe>  
Date: Wed, 4 Nov 2015 17:16:01 +0000

<CENTER>

<A

href="http://tinyurl.com/nnc4mod"><font size=6 color=Red>Get your free trial now <c232280389>at

Match.com</font><br></A><BR><IMG border=0

src="http://tinyurl.com/qyasbb2" useMap=#Map> <MAP

name=Map><AREA

href="http://tinyurl.com/nnc4mod"

shape=RECT coords=2,0,654,657></MAP><BR><IMG border=0

src="http://tinyurl.com/pcv95at" useMap=#Map2> <MAP

name=Map2><AREA

href="http://tinyurl.com/pwwlebz"

shape=RECT coords=2,0,654,657></MAP><BR><BR><IMG border=0  
src="http://tinyurl.com/ngqrw9k" useMap=#Map3><MAP  
name=Map3><AREA href="http://tinyurl.com/p8ddf78" shape=RECT  
coords=2,0,654,657></MAP></FONT></DIV></CENTER>

---

[Ticket: # 633279 - Comcast enforcing strict data caps in increasing number of areas](#)

**Date:** 11/4/2015 1:23:15 PM

**City/State/Zip:** Wilsonville, Oregon 97070

**Company Complaining About:** Comcast

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## **Description**

Comcast is increasingly enforcing restrictive and unreasonable data caps for no legitimate reason other than to increase profits at the expense of "heavy" Internet users. I quote "heavy" because 300GB per month is a pittance of data for anyone that streams HD videos (Netflix, Hulu, etc) for more than 30 minutes a day. It is, essentially, extorting the customer for continued use of other paid services on their network.

---

[Ticket: # 633348 - Comcast Xfinity data caps](#)

**Date:** 11/4/2015 1:34:38 PM

**City/State/Zip:** Plantation, Florida 33317

**Company Complaining About:** Comcast

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### **Description**

I pay Comcast a large sum of my monthly income for Internet, only to have it capped at 300gb for a month. It's impossible that my family of four does not use the entirety so quickly. It's almost criminal

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**Ticket: # 633430 - Comcast Data Caps**

**Date:** 11/4/2015 1:44:53 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

I live in Knoxville TN where Comcast currently has a 300 gigabyte data cap, if you go over it you pay extra. This data cap stops me from actually being able to do the things I want, I cannot use Netflix, or stream my games. The caps are unfair and Comcast seems to keep expanding who has the caps. This is obviously a ploy to increase their revenue at the cost of hurting their own customers.

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[Ticket: # 633534 - Comcast data cap](#)

**Date:** 11/4/2015 1:56:37 PM

**City/State/Zip:** Morton Grove, Illinois 60053

**Company Complaining About:** Comcast

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## **Description**

Comcast are adding cap on different market area to milk their customers more money. Another reason to hate them. Comcast is the most hated company in America for reason.

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[Ticket: # 633683 - Data caps by large ISPs](#)

**Date:** 11/4/2015 2:16:20 PM

**City/State/Zip:** Santa Rosa, California 95404

**Company Complaining About:** Comcast

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## **Description**

Large ISPs continue to enforce data caps on plans that can easily exceed the caps within one day's use of the service. My area has an "unenforced" cap by Comcast of 300 gigabytes. My connection is a 300 megabit connection. At full speed, I could exceed their data caps in less than 6 hours of full use. And the cap is supposed to be for one MONTH of use. How are ISPs getting away with this? Charging me for a month of service that I could easily use in 6 hours is not fair business. Fortunately I am personally not (yet) affected by enforced caps, but millions of Americans are, and it needs to stop immediately.

---

[Ticket: # 633704 - Connection Jammer](#)

**Date:** 11/4/2015 2:19:07 PM

**City/State/Zip:** Pekin, Illinois 61554

**Company Complaining About:** Verizon

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## **Description**

The Crowne Plaza in Springfield IL is a dead zone for wireless connections. The dead zones are specific to the conference rooms which you much pay to use their wifi connection. The connection is fine in the lobby and outside of the building. I believe they use a jammer so they can charge customers to access their wifi.

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**Ticket: # 633744 - Comcast Data Caps**

**Date:** 11/4/2015 2:23:22 PM

**City/State/Zip:** Mundelein, Illinois 60060

**Company Complaining About:** Comcast

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## **Description**

I'm writing today in response to the news that Comcast is going to expand their data caps beginning December 1st to many areas of the country.

<http://www.dslreports.com/shownews/Comcast-Dramatically-Expanding-Usage-Cap-Areas-December-1-135551>

I believe they are doing this for the following reasons...

1. Comcast and other ISPs have their unspoken rule of not competing with one another, thus creating a market place which is not competitive and comes at the expense of the consumer. Thus they can take whatever actions they want without worry of customers taking their dollars elsewhere.
2. They are purposefully creating a model which pretends as if there is some sort of limit to the amount of data which can get through their pipelines which simply isn't true.
3. As more people start dropping their traditional cable subscriptions in favor of video over the web, more commonly known as "cord cutting", Comcast has a direct conflict of interest which results in putting in place artificial limits on their web service to either prevent this sort of behavior, or prevent their revenues from going down.

As a result I'm asking that the FCC consider taking action which would prevent data caps from being imposed on ISPs on the consumers. Consumers should simply pay for the speeds they wish to use.

I'm also asking that whatever government branch has the responsibilities to break up companies, such as what was done the 80s with the Ma Bell companies be done here. Comcast's involvement in the traditional cable model and the ISP market is creating conflicts of interest which is causing them to make decisions, not because it is necessary for delivering service, but so that they can a dying model alive.

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**Ticket: # 633836 - Data caps**

**Date:** 11/4/2015 2:36:52 PM

**City/State/Zip:** Collierville, Tennessee 38017

**Company Complaining About:** Time Warner

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### **Description**

Please tell comcast to up the data cap 300GB is nothing doing anything on the internet. This is not near enough for the month. Just do away with them or get them to stop!

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[Ticket: # 633846 - Comcast can NOT cap internet](#)

**Date:** 11/4/2015 2:38:08 PM

**City/State/Zip:** Alvin, Texas 77511

**Company Complaining About:** Comcast

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## **Description**

Comcast's plan to cap home broadband internet usage is a violation of trust between the user and the consumer. Internet at home should be able to be used as much as possible throughout the time the consumer pays for it. Please stop comcast from enforcing this data cap

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**Ticket: # 633987 - data caps**

**Date:** 11/4/2015 2:57:47 PM

**City/State/Zip:** Walnut Creek, California 94597

**Company Complaining About:** AT&T

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## **Description**

I am writing to express my displeasure of the lack of oversight on monopolistic ISPs. The current issue is that these ISPs are also CATV providers and as such many people are cutting the cord thus reducing their revenue stream in favor of streaming services like netflix. The backlash we are seeing now is that the ISP is imposing data caps. There is not competition in the market and if you are lucky to have 2 choices or even 3, they all have soft caps that are enforced if you dont have a TV plan as well as internet.

The FCC needs to recognize that like the water and electricity companies, ISPs are a utility. It is cost prohibitive to build multiple lines and it is also risking public safety as we are seeing more lines on poles, taller poles, and telecom lines overloading poles causing wildfires (see malibu canyon).

Allowing more companies on the already taxed infrastructure is not the answer. The FCC should be looking to either 1) impose utility like regulation with granted monopoly and tariffs for service 2) force existing telecom / CATV / Broadband providers to share lines like they share pole / conduit capacity. Less lines on the pole is a win for public safety as well as aesthetics. Look to Europe for the practice of last mile unbundling to increase competition.

The idea is easy, most lines are not at capacity and if they are, a simple upgrade of end point equipment is needed. The telecoms have always argued that they should only pay for pole access what it costs the pole owner to maintain that space if they were not attached. This same principle should apply to unused bandwidth. If an increase is needed meaning new endpoint equip or additional lines overlashed, they can pay the share of upgrading them.

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[Ticket: # 634059 - Comcast Data Caps](#)

**Date:** 11/4/2015 3:08:06 PM

**City/State/Zip:** Federal Way, Washington 98001

**Company Complaining About:** Comcast

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## **Description**

I feel the need to throw my voice into the group demanding something be done about the Comcast data caps. Enacting a data cap on the internet is halting progress and needs to be stopped. Greedy practices like this is why our nation so vehemently hates Comcast. Please don't allow data caps to diminish the importance of the web.

---

**Ticket: # 634167 - Scam infiltrating AARP website**

**Date:** 11/4/2015 3:25:24 PM

**City/State/Zip:** Los Angeles, California 90008

**Company Complaining About:** AT&T

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**Description**

At 11:00am this morning my aunt was on the AARP website when this link interrupted her access:<http://194714513!.rsc.cdn7?.org> This link creates a loud intense beeping noise on the pc which disrupts the whole house and made my aunt (who is an elder very nerveous. The instructions tell you "not to turn off or reboot the computer for feel that you will loose all of your data" Instead, it requires you to call 1-855-335-5135 to have a "Microsoft-Certified Technician" resolve the issue. When I called from my cell, it was made clear to me that in order diagnose the problem they had be granted permission to access my computer. When I refused, he replied with an arrogant response of "well then you won't get your computer fix". I shared that Dell or Micro-Soft contact information should have come up. He replied "then call Dell!" I am reported this incident as a Elder Abuse. A scam/crime committed against the elderly. Please investigate immediately.

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[Ticket: # 634185 - Comcast data cap](#)

**Date:** 11/4/2015 3:28:30 PM

**City/State/Zip:** Knoxville, Tennessee 37923

**Company Complaining About:** Comcast

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## **Description**

Comcast is unfairly imposing a data cap of 300 Gb on my service. I am a data scientist who works with large datasets from my home office and this is affecting my work.

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**Ticket: # 634305 - Comcast Data Caps**

**Date:** 11/4/2015 3:53:37 PM

**City/State/Zip:** Ames, Iowa 50010

**Company Complaining About:** Ics Advanced Technologies

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## **Description**

I recently heard about Comcast's plan to start implementing data caps everywhere, and I'm outraged that a company (whose cost in delivering internet is not variable based on how much data is requested) would do such a thing. There is no legitimate reason for this other than their bottom line, as usual, and I think it should be stopped. The internet should be an unalienable right in this day and age, to all people, and Comcast is infringing on that right.

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[Ticket: # 634308 - Internet browser](#)

**Date:** 11/4/2015 3:54:03 PM

**City/State/Zip:** Felton, Delaware 19943

**Company Complaining About:** Hughes Net

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### **Description**

My browser has been taken over by "Shop At Home.com", this was not my choosing and efforts to remove or change have been sidelined.

my service is Modzilla Firefox and I'm at a loss at correcting

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**Ticket: # 634311 - Comcasts Plan to Cap all Internet**

**Date:** 11/4/2015 3:54:29 PM

**City/State/Zip:** Laurel, Maryland 20723

**Company Complaining About:** Comcast

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## **Description**

I live in MD and am concerned upon hearing that in 5 years Comcast plans to cap all internet usage at 300GB/mo. This is because of cord-cutters (like myself) finding a much more enjoyable legal alternative to watch shows through Netflix and Amazon Prime. Because Comcast isn't going to make money from forcing me to rot my mind with commercials, they are choosing to punish the consumer for absolutely no reason instead of shoring up their infrastructure and remaining competitive. The internet is a utility, it is not a finite resource. We are never going to run out of it and we don't need to save any for the future. Please FCC, please consider the American public being held hostage by ISP's like comcast.

---

**Ticket: # 634508 - Communication acts violations**

**Date:** 11/4/2015 4:20:27 PM

**City/State/Zip:** East Hampton, New York 11937-(b) [REDACTED]

**Company Complaining About:** Verizon Wireless

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### **Description**

Recovery actions and results of forwarding IRS 2001 & 2002 tax refund and fiduciary duties Direct Deposits, Distributions of recovered Creditors (b) (6) [REDACTED] of USBC-Del deposits distributions of lien property,FBP Trust accounts taken illegally by Southhampton,NY police dept.on federal courts orders to relief,recovered 770 accounts.



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**Ticket: # 634823 - Constant connection loss and they refuse to help. Its been over a year and I pay them almost 250\$ a month please help**

**Date:** 11/4/2015 5:10:11 PM

**City/State/Zip:** Delran, New Jersey 08075

**Company Complaining About:** Comcast

---

## **Description**

I have received the run around and wasted days of my time troubleshooting the constant interference with this company. I live in a rural area and the TV connection loses its connection daily. They will not help. I've spoken with countless managers and they just say everything looks fine. I dont have any other ISP to go to. Why is this allowed. I'm being robbed. Please help.

---

[Ticket: # 634877 - Stop Comcast's Caps](#)

**Date:** 11/4/2015 5:19:14 PM

**City/State/Zip:** Boston, Massachusetts 02120

**Company Complaining About:** Comcast

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### **Description**

Please put an end to the caps that comcast is rolling out in an effort to punish online streaming and gain additional revenues from the average consumer.

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[Ticket: # 634905 - Comcast Data Cap](#)

**Date:** 11/4/2015 5:26:03 PM

**City/State/Zip:** Vero Beach, Florida 32962

**Company Complaining About:** Comcast

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## **Description**

Stop Comcast from implementing a data cap on their internet services. This would affect many customers in a negative way and it is very unfair. I believe that this is against what the internet was made for and it stunts the growth of the internet. I use the internet in many ways and having a data cap would not allow me to do the most important things which include business and communication. It is unfair for the customers as the norm is not to have data caps on our internet at home.

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[Ticket: # 635213 - Comcast Data cap](#)

**Date:** 11/4/2015 6:24:11 PM

**City/State/Zip:** Knoxville, Tennessee 37919

**Company Complaining About:** Comcast

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## **Description**

Comcast has started to roll out it's data caps in more and more cities. It expects to add 90 more cities in the near future. Comcast needs to stop what they are doing. People need to be able to enjoy the internet without being over charged if they go over. Some of us don't have cable and stream from sites like Netflix, YouTube etc. Some of us need to stay in communication with others via video chat where a phone is not available or preferred. Data capping consumers would limit their enjoyment out of the internet.

---

**Ticket: # 635348 - Repeated calls from "Microsoft"**

**Date:** 11/4/2015 6:51:54 PM

**City/State/Zip:** Smyrna, Georgia 30080

**Company Complaining About:** They Say They Are From Microsoft Which Clearly They Are Not.

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## **Description**

I finally got a phone number from these people who keep calling and saying they are from Microsoft and need to inspect my computer. Clearly, they are not from Microsoft. I usually hang up on them - the number they called from today is 312.252.4878.

These people call the following numbers a few times a day -- 772-567-8456, 772-713-0357 and 770-435-8929

I wasn't sure if this should go under a phone complaint or an internet complaint.

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**Ticket: # 635449 - Comcast Data Caps**

**Date:** 11/4/2015 7:12:02 PM

**City/State/Zip:** Flat Rock, Michigan 48134

**Company Complaining About:** Comcast

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## **Description**

It has come to my attention through current events that Comcast is planning to expand their data cap plans. I would like to formally lodge a complaint that this is a terrible injustice that will be brought on by a terrible company. Do not allow Comcast to implement Data Caps! I pay my monthly bill to use my internet in peace and without having to worry about overage charges. Please, stop these data caps!

---

[Ticket: # 635852 - Data caps](#)

**Date:** 11/4/2015 9:08:36 PM

**City/State/Zip:** Jackson Heights, New York 11370

**Company Complaining About:** Comcast

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## **Description**

Data caps should be illegal. It is not only impairing some people to communicate, such as death/hearing impaired people, but also limiting people who only have access to broadband through one company due to regional monopolies.

---

[Ticket: # 636015 - Data Caps](#)

**Date:** 11/4/2015 10:14:39 PM

**City/State/Zip:** Effingham, Illinois 62401-(b) [REDACTED]

**Company Complaining About:** Comcast

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## **Description**

Data caps are merely a cash grab. They are holding back the speed of innovation for the internet and it's speeds. I'm tired of money hungry companies greedily and selfishly hindering innovation for financial gain.

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Ticket: # 636020 - (b) (6), Payment sent.

Date: 11/4/2015 10:15:49 PM

City/State/Zip: Denton, Texas 76209

Company Complaining About: Verizon

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## Description

From: support@hitsearv.com

(b) (6)

What if you could make Google pay you between \$1,800 to \$4,300 every single day?  
Would you take it?

Of course you would!

Contact Google Trader System

There are over 1,000 members who get daily payments of at least \$1,800,  
...what about you?

Contact Google Trader System

Talk soon,

Ray Bill

---

**Ticket: # 636073 - Internet Data Caps**

**Date:** 11/4/2015 10:41:51 PM

**City/State/Zip:** West Haven, Connecticut 06516

**Company Complaining About:** Comcast

---

**Description**

It is outrageous that data caps are going to be put in place. The Internet has become an everyday necessity in every home like water, heat, and electricity.

Many citizens work from home and will easily exceed the data caps that Comcast has put in to place and will be expanding in December. Limiting Internet use is like limiting how much electricity a person uses every day at home since everything in day to day operations is becoming paperless and moving to cloud based services.

Data caps will cripple education at home as well since many students in high schools are doing homework online and continue to use web research to better their education.

The Internet has become a utility in everyday life.

Do not allow Comcast or any other ISPs to abuse their position and strong arm the consumer in to paying more.

---

**Ticket: # 674519 - unwanted email**

**Date:** 11/24/2015 12:31:43 PM

**City/State/Zip:** Churchville, Maryland 21028

**Company Complaining About:** Comcast

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**Description**

Receiving emails that I am unable to unsubscribe from. Must wright to: (b) (6)

[REDACTED]

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[Ticket: # 636155 - Comcast Data cap](#)

**Date:** 11/4/2015 11:16:22 PM

**City/State/Zip:** Houston, Texas 77034

**Company Complaining About:** Comcast

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## **Description**

Hello, I am a college student that has the misfortune of being a comcast customer. I pay \$80 for "high speed internet" by myself with a part time job. Comcast wants to cap the speed to 250 GB or charge an extra \$30 for truly unlimited internet. I think given the circumstances of them being pretty close to a monopoly in the USA, you guys should step in to put a stop to these greedy corporations that are only looking to milk and treat their customers like garbage because we have no other alternatives. Please do not let these people get away with forcing millions of hard working Americans.

---

[Ticket: # 636356 - Comcast Data Limit on Home Internet](#)

**Date:** 11/5/2015 1:09:22 AM

**City/State/Zip:** Farmington, Connecticut 06032

**Company Complaining About:** Comcast

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## **Description**

Comcast is expanding its practice of data caps on internet usage. This practice is setting back technology and already hurting customers in Miami by adding penalties after going over their limit thus limiting their ability to communicate. For example, people with hearing impairments may use video chatting over phone regularly and limiting their internet usage might limit their every day life. This practice should be stopped where it already occurs and prevented from expanding elsewhere.

---

**Ticket: # 636469 - Time Warner Cable vs Level 3 Communications**

**Date:** 11/5/2015 3:34:37 AM

**City/State/Zip:** Dayton, Ohio 45403

**Company Complaining About:** Time Warner

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## Description

Hello, this...well, it's a complicated matter for those two companies and a frustrating one for us consumers. Let me explain.

I'm a gamer. It's pretty much all I got in the world, as I was born with a genetic heart condition, severe allergies, asthma, and have since acquired both a chronic anxiety disorder and PTSD.

Gaming, oddly enough, helps. As it takes my mind off all the stress and worry. I lose myself in statistics and camaraderie.

Time Warner Cable, which has provide us TV, Internet, and Phone for over 30 years. My parents and myself. They advertise that they are a great service for gaming. They convinced my parents to pay for an upper tier service just so I could have that for my gaming. And typically, their service IS great for gaming.

However...since around June/July, they along with AT&T have been fighting with Level 3 communications. Over what? I have no concrete answer to that. Lot of speculation. What I do have proof of is Level 3 throttling TWC and ATT's signals when they pass through a level 3 data center. There are a lot of posts in the forums of just about every major online game about. People posting their tracerts and pathpings, signals ALL being dropped or slowed at Level 3 data centers.

I have also been told by a Tier 3 tech at Time Warner Cable that there is nothing the employees can do. He said they can't reroute my traffic past level 3. That their company IS in disputes with Level 3, and that because of it, my signal is being what I'd say is unlawfully throttled. As my parents pay over \$200 a month for our services with Time Warner Cable.

I was also told if I wanted the problem fixed, I'd have to do the work - me, the consumer. That I'd have to go to social media and put pressure on Level 3.

I feel that I, the consumer, shouldn't be punished for what seems to be a money issue between these companies. I feel it is unlawful for Level 3 to take my signal - a signal I pay for via another company - and make it so I am unable to game. Because that is the case. My signal drops so much in game, it becomes an act of futility to even try.

I've spoken to each game's customer support. Reached their highest level techs, and all have told me that my ISP has to solve the issue with Level 3. When I talked to my ISP, they tell me I have to solve it by creating a fuss on social media. And when I tried to contact level 3 communications themselves, they refused to talk to me. Were very rude, and said I had to complain to my ISP.

Whoever is reading this. I don't get much enjoyment out of life. I'm miserable most days, and it's been the definition of a living hell for well over a decade. The only time I feel normal. Only time I feel like I have any control. And the only time I don't want to sleep, sleep, and keep sleeping is when I'm gaming. Where I have friends, people who respect me...not look at me with pity due to all my conditions.

This should not be my job to fix. So please, investigate and do what you can. I'm not the only one with this problem. But sadly, most are just switching ISPs to go around this. They aren't trying to fix it. Or even looking to see what's wrong.

I've spent 3 weeks trying to fix it myself, thinking it was my end of things. 3 weeks talking to dozens of customer support agents, each claiming it's the 'other guy's fault'

You're my best hope of seeing this issue resolved. Whatever info you need, I will try and provide. In the attachments I will send you my tracerts and pathpings. I want to stay with Time Warner. They have been very understanding of my heart condition. As it is acutely effected by Wi Fi signals. But I don't think it's right to pay for services when I'm not able to use them.

Also it says below account number. I'm afraid I don't know it. They at TWC never ask for it, and I don't have access to the bills. My parents do. They're asleep.

If you need that information, I can provide it when they wake up. But the account name is (b) (6)

The phone number is (b) (6)

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[Ticket: # 636553 - Comcast data cap](#)

**Date:** 11/5/2015 8:30:40 AM

**City/State/Zip:** Plantation, Florida 33313

**Company Complaining About:** Comcast

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### **Description**

Comcast in my area has initiated a data cap without my consent in the middle of my signed contract. They have a monopoly in my area and something must be done.

---

[Ticket: # 636587 - Sandals resort add VOLUME abuse](#)

**Date:** 11/5/2015 9:05:12 AM

**City/State/Zip:** Saint Augustine, Florida 32086

**Company Complaining About:** Comcast

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## **Description**

Sandals is BLASTING their volume during their commercials, totally ignoring previous rules that all other companies follow. this is very disturbing to be listening and all of a sudden the volume is blasted 10x.

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[Ticket: # 636715 - Unwanted emails](#)

**Date:** 11/5/2015 10:18:53 AM

**City/State/Zip:** Westerville, Ohio 43081

**Company Complaining About:** AT&T

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## **Description**

Boomstreet.com keeps sending emails although I have unsubscribed three times.

---

**Ticket: # 636868 - Comcast data caps incoming!**

**Date:** 11/5/2015 11:20:30 AM

**City/State/Zip:** Summerfield, Florida 34491

**Company Complaining About:** Comcast

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## **Description**

Seriously?

Yes seriously, Comcast wants to enforce data caps on users & charge them for extra data (\$10 per 50GBs or \$1 per 1GB on "Flexible internet"). Does Comcast not realise how much people use the internet in everyday life (Netflix, Music, Games, Photos, Content Creation)?

Best part, I'm pretty much forced to use Comcast because it's either super slow 10Mbps DSL from Centurylink or Comcast. I have 5 people in my house & if you think 10Mbps or a data cap will help, It won't. Comcast basically runs a monopoly in my area & not allowing other providers & doing their best to shut out their competition. Competition brings improvements (Look at the scare Google Fiber brought).

The year is 2015 and most ISPs still rely on old copper infrastructure. People consider The United States the best country in the world yet we let ourselves communicate over decades-old technology. Will the US constantly be in the slow lane or will our government actually do something about these ISPs?

Copper is at its limit, we should be on Fiber & have a infrastructure that will last decades. What happened with the Telecommunications Act of 1996? Fiber has been here for ISPs since 1986 so why did they cheap out on copper for consumers?

What about ISP start-ups? Nope. A lot of major ISPs own dark fiber but don't run the last mile unless you want to pay thousands of dollars. Wait, why don't people start their own ISP service & be the hero of the US? It's not that easy. Major ISPs like Comcast will lobby against your idea & complain to government & lace their pockets with money.

Heroes of our time?

EPB Fiber Optics - Chattanooga, Tennessee - 1000Mbps for \$69.99

VTel - Springfield, Vermont - 1000Mbps for \$59.95

Google Fiber - Mountain View, California - 1000Mbps for \$70.00

Atlas Networks - Seattle, Washington - 1000Mbps for \$59.99

Sonic - Sebastapol, California - 1000Mbps - \$40.00

Burlington Telecom - Burlington, Vermont- 1000Mbps for \$70.00

US Internet - Minnetonka, Minnesota - 1000Mbps for 65.00

Fast connections help a nation grow so why constrict development of a country? Money. Big corporations want to keep making their money without spending some of it on improvements because they feel no need because their profits are at a high.

The US government needs to support these fiber providers & help fight big corp lobbyists.

Here's the information on Comcast data caps.  
<http://imgur.com/gallery/7IHyH>

Thanks,

(b) (6)

Concerned citizen of the United States of America.

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[Ticket: # 636938 - Comcast proposed data change](#)

**Date:** 11/5/2015 11:42:22 AM

**City/State/Zip:** Roseville, Minnesota 55113

**Company Complaining About:** Comcast

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## **Description**

Comcast is preparing to set data limits on residential customers for their broadband service. Comcast says they are increasing my limit from 250 gb to 300, but they are now going to enforce the data limit they have never before enforced. This effectively will raise my bill by \$20-100 per month without me being able to control anything. Comcast is using techniques perfected by the mobile phone industry to raise rates without customer's consent. The increase in data over hard lines should not affect Comcast's infrastructure in any way. This is a plain and simple money grab they are hiding. Allowing Comcast to increase rates and set data "tiers" would allow them to circumvent the Netflix throttling ruling. They specifically are targeting users who stream video... weird, exactly what they were not allowed to do through throttling. This is an insane reach by Comcast and the FCC needs to step in before people are unable to afford internet. I have two choices where I live, and due to the cost of installing wiring, which I cannot do, I am forced to use Comcast, the effectively have a monopoly in my area and it is uncontrolled.

---

[Ticket: # 637058 - Unwanted email](#)

**Date:** 11/5/2015 12:12:09 PM

**City/State/Zip:** The Villages, Florida 32162

**Company Complaining About:** Comcast

---

## **Description**

I keep receiving pop ups that disable my computer from someone that says I need to contact 1-855-756-4155 to "fix" my computer to disallow pop ups.

---

[Ticket: # 637176 - Comcast Data Cap](#)

**Date:** 11/5/2015 12:43:54 PM

**City/State/Zip:** Burnsville, Minnesota 55337

**Company Complaining About:** Comcast

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### **Description**

Comcast data cap is a dirty way to suck more money out of their costumers, this will make people pay less for something that should be unlimited when you pay for your service

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**Ticket: # 637423 - Comcast Data Trial**

**Date:** 11/5/2015 1:52:59 PM

**City/State/Zip:** Monrovia, California 91016

**Company Complaining About:** Comcast

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## **Description**

Comcast is in the process of rolling out extensive data caps in multiple markets. Currently, this company that has a monopoly in certain internet markets and is provably the most hated company in the United States is trialing a practice that will degrade the internet experience for their customers. These policies will gain more revenue for Comcast and provide NO benefits to consumers, for a company that has demonstrably shown its ineptitude for customer service and adequate product offerings. Since the acquisition of Time Warner Cable was stopped this year (one of a number of good outcomes influenced by the FCC recently), Comcast is focused on maximizing their revenue from their currently under-competitive markets WITHOUT OFFERING/AUGMENTING/IMPROVING ANYTHING IN THEIR CUSTOMER OFFERING. The successful integration of this data caps would FORCE those who cannot choose another internet provider to nearly double the price of their service (\$35 extra fee for unlimited when a base bill is usually around \$45) or abide by these caps. It's anti-consumer, anti-internet, and downright anti-American.

Documentation of Comcast preparations can be found here: <http://imgur.com/gallery/7IHyH>

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**Ticket: # 637991 - Stop Data Caps**

**Date:** 11/5/2015 4:06:23 PM

**City/State/Zip:** Albuquerque, New Mexico 87111

**Company Complaining About:** Comcast

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## **Description**

I am a Comcast customer and an avid internet user. Data caps stifle advances in consumer technologies. Netflix is only beginning to offer 4k streaming, and video games are moving to a downloadable content model. These two examples alone easily consume 10-50GB of data, and given increasing demand for high resolution (and high density) graphics, the sizes of content in the future will only increase. These data caps serve no purpose other than to charge customers more, while also ensuring that the providers can really nickel and dime customers in the near future when the average user will consume data at a rate of a "power user" today.

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**Ticket: # 638110 - Comcast Data Caps**

**Date:** 11/5/2015 4:37:29 PM

**City/State/Zip:** Kentwood, Michigan 49506

**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: # 638625 - Comcast Internet**

**Date:** 11/5/2015 6:46:07 PM

**City/State/Zip:** Southfield, Michigan 48075

**Company Complaining About:** Comcast

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## **Description**

I was charge for my own equipment from 03/16/2012 up until 10/2015 when I receive a phone call from Comcast trying to sale me their XFINITY HIGHSPEED cable box special for 12 months which I was already paying that for internet. I had brought my own modem and gearbox. They would only re-fund me 100.00 credit, and slowed down my internet service, because I would not pay for there cable, because I have a dish. I just got off the phone with Comcast and they huge up on me. When I was paying paperless you cannot see your bill on the internet if I could I would have got the extra charge. I feel that Comcast is holding back on the internet speed to make you buy their cable. The Representative that help me last month told me she could take the speed up to 12 MBPS and now its time to pay the bill and they are playing games again.

---

**Ticket: # 638789 - Comcast "unlimited" data extra charges**

**Date:** 11/5/2015 7:30:58 PM

**City/State/Zip:** Steamboat Springs, Colorado 80477

**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: # 638877 - Comcast Data Caps**

**Date:** 11/5/2015 7:49:56 PM

**City/State/Zip:** Hollywood, Florida 33020

**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: # 638972 - Comcast**

**Date:** 11/5/2015 8:02:48 PM

**City/State/Zip:** Springfield, Illinois 62711

**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

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**Ticket: # 639258 - Comcast**

**Date:** 11/5/2015 9:18:54 PM

**City/State/Zip:** Denver, Colorado 80203

**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: # 639265 - Comcast Data Cap Implementation****Date:** 11/5/2015 9:20:43 PM**City/State/Zip:** Wise, Virginia 24293**Company Complaining About:** Comcast

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**Description**

This complaint is in regard to the continuation and further widespread implementation of Comcast's internet usage data cap. Where I am from, there are no alternatives to receiving internet service; if you want internet service, you must go through Comcast. As a student in the computer science field and an avid user of multimedia such as video games and streaming video and music services, I average about 500 GB of data used monthly. Between these unnecessary data restrictions taking effect in December 2015, the audacity to offer "unlimited data" for an additional \$35 USD a month for a service I already receive, and paying for a service that is already unreliable at delivering advertised internet speeds, Comcast is simply price gouging and should not hinder the advancement of opportunities, knowledge, and entertainment that the internet provides its users.

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**Ticket: # 639450 - Comcast**

**Date:** 11/5/2015 10:10:13 PM

**City/State/Zip:** Okemos, Michigan 48864

**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,

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**Ticket: # 639560 - Comcast Datacaps**

**Date:** 11/5/2015 10:58:50 PM

**City/State/Zip:** Miami Springs, Florida 33166

**Company Complaining About:** Comcast

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## **Description**

I have been a Comcast Internet only customer for a few years with a few problems but overall just barely content. I also have Directtv and I am very content with the service and treatment (however it is STILL overpriced). However now that Comcast has introduced a datacap (that I hit in the first month at 115%). My family and I are large and uses common data services such as streaming, Steam, gaming, and browsing. I now am stuck at a delima, Do I pay comcast 35\$ EXTRA ontop of our already overpriced internet, or do I cancel all the services and tell the gamers to stop buying and downloading games, and switch to Comcast TV.

The thought of giving greedy corporations like Comcast a single cent out right disgust me, especially since they raise their prices and tack on SUPER VAGUE fees every year (ABOVE the rate of inflation). So my options are now pay a 35\$ more that I can't afford and cancel everything else. Or tell my family to stop using the internet.

Datacaps are the ABSOLUTE definition of anti-consumer and Anti-competitive. Comcast is not only satisfied with a Monopoly but they want more money for doing less. Furthermore I signed up with the impression of NO DATA CAPS and yet here they are. Also 'Net Neutrality' should be against capping data of any kind.

So in summary here are all he services that will be losing money because of Comcast's outrageous behavior:

Streaming: youtube, Hulu, Netflix, DirectTV(online),

Gaming: Xbox Live, Steam, Origin, Amazon,

This is the amount that Comcast has spent on lobbying:

<https://www.opensecrets.org/lobby/clientsum.php?id=D000000461>

That money could have easily been used to eliminate datacaps, or upgrade existing networks. Please do the right thing and ban datacaps (or intentional slowdowns after a certain data amount). The money needs to flow and Comcast is digging its heals in the ground and preventing any kind of progress (<http://www.theverge.com/2013/6/6/4400382/comcast-google-fiber-gigabit-broadband-internet>).

Please release the data so it can flow to all the data starving. There is no data drought , just Comcast's greed and incompetence.

Thank you for time,

(b) (6)



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**Ticket: # 639720 - Data cap**

**Date:** 11/6/2015 12:00:43 AM

**City/State/Zip:** Ft Lauderdale, Florida 33317

**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: # 640113 - AT&T Failure To Provide Reliable DSL Service For Over 3**

**Date:** 11/6/2015 8:37:17 AM

**City/State/Zip:** Fairhope, Alabama 36532

**Company Complaining About:** AT&T

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**Description**

Attention: Mrs. Kim McBride (AT&T Senior Service DSL Supervisor)- internet went out completely again most of all last night on each and every device in house-Lan connected or otherwise, and all lights on Modem were solid green. Below are screen shots of speed and ping test I did from two different browsers on my computer- just sent you the shots from one browser as they were both the same results.

Look I know you have a tech coming out Monday, but like I said if they cannot find and fix the problem Monday permanently- and I do not have to call AT&T again about internet services for at least a year- I would like a refund of all my money from AT&T, to include but not limited to my set-up fees for a separate DSL line, any user charges, and my Connect Service- that I got for this line for 15\$ a month, that I have not initiated yet because- AT&T has yet to provide me reliable service for over 2 ½ months now.

As I have already stated, I am a retired US Army combat veteran, (b) (6) e, hold an under degree in (b) (6), have had numerous computer science classes, and went school for a year for electrical engineering-that also comprised parts of computer science. I also hold a Master's Degree. So AT&T is not dealing with some country bumpkin here.

I have had over (b) (6) among other things, the (b) (6), themselves, were able to provide me with both very reliable internet and cable TV service. Obviously, what is going on with my internet provided by AT&T for the last 2 ½ months is totally unacceptable by any and all standards for one of the biggest, and supposedly best, Telecom companies in the world.

I will, reiterate, what I have already stated previously, as I expressly want this email to go to the highest levels of authority within AT&T! Over the course of the last two months I have been through over five modems, had a separate dedicated DSL line only installed, had everything in my house and immediately outside my house checked by three separate AT&T service technicians- and they have found nothing wrong with the wiring or outlets of this residence or even immediately outside the house. I have spent countless hours on the phone with AT&T over the last 2-1/2 months and if I was charged my former rate per hour for my military pay grade- you would owe more money by about 10-fold of what I owe you, in anyway shape or form for this very shoddy service. I am not being hacked, there is obviously a major connection issue that is AT&T's to find and fix somewhere along the communications path from wherever the DSL service provided by AT&T originates in this area and terminates in my neighborhood/street. I have been expressly told by all three AT&T technicians dispatched to my residence that I am the only house in this rather large and upscale subdivision that is having any issues of this sort-period! I have been told by all three, usually when they do a service call in my subdivision, they are here only 15-20 minutes as it is always an easy fix.

Bottom-line: Once again, I have done more than is even remotely reasonably expected of a simple consumer of AT&T products should be expected to do and AT&T has still not fixed the problem in almost 3-months now. Both my mother and I have a life and cannot continue, in anyway shape or form, to deal with this issue, nor should we be expected to. Also it is imperative that I have not only a reliable LAN connection, but also a reliable wireless connection for the business I do with various US GOV entities and civilian entities.

Conclusion: Either- the issue gets fixed permanently this coming Monday-09 NOV 2015, once and for all- or I simply want, and expect any and all monies, paid to AT&T for this service immediately refunded to me and the service canceled, as there is no other option with AT&T as U-Verse fiber optic internet is not offered yet in my part of the sub-division I reside and will not according to your techs be available for several more years in my part of the sub-division.

Thank you in advance for your kind consideration!

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[Ticket: # 640194 - Advertising](#)

**Date:** 11/6/2015 9:36:14 AM

**City/State/Zip:** Sarasota, Florida 34241

**Company Complaining About:** Comcast

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## **Description**

I understand the need for advertising in our society, but there seems to be a new kind that's absolutely horrible. When I'm online, someone just starts talking about their product, and music starts playing. This isn't "Roll over" advertising. I'm very careful to avoid that. This is just random. The music starts and they start advertising. The only way I can stop it is by closing my browser and starting all over again. It's ruining my online experience. Can you help please ??

---

**Ticket: # 641091 - This is a scam**

**Date:** 11/6/2015 1:56:37 PM

**City/State/Zip:** Kittery, Maine 03904

**Company Complaining About:** Comcast

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## **Description**

Received this (b) (6) . It's a scam you should know about from this address

(b) (6) I never asked this organization to reset my passwords. I have attached a screen save of the email I received.

(b) (6) , Kittery, Maine

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[Ticket: # 642357 - Anti-Trust](#)

**Date:** 11/6/2015 8:36:44 PM

**City/State/Zip:** Danville, Virginia 24541

**Company Complaining About:** Comcast

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### **Description**

Comcast and Time Warner are the new American Telephone and Telegraph Company. Why can't you stop it.

---

**Ticket: # 642488 - US Health and Human Services Inspector General Complaint Portal**

**Date:** 11/6/2015 10:07:27 PM

**City/State/Zip:** Austin, Texas 78751

**Company Complaining About:** AT&T

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## **Description**

I attempted to report fraud at <http://oig.hhs.gov/fraud/report-fraud/index.asp> and I type a lot. When I was finished the website wiped out all of my typing and went back to start.

---

Ticket: # 642584 - INternet use is being blocked this is the phone number 877-253-4707 the name is Bob when the # is called

**Date:** 11/7/2015 12:03:47 AM

**City/State/Zip:** Encinitas, California 92024

**Company Complaining About:** Sprint

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## **Description**

<https://storage.googleapis.com/dotnetfrmaeworkmissing/windowsprotectionplancheck/error-windows-porn-virus.html>

Is blocking my access to the internet

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**Ticket: # 642871 - Comcast and their Data cap**

**Date:** 11/7/2015 10:51:09 AM

**City/State/Zip:** Lilburn, Georgia 30047

**Company Complaining About:** Comcast

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## **Description**

I am unhappy with Comcast's change in service by adding a data cap to my Internet service. We're a family of four, myself, my wife a nine year old and an 8 year old. We're a family that enjoys broadband and all of the outlets for media such as streaming movies, music, games, audio books and the like. As for most households, we also own a gaming device (Xbox One) that allows for digital content downloads exceeding 2, 3, 4, and upwards of 40 gigs depending on how games are purchased. Our boys enjoy Netflix for kids and the wife and I enjoy Netflix, Hulu, Crackle, and other streaming media services as our family is an active one and sometimes sitting down to watch a show live is not always an option. I feel that Comcast is treating us poorly in this digital age and solely intends to make money on this endeavor. They are the robber barons of our time and researching the issue shows that Comcast is doing this merely to take even more money out of our pockets. Please put a stop to Comcast and any other cable provider that advertises "break neck speeds" but offers such a small catch basin to receive said data. This is abuse and we are tired of it. Please stop Comcast from controlling it's customers in such a way. Please make them end data caps. This is a crime!

---

**Ticket: # 642951 - Century Link customer service infrastructure repair**

**Date:** 11/7/2015 11:37:04 AM

**City/State/Zip:** Tucson, Arizona 85749

**Company Complaining About:** Centurylink

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## **Description**

see email sent to Century Link;I need a credit on my bill for the last month intermittent internet service. Wires hanging out of the enclosure on the poles out on the road. Phone customer service is worthless connected me to rish management. Next step is to file formal complaint with the FCC. Using my Verizon card to communicate. Voice line was down for 2 weeks due to bad splice at the switch . Since repair internet only connected a couple hours every other day. Customer service will not conference call with ISP who states Century Link will not cooperate. cc to Corporate HQ

---

**Ticket: # 643284 - Comcast Cap Limit Stops Internet Innovation**

**Date:** 11/7/2015 2:27:09 PM

**City/State/Zip:** Portland, Oregon 97214

**Company Complaining About:** Comcast

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## **Description**

Comcast is rolling out a cap limit of 300GB to it's customers and asking to charge more for the exact same service or charge very high prices for usage. This has no technical rationale as their leaked and public documents clearly show. This is simply trying to make more money from a captured audience. This will stop innovation such as cloud services, 4K TV broadcast, online data back up and is clearly financially driven for these issues. Please stop Comcast from implementing arbitrary caps. I will have to cancel certain services which will hurt local and USA economy.

---

[Ticket: # 643782 - Satellites interfering with my computer communication.](#)

**Date:** 11/7/2015 8:46:48 PM

**City/State/Zip:** Morton, Pennsylvania 19070

**Company Complaining About:** T Mobile

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### **Description**

I'm an unwitting nonconsensual US. Human Subject of Experimentation. Satellites are part of the Torture.

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Ticket: # 644226 - COMCAST CORPORATE 1500 John F Kennedy Blvd # 450,  
Philadelphia, PA 19102

**Date:** 11/8/2015 1:22:03 PM

**City/State/Zip:** Strawberry Plains, Tennessee 37871-(b)

**Company Complaining About:** Comcast

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### **Description**

WIRLESS GAPS AND FYI, FAYE A. AND CHRIS FROM THE COMCAST OFFICE 615. THEY CLOSED DOWN MY COMCAST ON 06/30/2015. THEIR WIRLESS IS VERY SLOW. THE FTC IS AWARE ALSO AND THEY STILL TURN OFF AND REDIRECT INVLAID 911 IN THE USA

---

**Ticket: # 644323 - LA Fitness Gym is blocking cell phone signal**

**Date:** 11/8/2015 3:35:10 PM

**City/State/Zip:** Smyrna, Georgia 30082

**Company Complaining About:** La Fitness

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## **Description**

the LA fitness gym in Austell GA (<https://www.lafitness.com/pages/clubhome.aspx?clubid=1102>) is blocking cell phone signal inside of the gym. I have Verizon wireless and I should have full LTE coverage according to Verizons coverage map (<https://vzwmap.verizonwireless.com/dotcom/coveragelocator/>) (address: 3999 Austell Rd #101, Austell, GA 30106 ). In the parking lot just outside of the gym I have good coverage, as soon as I walk inside the LTE signal is completely gone. LA Fitness provides a wireless network, which I suspect they are tracking data and selling it to advertisers, and to get people to use it they are blocking their cellular data. Not to mention- the wireless network is terrible and doesn't even cover the entire gym.

---

**Ticket: # 644402 - SPAM**

**Date:** 11/8/2015 5:00:46 PM

**City/State/Zip:** Vienna, Virginia 22180

**Company Complaining About:** Verizon

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## **Description**

A SPAMER is using the namechaep.com registry to send massive amounts of SPAM using the .xyz domain. I am getting 10-15 Spam emails per hour. See below for some examples of the inbound email addresses:

MensHealth-Enhance-Your-Mind@avvib.xyz

Survival-Tool@wpcou.xyz

Find-Your-Dream-Home@wstgh.xyz

Tesla-Green-Energy@wzqxp.xyz

Walgreens.Thanksgiving.Reward@babkk.xyz

The rotating scheme makes it impossible to block them with a filter. Please shut them down.

Thank you,

(b) (6)

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**Ticket: # 644450 - Losing Verizon emails**

**Date:** 11/8/2015 5:53:16 PM

**City/State/Zip:** Harrisburg, Pennsylvania 17110

**Company Complaining About:** Verizon Wireless

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## **Description**

After several days the message in my emails disappears to be replaced with the message "file not downloaded from server". Called Verizon, but no solution. After speaking to others, they have the same problem . I have lost several valuable emails due to this.

---

[Ticket: # 644572 - Porn like advertisements in news related items](#)

**Date:** 11/8/2015 8:27:27 PM

**City/State/Zip:** El Paso, Texas 79925

**Company Complaining About:** Time Warner

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## **Description**

I look at news items on Yahoo. I pan down, click on the item, and instead of the item I am seeking, I get photos of women with little clothing on in provocative images. Yahoo have been written about this several times and ignores the complaint . These images are not child friendly either.

---

**Ticket: # 644682 - AT&T uverse**

**Date:** 11/8/2015 10:21:47 PM

**City/State/Zip:** Louisville, Kentucky 40228

**Company Complaining About:** AT&T

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## **Description**

What are you guys going to do about this AT&T uverse situation. Because we didn't take the uverse my internet stopped working and I had to call them to get back online all the while they are wanting me to switch to uverse and I did not want to because it costs more money and they said don't you want your internet to work properly. I told them my internet has always worked well until this uverse situation came up and I expected my internet to continue to work properly. I suspected this was going to happen and boy was I right because ever since my internet hasn't been the same and I've had to call them to fix it and again they want me to change to uverse and I don't want to. Well they got my internet back up, but it's not the same. Now it takes what seems like an eternity to load a page if it loads at all. Very slow and it wasn't before. I tell you they are trying to force us because I never had this problem before. Do the right thing. Please stop this. They are trying to force us. I barely got in to send you this message.

---

**Ticket: # 644736 - Comcast Internet****Date:** 11/9/2015 12:03:37 AM**City/State/Zip:** Boca Raton, Florida 33433**Company Complaining About:** Comcast

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**Description**

Gentlemen:

I have been using Comcast high speed internet for the past few years.

Everything was great, no complains at all.

On Friday 10/16/2015 my kids /two teenagers/ complained to me that there is no internet connection.

I called Comcast customer support and ... the unbelievable, painful, endless journey begun.

The Comcast representative surprised me that according to the info on my account I don't have a registered modem. When I asked how I was getting internet until yesterday - she had no clue. So, I gave her my modem info, she registered, and after half an hour plug/unplug still nothing. Then she come up with the idea that my modem is the problem.

On the next day I went and bought a new modem /I bought the first one, wasn't a Comcast rental/.

Again: call Comcast, registered, plug/unplug.....half an hour later still no internet. I was told that I need a technician to visit my house.

Two days later, the technician came, checked the connections outside the house, checked inside, call someone. An hour later, still no internet, the conclusion was: the problem is in the modem and because this is my own equipment, nothing can be done! If the modem was from Comcast, he can help me. REALY?

I'm not an authorized, certified technician, but I have some technical knowledge and deep inside me I definitely disagreed with this statement.

So, on the next day I went to nearby Comcast facilities in Boca Raton, Florida to pick up a Comcast modem. After an hour wait finally it was my turn. I explained my situation. The girl behind the counter was friendly and understandable and she gave me the Comcast modem with some instructions.

Later that night I called the customer service to activate the new Comcast modem. Again – plug, unplug, one more time, final time.....nothing. I was told that sometimes takes a few hours to get it. A few hours later /almost midnight/ - no internet. Actually to be fair, I did have an internet connection: 0.44Mbps!!! And I am on "BLAST" plan for \$65.00 promising up to 75Mbps. No comment.

On the next day I went to Comcast again. After the usual long wait I was talking with the same girl behind the counter. This time she suggested to close the account and open a new account. In order to do that I had to get a new modem.

So, a day later I was there again. Swapped the modem, went home, call customer service, activate the new modem /the fourth for about a week/ and.....no internet. Oops - yes it was: 0.85Mbps.

Following day - back to Comcast. I was told that I need a technician to come to my house, AGAIN! I expressed my concern that might not be the solution. And also what if he can't fix it, what is next. I was told: "Don't let him leave your house before you got internet connection".!?!

The next available appointment was for a few days later. The technician came, measure in and out of the house signal, change the splitters, cable connections and .....nothing. Then he called someone in tech support. After an hour working on my computer /measuring the speed, diagnostic, etc./ and several phone calls I saw a 25Mbps on my computer. Wow! Half an hour it was up to 45Mbps. Great! He told me I should get the "full" speed in a few hours. And he left.

A few hours later it was .....back to 1.15Mbps. It's been more than two weeks with no internet.

Next day, back to Comcast. I was told that they can send a technician again or give me a new box. That was my only options, nothing else they can do. It's been more than three weeks with no internet. So, I decide to write to you with hope for solution.

Thank you very much in advance.

Best regards,

(b) (6)

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**Ticket: # 644796 - LOUD COMMERCIALS**

**Date:** 11/9/2015 1:56:51 AM

**City/State/Zip:** Ny, New York 10002

**Company Complaining About:** Comcast

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### **Description**

NBC and MSNBC news shows have commercials in between that are terribly loud. I don't care about the average levels minutia. They are clearly louder and it is just another case of consumers having no say in the laws that have been passed or the capacity for people to be held accountable. Very disappointing.

---

[Ticket: # 644849 - Can you help me please?](#)

**Date:** 11/9/2015 8:27:07 AM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

---

## Description

I went to Arizona College - it was called Arizona College of Allied Health then. I was told that it is the oldest Pharmacy Technician school in the Phoenix Metro Area. It was extremely difficult. I graduated as Valedictorian. I can't get to the Department of Education's online reporting thing anymore. So, can someone help me with this, please? I had an instructor, she was the department head. Her name was (b) (6) She got married to a U.S. Marine and became (b) (6) She was an outstanding instructor. She quit. I'm pretty sure that it is quit, but it could be fired. She was talking about leaving during the waning weeks of my time at Arizona College.

I know that Arizona College of Allied Health and likely their new name too, issued Pell Grants to anyone who did not have a Bachelor's Degree. I just realized this. I didn't know then that only some people without Bachelor's Degrees don't qualify for Pell Grants. I didn't get a Pell Grant.

---

[Ticket: # 645146 - Unwanted emails sent after opt-out request](#)

**Date:** 11/9/2015 11:53:37 AM

**City/State/Zip:** Haddonfield, New Jersey 08033

**Company Complaining About:** Sweat Fitness

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## **Description**

On October 2, 2015, Sweat Fitness email me a marketing email (attached). The email did not include any unsubscribe or opt-out option, so I replied to the email and asked to be removed from the list and that they stop sending me emails (attached).

Then, on November 7, 2015, Sweat Fitness sent me another, different marketing email from a different email address (attached).

I received all of these emails on my mobile phone.

---

[Ticket: # 645583 - Email hacked, asking contacts for money](#)

**Date:** 11/9/2015 2:08:08 PM

**City/State/Zip:** Baltimore, Maryland 21209- (b) (6)

**Company Complaining About:** Comcast

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## **Description**

Someone from this IP address: (b) (6), from (b) (6) got into my gmail account, changed my password, and solicited my contacts for \$500.00 Amazon gift cards. Can something be done to stop this?

---

**Ticket: # 652368 - FROM DOC TO PDF- MY WAY**

**Date:** 11/12/2015 2:30:22 PM

**City/State/Zip:** Prattville, Alabama 36066

**Company Complaining About:** Wow

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### **Description**

I was trying to print free copy of a piece of sheet music from NICK'S GUITAR and ended up with the above subject download on my computer. It is destroying my ability to use my computer and impossible to remove. I have returned to a previous date 3 times and it does not help. These people have destroyed my computer.

---

**Ticket: # 646537 - Comcast Data Cap and Data Injection**

**Date:** 11/9/2015 6:30:17 PM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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## **Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

**Ticket: # 646570 - att internet**

**Date:** 11/9/2015 6:41:54 PM

**City/State/Zip:** Houston, Texas 77004

**Company Complaining About:** AT&T

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## **Description**

I ordered internet I was initially told that the installation was free and 15.00 monthly due to thats whats advertised itthey did 3 credit checks with my permission also i was charged install fee. I REQUESTED FOR MY DIRECT TV AND INTERNET BILLS TO BE SEPARATED I WAS TOLD NO PROBLEM I LATER FOUND OUT THAT THEY BUNDLED MY SERVICES AND THEY INSTALLED THE SERVICE TODAY AND MY INTERNET ISNT WORKING I TOLD THE TECH HE BLAMED MY BRAND NEW LAPTOP THAT WIRKS EVERYWHERE ELSE AND THE TECH DRILLED A HOLE THRU MY WALL WITHOUT PERMISSION AND PUTA HOLE IN MY SHEET ROCK AND CRACKED MY WALL. HE LIED BUT ITS IS SHEET ROcK ON MY FLOOR. Its BEEN AN UNSCRUPULOUS EXPERIENCE he TOLD ME THAT THE SPEED IS JUNK AND I NEED AT LEAST 15 INSTEAD OF 3 I WAS SOLD A USELESS SPEED

---

**Ticket: # 646863 - Federal Trade Commission Website fraud and able Read the screen**

**Date:** 11/9/2015 8:18:32 PM

**City/State/Zip:** East Orange, New Jersey 07018

**Company Complaining About:** AT&T

---

## **Description**

For the last couple weeks they Website complaint the wording font and color of wording is blue over blue and you are unable to read the questions and submit a claim and the complaint website has been change from the original complaint for please investigate the website and ensure this Federal Website is working according to United States Federal Regulation and any Misconduct and Mismanagement all individuals involved be convicted according to United States Federal Law

---

[Ticket: # 646986 - piracy-privacy](#)

**Date:** 11/9/2015 9:15:22 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** Walmart Straight Talk

---

## Description

chirtening photo with my brother (b) (6) and myself (b) (6) or \*(b) (6)  
(b) (6) - privacy adn US Constitutiona rights to privacy and piracy.

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**Ticket: # 646994 - Static on landline phone**

**Date:** 11/9/2015 9:20:24 PM

**City/State/Zip:** Springfield, Illinois 62711

**Company Complaining About:** AT&T

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### **Description**

I have ATT for my landline phone service and we get static on the phone every time we get a call. Talked to ATT and they said that they are waiting form more customers to complain before they fix it. We live in Springfield,il and ATT has to fix it in Decatur,il. Just need to have it fix it been 3 to 4 weeks with the problems. Thank you

---

[Ticket: # 647254 - Unsubscribing](#)

**Date:** 11/10/2015 12:28:31 AM

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

**Company Complaining About:** Comcast

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### **Description**

I had unsubscribed from all email contacts from SitterCity and they have been continuing to send me unwanted emails for over 10 business days.

---

[Ticket: # 647330 - internet outages](#)

**Date:** 11/10/2015 2:44:22 AM

**City/State/Zip:** Clearwater, Florida 33760

**Company Complaining About:** Bright House

---

## **Description**

I stream internet radio stations and have high band usage. My internet always goes down for 10-15 seconds then comes back on. I believe this is Brighthouse monitoring my usage and trying to stop some. I have had many technicians come out and they find nothing. They literally have replaced everything from the router to the street with the same issues.

---

**Ticket: # 647373 - HAMPERING COMMUNICATIONS IN VIOLATION OF FDCA AND HUD FRAUD**

**Date:** 11/10/2015 7:01:50 AM

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

**Company Complaining About:** AT&T

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**Description**

MORTGAGE FRAUD AND UNFAIR FEDERAL DEBT COLLECTION PRACTICES ACT AND HAMPERING OF MY TELECOMMUNICATIONS ACCOUNTS ESTABLISHED WITH T-MOBILE, COMBATS U-VERSE & AT&T SINCE 2006.

---

**Ticket: # 647497 - Data Capping**

**Date:** 11/10/2015 10:25:16 AM

**City/State/Zip:** Atlanta, Georgia 30305

**Company Complaining About:** Comcast

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### **Description**

Comcast is using a tiered access program, capping and restricting bandwidth to users who dont pay premium/overage charges.

---

**Ticket: # 647541 - Refusal to remove from list**

**Date:** 11/10/2015 10:45:05 AM

**City/State/Zip:** Conshohocken, Pennsylvania 19428

**Company Complaining About:** Knowbe4

---

## **Description**

knowbe4 has refused to unsubscribe me from their list. I have made multiple requests, followed their opt-out links, and sent them email. It's my understanding this is a violation of the CANSPAM act. Apparently they can be reached here: <https://www.knowbe4.com/contact-us>

---

[Ticket: # 647640 - Comcast new proposed Data Caps in 8 additional markets](#)

**Date:** 11/10/2015 11:23:46 AM

**City/State/Zip:** Clermont, Florida 34715

**Company Complaining About:** Comcast

---

## **Description**

Comcast has an unfair monopolistic enterprise in most cities in America. Consumers have little options for internet selection and forced to put up with Comcast shenanigans to boost their bottom line. With the decline of Comcast TV services now and in the future, Comcast is obvious looking to boost other revenue streams to make up for that loss by starting to implement Data Caps on their network. Unfairly penalizing people who use services other Comcast TV. Where does it stop? When does the FCC finally step forward and ensure that these companies are operating on a level playing field and stop arbitrarily controlling internet usage through strong arm tactics of we will do what we want when we want because you have not other options. The US has some of the highest cost bandwidth in the world and a country that is leading the charge in fairness to all we do not always do a good job.

---

[Ticket: # 647992 - Marriott still blocking cell/pocket WiFi devices](#)

**Date:** 11/10/2015 1:11:30 PM

**City/State/Zip:** San Jose, California 95128

**Company Complaining About:** Marriott

---

## **Description**

The Marriott Hotel at 301 S Market St, San Jose, CA, 95128 is in violation of the fine and agreement regarding the blocking of guest wifi devices/phones. Verified with phones from AT&T, T-Mobile, and Verizon, all phones with 3G/4G connections continuously receive reset packets causing a temporary network disconnect/reconnect, resulting in tethering connectivity resets.

---

**Ticket: # 649690 - Spam: Unwanted Email Messages**

**Date:** 11/11/2015 7:57:55 AM

**City/State/Zip:** Waldorf, Maryland 20604

**Company Complaining About:** Verizon

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**Description**

On a daily basis I receive hundreds of SPAM EMAILS to my (b) (6) email address account. I have tried to resolve this issue with Verizon to no avail. All spam filters are set but don't work properly. I shouldn't have to unsubscribe to emails that I didn't subscribe to everyday all day. What can be done about this?

---

**Ticket: # 649724 - Blue ridge internet data caps**

**Date:** 11/11/2015 9:51:09 AM

**City/State/Zip:** Stroudsburg, Pennsylvania 18360

**Company Complaining About:** Blue Ridge Communications

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## **Description**

I live in a rural area where I do not have a lot of internet options. Blue ridge is available and is one of three options in the area. The problem is that they force a data cap on the internet service I use and pay for, with no option to remove it. This severely limits anything I can use my internet for the month. The data cap is not fair to it's customers and needs to be looked at because limiting people who very option for internet is not fair to the customers.

---

[Ticket: # 651427 - Apparent personal wifi hotspot jamming](#)

**Date:** 11/12/2015 12:11:57 AM

**City/State/Zip:** Fairfax, Virginia 22030-(b) [REDACTED]

**Company Complaining About:** Verizon Wireless

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## **Description**

When attempting to use a Verizon MiFi hotspot at the Marriott Courtyard El Segundo (2000 East Mariposa Ave., El Segundo, CA 90245), I can connect to my hotspot normally but, within a couple minutes, it can no longer be seen by my laptop or cell phone, and I am reconnected to the hotel's WiFi network. Away from the hotel, the MiFi hotspot works normally.

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**Ticket: # 651451 - Comcast Data Cap and Data Injection**

**Date:** 11/12/2015 12:52:05 AM

**City/State/Zip:** Atlanta, Georgia 30319

**Company Complaining About:** Comcast

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**Description**

Comcast is imposing a 300GB/month data cap on my home Internet. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

---

**Ticket: # 651538 - Internet Hacking by Comcast Employees**

**Date:** 11/12/2015 7:09:49 AM

**City/State/Zip:** Shreveport, Louisiana 71119

**Company Complaining About:** Comcast

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**Description**

Several employees may be hacking computers of persons who report Drug related crimes to the Shreveport police via comcast employees (b) (6). Several of the individuals work for (b) (6) (b) (6) I believe that the poll they are hacking emails and internet from a poll behind (b) (6)

---

**Ticket: # 653180 - Prepaid cellular service determinate**

**Date:** 11/12/2015 6:52:14 PM

**City/State/Zip:** Chicago, Illinois 60624

**Company Complaining About:** AT&T

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## **Description**

Hello, my name is (b) (6), about two-years I had a prepaid cellular service with At&t. My number at that time was (b) (6). At&t informed me was that my service will be determinate and I would not get my money that I paid ahead. They're claim was, I was using a number fraudulently? I asked how? The number in question is used as a group prayer-line and they were welcome to join in as well. To my dismay, they followed up on their promise, disconnected my service and never returned monies owned to me. I feel, and I was justly wronged. Please, can someone help? I didn't do anything inappropriate.

Best regards,

(b) (6)

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[Ticket: # 654188 - Health record posted on internet](#)

**Date:** 11/13/2015 12:01:30 PM

**City/State/Zip:** Irving, Texas 75039

**Company Complaining About:** Dallas County Da's Office, (b) (6) .

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## **Description**

I was the victim of a violent domestic violence. The Dallas County DA admittedly mistakenly published my personal private health information, entire medical record on the world wide web that can be accessed by the general public I have been since the victim of burglary, identity theft, and harassing phone calls. I begged them for 5 months to remove my records until they did.

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[Ticket: # 654366 - privacy/interference](#)

**Date:** 11/13/2015 12:48:43 PM

**City/State/Zip:** Bethesda, Maryland 20816

**Company Complaining About:** Comcast

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## Description

Many attempts to gain control of my other email address

(b) (6)

Since 11/10/2015

10 attempts....unauthorized access blocked (open token process) as noted by norton security log

2 intrusion attempts as noted by norton security log

at 7:36 pm (11/12) and 10:35 am (11/13)

intrusion attempts came from (b) (6)

google sent message that someone else had my password and was using it on 11/12 (approx 6pm) in the hagerstown md area.

password has since been changed twice

norton log also showed 5 occasions with unauthorized access....blocked open file

use comcast with a wireless router

---

[Ticket: # 654478 - complaint](#)

**Date:** 11/13/2015 1:21:25 PM

**City/State/Zip:** Palmetto Bay, Florida 33157

**Company Complaining About:** AT&T

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## **Description**

Someone used my email address to subscribe to this company but I cannot unsubscribe to it because the unsubscribe link is fake and sales was the only contact that responded to me

This is the 4th time I am reporting this issue to ATT at other of your departments regarding a company that insists in spamming my email box despite the fact that I have asked the to stop. Your fraud department referred me to you and asked me to forward this information to your office and also contact the FCC about the matter. If you look at my spam folder there are 294 emails from this company and I left them there for your review. Sometimes 50 messages in one day. How is this company getting away with this for I thought legislation provides opt out from unwanted solicitations.

---

**Ticket: # 654500 - Opt out not working**

**Date:** 11/13/2015 1:27:51 PM

**City/State/Zip:** Palo Alto, California 94306

**Company Complaining About:** Mentor Health ([www.mentorhealth.com](http://www.mentorhealth.com))

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## **Description**

I keep getting emails from [training@info.MentorHealth.com](mailto:training@info.MentorHealth.com) even though I have opted out

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**Ticket: # 655406 - Spam**

**Date:** 11/13/2015 5:57:03 PM

**City/State/Zip:** Meadville, Pennsylvania 16335

**Company Complaining About:** Armstrong

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## **Description**

Over the past 2 weeks I have received multiple emails using the eku.edu or dkm@eku.edu address. These are for mortgages, etc. It is all unsolicited spam. I have contacted my email provider, even sent them the emails, and they have done nothing to stop it. I have Armstrong Zoom Internet for my email.

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[Ticket: # 655634 - Wifi interference](#)

**Date:** 11/13/2015 8:31:08 PM

**City/State/Zip:** Elmhurst, New York 11373

**Company Complaining About:** Time Warner

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## **Description**

When ever a local wifi network named 'umadbro' becomes discoverable it interferes with connectivity in my home.

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[Ticket: # 670874 - No use of my computer](#)

**Date:** 11/22/2015 1:42:55 AM

**City/State/Zip:** Apple Valley, California 92308

**Company Complaining About:** Boost Mobile

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### **Description**

I am 43 yrs old with no children using my computer at all and i am blocked from every site i try to go to and none of those sites are porn sites.please take this block off of my connection .i never asked for any kind of child safety block.i should be allowed to use my data how i please! I am extremely irritated by this!

---

**Ticket: # 655993 - computer scam**

**Date:** 11/14/2015 11:16:29 AM

**City/State/Zip:** Roslindale, Massachusetts 02131

**Company Complaining About:** Rcn

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## **Description**

On Oct. 30, while roaming Facebook, I clicked on a link and suddenly my screen froze and a frightening warning popped up, telling me not to touch anything or try to turn off the computer, lest I cause irreparable damage, and to call the given number. In my panic, I called the number, reaching not a helpline but a computer service company that called itself Ariana. Although I soon began to suspect a scam, I was desperate to have the use of my computer back. They discussed a service contract that would be \$249.99 for the year. I found myself agreeing to everything in my fear not only of continued computer impairment (I had a great deal of work to do on the computer that day) but also of what they might do if I backed away; didn't they have their clutches on my computer already? I know I did everything wrong. When the person asked for my bank routing number, every cell in me was resisting, but I had to have my computer back. A contract was sent. I am ashamed to admit I paid for the "service". As soon as the work was being done to "clean up" my computer, though, I wanted out. When the tech was back on the phone with me, finishing the job, I expressed my wish to cancel the contract. He said that would be fine, but that 25% would be deducted. That seemed right, according to the cancellation policy given in the contract, though when I looked at it again a few days later, I saw that it said "or \$99, whichever is higher." In any case, I thought I could get off with only minor damage to my bank account, but of course, I have not seen any refund after 2 weeks, nor have I received the promised email confirming the cancellation and estimating the time I would receive the refund (despite multiple calls). I am, of course, kicking myself for not hanging up the moment I realized it was a scam. My fear of not being able to use the computer trumped all good sense. They did use scare tactics with me -- after initially getting the computer to move again, I was told that the message would come back if I turned off and then turned on the computer.

Anyway, I see from Yelp and other comments that this company IS a scam. My greatest wish now is that this company be shut down and the owners prosecuted. Their website is ariana.net, and one of their numbers is 1-800-520-3506. It would be great to get my money back too, but I am probably dreaming there.

I would feel so much better to know these guys have been taken down, as they deserve.

Thank you,

(b) (6)

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**Ticket: # 656476 - Possible 2.4 GHz Wireless blocking at Las Vegas Convention Center**

**Date:** 11/14/2015 5:32:03 PM

**City/State/Zip:** Las Vegas, Nevada 89118

**Company Complaining About:** Verizon Wireless

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**Description**

On multiple occasions I have been unable to have any of my devices - laptops and cell phones -- connect to a Verizon Wireless Jet Pack hotspot while inside of the Las Vegas Convention Center. If I am physically outside of the building I can connect with no issues.

In addition to these issues, I have also had issues with a 2.4 Ghz frequency hopping transmitter and receiver pair when attempting to transmit a distance of approximately 30 feet from floor to catwalk while inside the building. The units in question are the Marconi Wireless DMX Transmitter and Receive produced by Doug Fleenor Design. (<http://www.dfd.com/marctx.html>) I have replaced the original antennas with high gain antennas with no change in result. The units only function when sitting with 2 feet of each other.

I suspect that the in-house wireless provider, Cox Communications, is either intentionally blocking outside 2.4 GHz signals or is doing so somewhat unintentionally through the design of their own wireless system in the building.

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[Ticket: # 656625 - spam](#)

**Date:** 11/14/2015 8:47:36 PM

**City/State/Zip:** Window Rock, Arizona 86515

**Company Complaining About:** AT&T

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## **Description**

On facebook I keep getting a pop up called Dodge Charger 1968 - 1970 which displays nudity and sexually explicit images. I first clicked their link when they falsely advertised that users could win a Dodge Charger by liking their post and sharing it. This pop up has increased, I tried to block it and report it but it just increased in its postings to 3-4 times a minute. It is very annoying.

---

[Ticket: # 656725 - Cellular jamming](#)

**Date:** 11/14/2015 11:09:04 PM

**City/State/Zip:** Deland, Florida 32724

**Company Complaining About:** Hard Rock Hotel At Universal Studios Orlando

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## **Description**

Staying at Hard Rock hotel at universal studios Orlando and my LTE cellular network is running very slow. Speed test shows running under 1mbps and usually can get up to 50-60 Mbps

---

**Ticket: # 656975 - Frequencies interference**

**Date:** 11/15/2015 12:55:11 PM

**City/State/Zip:** Louisville, Georgia 30434

**Company Complaining About:** Mac Works/acs

---

## **Description**

Dear FCC,

MAC Works is a WISP/Voip operating in Jefferson and Glascock Counties, GA with licensed and unlicensed frequencies - we have been operating in these areas for over 3 years. Recently another WISP( Fast Internet for all) started to operate in the area and began placing equipment in place that has caused our Back-haul link to the North end of the county to stop operating. We currently have 60 customers without service, to include several business customers, we are attempting to perform a work around in hopes of restoring service. I am seeking assistance to undue the back-haul blockage so we can restore service with the proper bandwidth to our customers.

(b) (6)


---

**Ticket: # 656976 - Frequencies interference**

**Date:** 11/15/2015 12:55:28 PM

**City/State/Zip:** Louisville, Georgia 30434

**Company Complaining About:** Mac Works/acs

---

## **Description**

Dear FCC,

MAC Works is a WISP/Voip operating in Jefferson and Glascock Counties, GA with licensed and unlicensed frequencies - we have been operating in these areas for over 3 years. Recently another WISP( Fast Internet for all) started to operate in the area and began placing equipment in place that has caused our Back-haul link to the North end of the county to stop operating. We currently have 60 customers without service, to include several business customers, we are attempting to perform a work around in hopes of restoring service. I am seeking assistance to undue the back-haul blockage so we can restore service with the proper bandwidth to our customers.

(b) (6)


---

**Ticket: # 657107 - Non-stop failure of service**

**Date:** 11/15/2015 3:18:09 PM

**City/State/Zip:** North Las Vegas, Nevada 89031

**Company Complaining About:** Cox

---

## **Description**

My cable and TV is constantly going out. In the past 15 months there has not been one month that I have had trouble-free service! I am always charged for the time the service is not working. This is an ongoing problem. I finally shut off my TV and went with cable only, and now they are not giving me the service I signed up for, and the agent never made me aware that he had NOT changed the service. I spend nearly an hour every time I call on the IVER system. They dont understand how explaining the same problem to nine different people, confirming who you are nine different times, and then LYING about the service they provide makes me angry! I am SICK AND TIRED of being ripped off every single month by Cox! I contacted Cox at 1-866-961-0027 on 11/15/2015 at 11:12 to ask for the information to contact the state or local authority to make a complaint and they refused to give me the information, claiming I had to call back and "speak to corporate." I have been hung up

---

[Ticket: # 657395 - hotel blocking cellphone internet connection](#)

**Date:** 11/15/2015 10:52:02 PM

**City/State/Zip:** Lakewood, California 90712

**Company Complaining About:** Verizon

---

## Description

I stayed at a timeshare in Indio at the address:

(b) (6)

I'm fairly certain that they are actively blocking or interfering with my cellphones internet connection. My reasoning is simple: outside of their area I easily received internet coverage, near their perimeter I lost it without any objects blocking my cellphones signal.

I could be wrong, but I would like it if you investigated. Thank you.

---

**Ticket: # 657486 - Aggressive Advertising via Apple TV**

**Date:** 11/16/2015 4:23:36 AM

**City/State/Zip:** Beaverton, Oregon 97006

**Company Complaining About:** Apple Tv

---

## **Description**

Apple TV has place an ad that takes up 1/2 the top of my Yahoo homepage, and it does not have a close button. It is possibly using the same company to do this as Intel, and other Microsoft. Every time one of these tech giants comes out with a new product or service, they place an add on the Yahoo homepage at the top that takes up most of the screen and it does not have a close button so I have no choice but to view their add, and it interferes with my viewing other items on the page. Please, there has to be some way to stop this. It is one thing to have ads. It is another to force us to view them.

---

[Ticket: # 657609 - Internet out after filing FCC complaint](#)

**Date:** 11/16/2015 10:31:38 AM

**City/State/Zip:** Newark, Delaware 19711

**Company Complaining About:** Verizon

---

### **Description**

3 hours after filing a complaint with the FCC my internet went out and has been out for almost a week. Every day they are "committed" to having my service repaired by a certain time, which once that time passes they move up by 6-8 hrs. I have been told this is a local outage yet by going door to door in my neighborhood and also by posting to facebook, I cannot find one person in my entire city with an outage.

---

Ticket: # 657807 - (b) (6) THE PROSTITUTE

Date: 11/16/2015 12:04:35 PM

City/State/Zip: North Miami Beach, Florida 33179

Company Complaining About: Verizon Wireless

---

### Description

THAT IS THE ACTOR WILLIAM BALDWIN DISGUISED AS A WOMAN.

<https://www.youtube.com/watch?v=BB7loQD-ueo>

\*\*THEY'RE LUNATICS THAT ARE ALL HOMOSEXUALS OR LESBIANS THAT ARE DESPERATE FOR MONEY AND HOMICIDE IS THEIR CHOSEN RESOLUTION.\*\*

---

[Ticket: # 658404 - Hacked](#)

**Date:** 11/16/2015 2:55:42 PM

**City/State/Zip:** Sycamore, Illinois 60178

**Company Complaining About:** Us Cellular

---

## **Description**

My account jeoprized

---

[Ticket: # 658418 - Hacked](#)

**Date:** 11/16/2015 2:57:11 PM

**City/State/Zip:** Sycamore, Illinois 60178

**Company Complaining About:** Us Cellular

---

## **Description**

My account jeoprized

---

**Ticket: # 659551 - Cell Phone Wifi/Internet Blocking Question****Date:** 11/16/2015 9:34:44 PM**City/State/Zip:** Fostoria, Ohio 44830**Company Complaining About:** A Business Operating At 300 Madison Ave. Toledo, Ohio

---

**Description**

300 Madison Ave. in Toledo, Oh holds many corporation's offices. I had a conversation with someone that works in this building and they said the wifi is blocked from operating on all employee's personal cell phones at a business in this location. I believe this illegal, as I just saw a recent article stating this was an issue at a large hotel chain. I'm not sure if that is true though, since these are private businesses and not a public venue. I have not been personally affected by this issue, but have contacted the FCC to gain a clear understanding of how businesses are enforcing social media ban policies for employees. This information will help in a Career Preparation course I teach at The Maritime Academy of Toledo. Cell phone use by students at our school during the day is an ongoing problem and one that may affect them in a future job. The answer to this question will increase understanding of common work environment practices related to personal cell phone use.

---

[Ticket: # 659728 - Video interruption](#)

**Date:** 11/17/2015 12:17:28 AM

**City/State/Zip:** Atlanta, Georgia 30314

**Company Complaining About:** Comcast

---

## **Description**

My image was put on screen with no picture.

---

**Ticket: # 659856 - Spam**

**Date:** 11/17/2015 8:50:59 AM

**City/State/Zip:** Glendale, Arizona 85301

**Company Complaining About:** Verizon Wireless

---

## **Description**

I've opted out from daily newsletters at least once a week for 3 weeks and I'm still receiving mail from them. I never subscribed the theme, now have I heard of these companies before.

PotteryBarn@mail.potterybarn.com

westelm@mail.westelm.com

RestorationHardware@e.restorationhardware.com

---

**Ticket: # 660015 - CAN-SPAM Complaint**

**Date:** 11/17/2015 11:08:55 AM

**City/State/Zip:** Plano, Texas 75074

**Company Complaining About:** (b) (6)

---

### **Description**

Spammer continuously SPAM emails me every day - more than 50 messages a day. It completely interferes with my business and I lose money with lost emails because I can't find them through the hundreds of SPAM messages I receive from them.

---

[Ticket: # 660857 - Duplicate of ticket #586824](#)

**Date:** 11/17/2015 3:20:45 PM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** Comcast

---

## **Description**

The representative erroneously told the FCC that there was some final conversation between her and me in which I verified that my service was now working properly and then proceeded to apologize for the inconvenience.

No such conversation took place. There was more of an interest in getting my name off her to-do list than in getting my service working properly.

Needless to say I am still having serious issues with my internet. I would have never told her things were OK now. It isn't cheap and for some time now my service has been at times very abysmal.

---

[Ticket: # 660958 - Juno Communications](#)

**Date:** 11/17/2015 3:44:15 PM

**City/State/Zip:** Vester, New York 12850

**Company Complaining About:** Juno

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## **Description**

Postal Mail Ticket Ready For Data Entry

---

**Ticket: # 681195 - pop-up survey from costco**

**Date:** 11/29/2015 4:55:06 PM

**City/State/Zip:** Rye Brookj, New York 10573

**Company Complaining About:** Verizon Wireless

---

### **Description**

A get a pop-up audio request to complet a survey from this sight .

visitorsurveysgroup.com/survey/us/v7/x9f3r5gp12.php?t202id=5335&t202kw=KW----D--apix01-  
wwwcostco.com&c1=Costco&c2=7

---

**Ticket: # 663631 - Complaint**

**Date:** 11/18/2015 4:15:51 PM

**City/State/Zip:** Phoenix, Arizona 85054

**Company Complaining About:** AT&T

---

## **Description**

Sir:

I have knowledge of an individual online and in public that is a pedifile. His name is (b) (6). #livingsexy. Go figure. He fondled our child post breast augmentation at age 17, which I had no knowledge of. She told me it happened. Please help me as a mother to my daughters to get this human off air and off the street.

Kind Regards,

(b) (6)  
[Redacted]

---

**Ticket: # 664853 - Abysmal AT&T DSL Service and Customer Service**

**Date:** 11/19/2015 4:45:39 AM

**City/State/Zip:** Bonsall, California 92003

**Company Complaining About:** AT&T

---

## **Description**

We live in Bonsall, a small town in Southern California, and we have a community-wide issue with our AT&T DSL internet service, as reported by AT&T's local technicians who have told us that they are sorry that they can't fix our issues. They have said, "Our hands are tied; only the engineers can fix this issue." We have been dealing with this terrible service for almost 3 years, both through our local AT&T office and techs, as well as, for 7 months, with AT&T's Office of the President.

Don't get me wrong, the people we have talked with have all been very nice and, I believe, have really tried to help us. But there is something quite wrong when one is told that the very people providing internet service can't fix a long standing issue with that service.

Our AT&T DSL internet service is abysmal. We have a hard time loading the simplest of websites, ones that don't have any fancy flash elements or videos. YouTube videos often never load or, when they do, it takes 5, 10 even 20 minutes to spool up and load at the lowest resolution. Heck, we have a hard time simply accessing our email much of the time! I have to imagine this constitutes poor internet service by anyone's standard, right?

We have had at least 5 AT&T techs out to our house over the past 2.5+ years--our service has always been terrible, but we finally decided to do something about it. When asked why our internet is so terrible every single tech said, "you're lines are too far out from the AT&T router/service center." They have also said that the problem is endemic to our small area and that the service here is overburdened.

Oddly, AT&T's Office of the President said that, after working with us for 7 months following our complaint to the Better Business Bureau, "There is nothing we can do for you, our equipment and lines are fine."

---

**Ticket: # 665232 - Spam text message**

**Date:** 11/19/2015 12:05:15 PM

**City/State/Zip:** N/a, Alaska 11111

**Company Complaining About:** AT&T

---

**Description**

I am receiving daily text messages from the phone number 541-04. The messages read as follows:  
"Balance: \$0.00 as of 11/19 10:09 AM ET Check out the new features on our mobile app:  
<http://goo.gl/6nfMcD> Txt STOP to cancel"

However, I have replied "STOP" to this number multiple times and they continue to send me the same message every day.

I looked up the website included in the text message, and it belongs to a company named "Money Network." This is the site that you are taken to when you type in the address that is included in the message: <https://www.firstdata.com/moneynetwork/mobile/index.html>.

There is no phone number provided on this website that allows you to call them, so I cannot call and ask to stop receiving text messages.

---

**Ticket: # 666988 - Evil between Google and MSNBC, Cox, Comcast, and Time Warner**

**Date:** 11/19/2015 6:49:38 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

---

## **Description**

After I reported the Loveme.com advertisement on MSNBC. I went to YouTube and listened to a Moonland song. There was an Google click through advertisement from NBC on it. I purchased Moonland Featuring Lenna Kuurmaa from Amazon, but when I listen to those songs on my local computer Lenna's voice is overlaid with evil things. On Moonland's song "When Love is Gone" Lenna's lyric goes "You talk about Forever" When I listen to it on my computer, my computer makes her sing "Suck your Cock." The MP3s on my computer are slower in Tempo than what they were recorded at. If you got to Amazon and download the songs you might not experience this. Even if I upload the MP3, you might not experience any of this. I don't understand how this works. If I move my computer to an different Internet Service Provider say in the state of Kansas the problem might go away. It might not. I listen to Moonland's songs on YouTube, because I hear less interference and their songs are closer to the original versions. I also watch Lenna Kuurmaa's channel on YouTube because I can't access those videos in any other way. That zapkolik.com website I reported. Is it really changing words in songs like Google's YouTube does? Or did I experience that phenomenon because I am using Mormon cable? Of course all the cable companies work together, so other people even those on Time Warner or Comcast, who owns NBC could experience this.

---

**Ticket: # 667348 - using communication devices and the internet to stalk and harass**

**Date:** 11/19/2015 8:49:29 PM

**City/State/Zip:** Unknown, California 94102

**Company Complaining About:** Un-known

---

## **Description**

(b) (6) ) has stolen several computer programs that are very dangerous. they include subliminal and virtual technologies. she has been using them to stalk me and harass anybody that attempts to befriend me. she has threatened death, rape, and anything that she can to get what she wants. she has hacked every electronic device i get and has had evidence stolen from me by a (b) (6) . she hacks into the servers to pull the signal away. she has had several of my phones stolen or destroyed . she has been in prison for this type of action in the past.

---

**Ticket: # 668012 - NCAA**

**Date:** 11/20/2015 11:35:24 AM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

---

## **Description**

I am getting into problems with ESPN and TNT. Last night I watched the NBA on TNT the Clippers game. I was talking about the Mormon issue and Reggie Miller said 'it's bribery.' In this article Brian Christopher reports about University of Nebraska recruit who signed a Financial Agreement with the school. [http://journalstar.com/qb-o-brien-signs-financial-aid-agreement-with-huskiers/article\\_619345e8-ffa1-574f-9ea0-ca72b55c4137.html](http://journalstar.com/qb-o-brien-signs-financial-aid-agreement-with-huskiers/article_619345e8-ffa1-574f-9ea0-ca72b55c4137.html) This is important to this part of the investigation.

---

**Ticket: # 668304 - Slow internet, Different information by two different representatives.**

**Date:** 11/20/2015 1:03:19 PM

**City/State/Zip:** Gallatin, Tennessee 37066

**Company Complaining About:** AT&T

---

## **Description**

I have complained multiple times due to issues still not being resolved. The representative that contacted me did not read the report fully.

My issues are:

10x lower speed than the speed we pay for (1 mb/s yet we get 150 kb/s)

Internet blackouts

a joke of available broadband

AT&T has monopoly in Cottontown and we need someone to stop it.

-PLEASE REGULATE THEM-

---

**Ticket: # 668602 - FACEBOOK**

**Date:** 11/20/2015 2:41:15 PM

**City/State/Zip:** Portland, Oregon 97213

**Company Complaining About:** Facebook

---

## **Description**

I file complaint against FACEBOOK that they turned off my comment for posting message and refused communicated with me through email, chat and others. I was not happy with Facebook service.

Secondly, I file recommend to Religious Video, comments, and others moves from Facebook to ChurchBook or ReligiousBook instead of Facebook.

Remember that I filed in not fitted resident of Oregon report to Speaker at formal requests, notification to Male Attorney in Washington, DC periods! I do not like Oregon resident, thanks.

---

[Ticket: # 669386 - Unable to unsubscribe from emails.](#)

**Date:** 11/20/2015 6:55:21 PM

**City/State/Zip:** Tacoma, Washington 98402

**Company Complaining About:** Comcast

---

## **Description**

THIS IS NOT AN INTERNET COMPLAINT

Requests to unsubscribe from emails are ineffective; emails continue to be sent by:

POS Tablet

Ali Tiznado, Lead Development Representative

Direct: 916-626-6008 Toll-Free: 1-888-299-7574 (ask for me!)

[WWW.POSTABLET.COM](http://WWW.POSTABLET.COM)

---

[Ticket: # 683789 - I know my internet is being played with](#)

**Date:** 12/1/2015 3:00:21 AM

**City/State/Zip:** Lubbock, Texas 79407

**Company Complaining About:** T Mobile

---

## **Description**

Army man near by with sign in his rv manipulating internet signal by strength

---

**Ticket: # 670046 - Cincinnati Bell Fioptics - Blocking Time Warner Email**

**Date:** 11/21/2015 12:38:24 PM

**City/State/Zip:** Cincinnati, Ohio 45244

**Company Complaining About:** Cincinnati Bell Fioptics

---

## **Description**

I am a former client of Time Warner Cable of nearly 20 years. I recently switched to Cincinnati Bell Fioptics. I did not want my old email to go away. Time Warner allows me to get my email and continue with it. I am able to get access to my email at work and through my Verizon Wireless connection. However, I am being blocked at home through Fioptics. Fioptics clearly is blocking Time Warner email sites and domains. This must be illegal to do. I have tried to get support from them and they keep saying they don't block websites. As soon as I connect using my Verizon Wireless router I have full access.

---

**Ticket: # 670139 - H&M DEPARTMENT STORE MANHATTAN W. 34TH ST & BROADWAY, NYC, NEW YORK, USA**

**Date:** 11/21/2015 1:43:55 PM

**City/State/Zip:** Flushing, New York 11355

**Company Complaining About:** Straight Talk

---

## **Description**

Saturday, November 21, 2015 at approximately 11:55 AM EST, on the corner of W. 34th Street and Broadway, across from the H&M department store for criminally insane homosexuals and lesbians that are on the take from brands of apparel of Express and The Limited, used a thin black female appearing thin in build, about 5'7" in height (with shoes on) dress in all black, long black dreadlocks in her hair, wearing a pleather black jacket nickname of (b) (6) black high-top boots, attempted to physically assault/stab/attack a white woman walking in the opposite direction towards Madison Avenue in Manhattan, New York City, NY this morning. Three disguised lime green safety vests, all Africans (2 males 1 female), made it seem as though they had caught/stopped the attacker (black woman in pleather black jacket), of which the black female wearing the lime green safety vest looked at the victim and said to her "she's alright." The teen-aged black woman that extended her left arm, almost in a swinging motion which seemed as though she had attempted to punch/assault the white woman walking in the opposite direction, using her left arm/hand, of which the white woman was struck in her chest by way of the other female's left arm/hand (black woman in the black pleather jacket/attacker). After the incident, the white woman turned around to get a good look at her attacker and the black female that had attempted to steal the white female's wallet by faking a physical attack on the street in public in midtown Manhattan, got up after she had been knocked down and walked away towards the NYC Penn Station building. The white female victim proceeded to walk towards Madison Avenue, of which while walking, she recognized three other white females whom had lived in the City of Chesapeake, Virginia, hanging out in front of the entrance doors of the H&M department store located also on W. 34th Street and Broadway, across the street from where the incident had occurred. Those three white female pigs hanging out in front of the H&M building were watching the entire time, hoping that their victim, the white female whom almost had her wallet stolen from a black teen-aged female wearing a black pleather jacket, hoping that their victim was brutally hurt so that they could 'cash in' on a wager that they had placed on the Internet and on cellular phones, compliments of NYPD and Virginia Beach Police in the State of Virginia, USA, in addition to a Soviet in appearance staff member of Duane Reade pharmacy, white female long light brown straight hair, that resembles a former Soviet actress of the name (b) (6) of the 1980's. The woman whom attempted to attack me and tried to steal my wallet is named (b) (6) or (b) (6), of the States of California or Virginia. Former Paramount Studios executive, (b) (6), was in on it. November 21, 2015 Saturday. CC: U.S. DOJ

---

[Ticket: # 670386 - Unsuccessful unsubscribe get from email advertisers](#)

**Date:** 11/21/2015 5:13:52 PM

**City/State/Zip:** Nashville, Tennessee 37215

**Company Complaining About:** Comcast

---

### **Description**

I have tried over 100 times to unsubscribe from the email advertiser SG - 21301 South Tamiami Trail - Suite 320 - #108 -Esteros, FL 33928. They continue to ignore this request. I am 77years old, not well and just don't want the hassle of trying to unsubscribe between 15 and 20 of these adds a day. Any help that you could provide would be much appreciated. THANK YOU!

---

[Ticket: # 670768 - Unwanted emails ads](#)

**Date:** 11/21/2015 10:27:42 PM

**City/State/Zip:** Hilton Head, South Carolina 29926

**Company Complaining About:** Time Warner

---

## **Description**

I have tried to stop emails from this company at least two dozen times with no results

---

**Ticket: # 671002 - Unwanted stock text message**

**Date:** 11/22/2015 10:30:38 AM

**City/State/Zip:** Hamilton, Massachusetts 02451

**Company Complaining About:** Verizon Wireless

---

**Description**

I received a spam text message from quduogh87@nssi-ink.com with the following body:

(\*STOCKALERT\*) Symbol: ACNV This one will skyrocket Accelerated Innovations, Inc

I received it on November 22, 2015 at 9:23 AM. This garbage should not be allowed to get all the way to my phone.

---

**Ticket: # 671505 - Blocked emails**

**Date:** 11/22/2015 10:22:29 PM

**City/State/Zip:** Tacoma, Washington 98422

**Company Complaining About:** Rainier Connect

---

**Description**

Rainier Connect is a company that took over our previous internet service provider Net-venture (Nventure) in Tacoma, WA. I have discovered that emails from my family and friends abroad bounced back. I have emailed to the company and asked them to correct the situation on November 8, 2015. The solution the company's tech support came up with and should have been in place since November 10, 2015, was not effective, and more and more emails addressed to me bounce back to their senders. I have informed the company about that urging them to deal with the situation promptly, which resulted in ignoring my request; to date, I have not received any reply to my email of November 14, 2015.

I would like to point out another disturbing aspect of this company's culture. I find rather strange and xenophobic for a staff responding to my initial request for help claiming that their filters automatically consider foreign IP addresses as spam. Over the years I have been using Internet and email, well over 90% of spam I received originated from the US-based companies. This is something internet provider that has access to my account should know.

Please review my email correspondence with tech support staff below for more details.

I believe the Rainier Connect has failed delivering services for which I have been paying. I feel the negative impact of the company's poor service in many ways since I use the internet both for personal and business needs.

Thank you for facilitating a corrective action.

Sincerely,

(b) (6)

Tacoma, WA

From: (b) (6)

Sent: 14 November, 2015 11:17 AM

To: 'Julio Mesa'

Subject: RE: Information regarding your colleague being blocked.

Hello again,

Whatever you did was not effective. The email from my colleagues remains bouncing back. I do receive all the spam though ☐

Regards,

(b) (6)

From: Julio Mesa [mailto:julio.mesa@rainierconnect.net]  
Sent: 09 November, 2015 10:35 PM  
To: (b) (6)  
Subject: Re: Information regarding your colleague being blocked.

We will then precede to disabling your spam filter and you can add emails to the blacklist as you see fit. We will have this change by tomorrow.

Sent from my iPhone

On Nov 9, 2015, at 9:05 PM, (b) (6) wrote:  
I am not sure I understand – how can I train E-scout if the email never makes it into it? I have received her previous emails before you changed the system. I do receive number of emails from abroad and most of them are individuals I correspond with on a regular basis. Will I have to enter all these emails manually now? Does not sound like very fun job. I would prefer E-scout letting emails enter and let me “blacklist” the ones I do find a spam. Thanks for elaborating next steps. I hope to resolve it quickly. The holidays are coming and I prefer to avoid most friends thinking I have decided to block their emails.

Regards,

(b) (6)

From: Julio Mesa [mailto:julio.mesa@rainierconnect.net]  
Sent: 09 November, 2015 6:08 PM  
To: (b) (6)  
Cc: Adv Tech Solutions  
Subject: Information regarding your colleague being blocked.

Looks like e-scout automatically blocked your colleague once due to it coming from a foreign IP. This typically happens with foreign IP's as most spam come from it foreign IPs. We can however train the E-scout to learn that your colleagues email is safe and will no longer block any more incoming emails from them. You can add their email by selecting the E-scout tab and clicking over to White/Blacklist and adding your colleagues friend in the text field and making sure the "Whitelist" radio button is selected before clicking on "Add to list."

Screen shot attached.

<image001.png>

----- Original Message -----

Subject: Form submission from: Email Us  
From: "(b) (6)"  
Date: Sun, November 8, 2015 12:25 pm  
To: customerservice@rainierconnect.com

---

Submitted on Sunday, November 8, 2015 - 12:25

Submitted by anonymous user: (b) (6)

Submitted values are:

Name: (b) (6)

Account Number:

Email: (b) (6)

Phone number:

Street address where you have service:

City:

State: WA

Zip:

Department: Other

Comments:

Hello,

I have received a message from a colleague informing me that her email to me was blocked. I am not sure why. Her previous two emails came through without problems. The message she received is copied below. Please let me know what the issue is about. I did not find her email in the eScout either. I would hope that I may have a chance to view what the server deems "suspicious" in the future. Please make sure the emails from do get through to my mail box.

Thanks.

(b) (6)

5.0.0 smtp; 554 5.7.1 Service unavailable; Client host (b) (6) ] blocked using foreign.rbl.e-scout.net; Host (b) (6) (b) (6) suspicious. Please forward this message to servers@ispn.net for resolution.

--

Julio Mesa

Advanced Technical Support

RAINIER CONNECT

C 253 355 2032

P 253 683 4225

---

[Ticket: # 690762 - ROKU interference](#)

**Date:** 12/4/2015 9:55:46 AM

**City/State/Zip:** Ballwin, Missouri 63021

**Company Complaining About:** Roku

---

## **Description**

My neighbors ROKU hijacks and interferes with my wireless router causing continual dropping of the signal. This seems to be a common complaint for ROKU. I have tried to work with them to find a resolution, but they are from a different country and not interested.

---

**Ticket: # 672252 - SMS spam from** (b) (6)

**Date:** 11/23/2015 1:29:54 PM

**City/State/Zip:** Voorhees, New Jersey 08043

**Company Complaining About:** Comcast

---

## **Description**

Unwanted SMS spam to my phone

---

[Ticket: # 673153 - some one has hacked in my email](#)

**Date:** 11/23/2015 5:47:04 PM

**City/State/Zip:** St. Louis, Missouri 63112

**Company Complaining About:** AT&T

---

## **Description**

there is some one that is sending me emails from my email address.

if I try to spam it said I will not get my emails.

who should I do to get rid of this problem and who is doing this. I want it stop.

---

[Ticket: # 673664 - interference](#)

**Date:** 11/23/2015 8:50:56 PM

**City/State/Zip:** Chicago, Illinois 60629-(b) [REDACTED]

**Company Complaining About:** Sprint

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## Description

My next door neighbor sells illegal drugs when I'm sending an email to authorities regarding his activities my computer on my cell phone malfunctions or freezes I believe he has spy equipment his name is

(b) (6) [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[Ticket: # 676155 - annoying unstoppable video at worldjournal.com](#)

**Date:** 11/24/2015 10:53:03 PM

**City/State/Zip:** O Fallon, Missouri 63777

**Company Complaining About:** Charter

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## **Description**

I sometimes browse over worldjournal.com to read Chinese news. Once on the webpage, they run very loud ad video. There is no where you can turn it off. I know all company need to make money for their service. You tube allow you to skip ad after 10-15 seconds. This worldjournal website forces you to listen the entire video. No function in the page to turn the volume down or skip.

I filled the rest cells but it has nothing to do with my internet provider.

---

[Ticket: # 675958 - Please ban medical marijuana advertisement from Facebook](#)

**Date:** 11/24/2015 8:54:23 PM

**City/State/Zip:** Palisades Park, New Jersey 07650

**Company Complaining About:** Cable One

---

## **Description**

In effort to protect our children and community from drug problem shears and substance abuse! I am requesting that Medical marijuana be banned from info commercial and advertisements on Fcebook! This wrongful influence young general and is a detrimental to a sustaining a healthy working environment on the internet air waves and abroad. The FCC should be banning and fine to curate the problems medical marijuana has created. Their are to many children facing substance abuse. We ask that you help curate the problems today's!

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[Ticket: # 677219 - Slow speeds/possible throttling](#)

**Date:** 11/25/2015 3:28:36 PM

**City/State/Zip:** Broadview Heights, Ohio 44147

**Company Complaining About:** Cox

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## **Description**

I did a speed test on testmy.net and my speedtest results "You might have a problem... Your connection scored only 25% of the Cox Communications average (75% slower). This does not always mean that you're in bad shape. If the Internet package you subscribe to is slower than most people using your ISP you'll see this message." I get the same speeds on speedtest.net from multiple speedtest servers I think this is definitive that they could be throttling.

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[Ticket: # 677255 - cb harassment](#)

**Date:** 11/25/2015 3:42:28 PM

**City/State/Zip:** Lincoln, Nebraska 68521

**Company Complaining About:** Time Warner

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## **Description**

I constantly hear airwave transmissions outside my house day and night from a person constantly complaining . I've called the Lincoln police and they say there is no investigation occurring or surveillance occurring. So is this a joke and harassment? The person who is constantly complaining in the transmissions is (b) (6) . She is a psychic medium with a website presence of that name on the net.

---

**Ticket: # 677478 - privacy on domestic household wiretaps and internet tags and security tags for foster or adoptive services...**

**Date:** 11/25/2015 5:10:13 PM

**City/State/Zip:** Fort Myers, Florida 33908

**Company Complaining About:** N/a

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## **Description**

(b) (6) ) ...seem to be unlawfully connected to some wiretap or eavesdropping or connective taps regarding my own belly or some image and belly fat or male to male anything even for RAINN, 211, ACT, and the (b) (6), Detective and his partner and the islands or Immigration issues with parole and late nights with (b) (6) and whomever she is and her belly and her relatives from East Orange, NJ and regarding sexual assault in the home from unlawfully connective taps way in their K-12 era and it seems to have spilled over to fear and unwanted connections and fear and also slowed down the others involved even myself and the officers law enforcement who were also there seem to belabor their time on the phone or internet taps and then there is no out, and arguments occur and then the Hispanic bar association and others have to break in to get communication established from Lee County, thank you.

---

**Ticket: # 678667 - UNLAWFUL REMOTE CONTROLLING OF APPAREL/BAGS/PEOPLE IN NEW YORK STATE**

**Date:** 11/27/2015 11:43:49 AM

**City/State/Zip:** Miami, Florida 33136

**Company Complaining About:** Cox

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**Description**

VERIFIED NUMEROUS TIMES THAT PERSONS IN POSSESSION OF CELLULAR TOUCH SCREEN MOBILE PHONES WITH SOME BIZARRE APP ON IT THAT ALLOWS THEM TO REMOTELY CONTROL WHERE SOMEONE IS GOING AT ANY INTERVAL OF THE DAY OF TIME, CONTROLS HOW THEY SPEND THEIR MONIES THAT THEY HAVE ON THEM, HOW MUCH THEY SPEND ON ANY PARTICULAR DAY, UNZIPS ZIPPERS ON THEM IN TERMS OF BAGS THEY MAY HAVE ON THEM INCLUDING REMOTELY CONTROLLING UNZIPPING THE ZIPPERS ON THEIR JACKETS/TROUSERS/DENIM JEANS/WALLETS, ETC. IF THE PERSON HOLDING THE REMOTE CONTROL OF THEIR TARGET HAS THE BAR-CODE NUMBER OF THE ITEM(S) OF WHICH THOSE PERSONS HAD PURCHASED THOSE ITEMS FROM A MAJOR RETAILER, THAT THE CASHIERS WORKING THERE, HAD UNLAWFULLY GIVEN OUT THE PURCHASERS' INFO AS TO WHAT THEY HAD BOUGHT ON THAT DAY IN THE FORM OF THE RECEIPT INFO THAT'S GIVEN TO THE PURCHASER AFTER THE PURCHASER MADE THEIR PURCHASE FROM THOSE STORES (TARGET/WALMART/RADIO SHACK/VERIZON WIRELESS/AT&T WIRELESS/T-MOBILE/MCDONALD'S/BURGER KING/CINNEBON/LANE BRYANT/JC PENNY/FAMOUS FOOTWEAR/RITE AID PHARMACY/REEBOK. THOSE WERE THE STORES AS VERIFIED AS EMPLOYING INCREDIBLY CORRUPT AND DECEITFUL PRACTICES AS IT PERTAINS TO FUDGING HOW A REGULAR PERSON SPENDS THEIR MONEY WITHOUT THAT PERSON KNOWING THAT THERE IS SOMEBODY ELSE OUT THERE REMOTELY CONTROLLING HOW THAT PERSON SPENDS THEIR MONEY, HOW MUCH, AND AT WHICH STORES AT WHICH PARTICULAR TIMES OF THE DAY THAT SOMEBODIES ELSE NEEDS MONEY (PUERTO RICANS/DOMINICANS/HAITIANS/FILIPINOS/NEGROS/WELFARE BUMS). THEY TEND TO HEAVILY TARGET PERSONS IN POSSESSION OF VISA CREDIT/DEBIT CARDS AND/OR MASTERCARD CREDIT/DEBIT CARDS THAT ALLOW THE REMOTE CONTROLLERS ACCESS TO THAT PERSON'S PERSONAL DATA, SUCH AS THE PERSON'S LEGAL FULL NAME, ADDRESS, ANNUAL INCOME, SOCIAL SECURITY NUMBER, DRIVER LICENSE/IDENTIFICATION DATA, PASSPORT DATA (IF APPLICABLE) IF THEY'RE VISITING FROM CANADA OR MEXICO. WHOMEVER HAD FUDGED/SABOTAGED THE PURCHASING TRACKING SYSTEM OF U.S. CITIZENS OR PERMANENT RESIDENTS WITHIN THE CONTINENTAL U.S., IS WORKING ON BEHALF OF ANOTHER NATION THAT WANTS TO GUARANTEE THAT THE U.S. ECONOMY NEVER REACHES IT'S FULL POTENTIAL AND THAT THE ONLY LEVEL OF MERCHANDISE SOLD IN THE CONTINENTAL U.S. ARE TOXIC ITEMS THAT, IN THE LONG TERM, CAUSE PHYSICAL AND PSYCHOLOGICAL DEFORMITIES WITHIN THOSE LIVING IN THE UNITED STATES. IN OTHER WORDS, A MEANS OF SABOTAGING THE U.S. WHOMEVER THOSE CULPRITS, HAVE ACCESS TO I.R.S. RECORDS/ANNUAL INCOME REPORTED TO THE I.R.S., ACCESS TO SOCIAL SECURITY FILES/RECORDS INCLUDING MEDICAL HISTORIES, VETERANS ADMINISTRATION DATA PERTAINING TO HOW MUCH INCOME MOST OF THOSE RETIRED PERSONS, INCLUDING AMPUTEES, ARE NOT RECEIVING EVERY MONTH, WHICH KEEPS THEM IN POVERTY AND ULTIMATELY, THE

SABOTEURS WANT THE 'POVERTY PEOPLE' TO DIE OF WHAT COULD HAVE BEEN PREVENTABLE HEALTH ISSUES. THE ISSUE INVOLVING MISUSE OF CELLULAR MOBILE PHONES AND THE WIRELESS NETWORKS THAT THOSE SCOUNDRELS USE TO UNLAWFULLY INTERCEPT DATA TRANSMITTED OVER WIRELESS NETWORKS (SUCH AS VERIZON/BELL PACIFIC/BELL ATLANTIC) IS USED TO 'CONTROL' PEOPLE THAT, UNDER NORMAL CIRCUMSTANCES, WOULD NOT HAVE ANYTHING TO DO WITH THEM. INCLUDING FUDGING THE POPULATION IN CERTAIN METROPOLITAN REGIONS AS TO DEFRAUD THEIR STATES IN TERMS OF FUNDING FOR THE POOR/NEEDY/UNEMPLOYED SCHOOL TEACHERS THAT WERE PUT ON INDEFINITE FURLOUGH. FURTHERMORE, ANY SURPLUS OF CERTAIN SOCIAL SECURITY ACCOUNTS THAT HAVE EXISTED SINCE THE 1970'S WERE SPENT VIA IDENTITY THIEVES THAT MISUSED THOSE MONIES TO FUND ADULT SEX FILMS WHERE THEY HAD PROFITED FROM THOSE IMMORAL FILMS VIA THE INTERNET AND/OR UNLAWFUL DISTRIBUTION OF THOSE CRIMINAL FILMS (ADULT SEX ON FILM) VIA THRIFT MARKETS/FLEA MARKETS/SWAP SHOP STYLE OF BARTER AND TRADE THAT ARE USUALLY HELD IN VERY LARGE EMPTY PARKING LOTS THAT CATER TO ILLEGAL IMMIGRANTS OR WELFARE GROUPS. THEIR LEADER IS A MENTALLY RETARDED MEXICAN WOMAN OF THE NAME (b) (6), OF THE STATES OF VIRGINIA/NORTH CAROLINA/OREGON/MARYLAND/FLORIDA, DOB NUMBER (b) (6), DARK TAN IN SKIN TONE FEMALE, LONG DARK BROWN HAIR, 5'2" IN HEIGHT, OBESE, MENTAL MIDGET THAT'S ADDICTED TO PORNOGRAPHIC MATERIALS AND ADULT SEX PHONE LINES THAT RUN UP A MONTHLY TELEPHONE BILL OF OVER ONE THOUSAND DOLLARS, IN TURN, (b) (6). (b) (6) FILES INSURANCE CLAIMS AGAINST AT&T. THE KLAN OF WHICH (b) (6) IS A MEMBER OF WAS LISTED AT A DOMICILE OF (b) (6) AND HAD AN EDUCATIONAL HISTORY WITH A LOW-RENT COMMUNITY COLLEGE IN THAT AREA DOING BUSINESS AS TIDEWATER COMMUNITY COLLEGE IN THE CITY OF VIRGINIA BEACH, VIRGINIA, USA. (b) (6) ACCOMPLICE IS A MENTALLY RETARDED HAWAIIAN NATIVE USING A BOGUS NAME OF (b) (6), ALSO A FORMER STUDENT AT TIDEWATER COMMUNITY COLLEGE. THEY'RE TERRORISTS, IN OTHER WORDS. REPORTING FROM THE STATE OF NEW YORK, USA, NOVEMBER 27, 2015 FRIDAY. \*\*THEY HAD ALSO ATTEMPTED TO DEFRAUD THE DEPARTMENT OF EDUCATION BASED IN WASHINGTON D.C., IN ADDITION TO THE OPEN ENROLLMENT FOR-PROFIT COLLEGES IN THE COUNTY OF BROWARD COUNTY, FLORIDA.\*\*

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[Ticket: # 679368 - Duplicate of complaint #1510-40413 \(online complaint number 227498\)](#)

**Date:** 11/27/2015 6:52:44 PM

**City/State/Zip:** Jacksonville, Florida 32205

**Company Complaining About:** Comcast

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## **Description**

This is a duplicate of case #1510-40413. The Comcast rep (Joy) lied when she said she spoke with me and confirmed that my service issues were resolved (and then "apologized" no less). I do not know why she lied but I do know she expressed very little concern for my complaint the whole time and I could tell she would close the issue at any opportunity. My service is still quite erratic (i.e. unacceptable) and, while techs are still looking at it, this new complaint needs to stay alive until they finally provide the service I have been paying for.

Also I have no desire to have anything more to do with Joy.

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**Ticket: # 679621 - Tea Party continues its aggressive email bombardment**

**Date:** 11/27/2015 11:02:07 PM

**City/State/Zip:** Tamp, Florida 33634

**Company Complaining About:** Verizon

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**Description**

I have requested 3 times for the Tea Party Emailing campaign to refrain and completely stop their email campaign directed to my email. They completely ignore my requests

All I get from them is the following:

From: support@teapartypatriots.org

Thank you for contacting Tea Party Patriots! A member of our support team will review your message as quickly as possible.

In Liberty,

Tea Party Patriots

And then no action is taken.

Can you stop this people from harassing me with their emails trying to get me to send them money?

Thank you very much

(b) (6)

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[Ticket: # 680290 - Facebook scam](#)

**Date:** 11/28/2015 4:48:40 PM

**City/State/Zip:** Claremore, Oklahoma 74019

**Company Complaining About:** Dish Network

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### **Description**

Received a friend request from my aunt. As soon as I accepted, I received a communication. The attached described the conversation.

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**Ticket: # 682080 - Email spam using a "Problems with your site" fake message**

**Date:** 11/30/2015 1:16:44 PM

**City/State/Zip:** Trinity, Florida 34655

**Company Complaining About:** Unknown 805-410-7983

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## **Description**

I recently received an email message from someone on our contact web form from our business website. The email made it seem that some prospective client was trying to contact us and was having difficulty? I emailed them back and asked them to contact me directly for service. The person contacted me today from: 805-410-7983 and said that I had asked them to contact me. They began by asking me what problems I was having with my website? I told them we weren't having any website problems and smelled a scam. I asked them if they were a medical industry business or a computer/internet business? They stated they were an internet business. I asked them to take me off their call list.

This type of trickery is unbelievable!!! They trolled our website and sent a fake message to get our contact info to try to sell us internet services. Tactics like this are unsolicited and take me away from my own business efforts. I hope the FCC will investigate this company. This is BOGUS!

Attached is the email they sent from our client contact form on our site.

Thanks,

(b) (6)



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**Ticket: # 682198 - WiFi Username Harassment**

**Date:** 11/30/2015 1:57:32 PM

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

**Company Complaining About:** Tenant In Building, Not A Company.

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**Description**

Dear FCC,

One of the neighbors in the building that I reside in has titled their wifi username as "(b) (6) [REDACTED]." This has been going on for several weeks, and it is a malicious and false statement being made in a public domain. I live alone, and I do not have any children. The signal strength is usually fair or good when I am on the floor that I live on (5th floor), and it consistently disappears from my smartphone as soon I walk down to a different floor.

This is not the first derogatory message that this individual has broadcast via their router. I have attached images of the initial message posted about a month ago, as well as the current message, as they appear and have appeared on my laptop in the bottom right corners. Can you please help me resolve this harassment? Please feel free to contact regarding this matter.

Regards,

(b) (6) [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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[Ticket: # 683043 - Sheraton hotel](#)

**Date:** 11/30/2015 6:29:46 PM

**City/State/Zip:** Flowood, Mississippi 39232

**Company Complaining About:** Sheraton

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## **Description**

The Sheraton hotel is blocking me from using my mobile personal hotspot to tether my devices (computer) for internet access. They are doing this I believe because they want me to pay 10\$ a day for WiFi. There is a convention going on in the adjacent convention center.

---

**Ticket: # 683887 - being denied of expressing MY OPINION on face book .....**

**Date:** 12/1/2015 10:01:13 AM

**City/State/Zip:** Garner N.c., North Carolina 27529

**Company Complaining About:** Time Warner

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## **Description**

I make remarks and face book will not print them [ mostly against Obama ] the owner / and operators are liberals , i'm a conservative this has been going on for three weeks . note ..... I make no threats in no way , I have better sense .

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[Ticket: # 686715 - connectivity sucks more than anything else I know](#)

**Date:** 12/2/2015 12:25:49 PM

**City/State/Zip:** Baltimore, Maryland 21229

**Company Complaining About:** Comcast

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## **Description**

When it rains, connectivity is so intermittent that one (if they so desired) could not work from home. Comcast doesn't care about this. In fact, they like it when your connection disappears so they can basically make money by doing nothing. They should also refund people for intermittent issues between the house and the pole, but they NEVER do this on their own. Not automatically, and only after I've spent an hour on the phone do they refund some miniscule amount.

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[Ticket: # 688099 - Email spoof scam](#)

**Date:** 12/2/2015 8:53:25 PM

**City/State/Zip:** Berkeley, California 94710

**Company Complaining About:** Comcast

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## **Description**

One of our clients' emails were spoofed. The spoofer sent attached MS Word documents that contained Macros that would infect the PC if downloaded and opened.

These messages came from more than one spoofed address, and all attachments had the same "Author"

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[Ticket: # 688157 - Pictures of my cat Max](#)

**Date:** 12/2/2015 9:34:48 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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### **Description**

Here are pictures of my cat Max in case you want to see what he looks like.

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[Ticket: # 688469 - wifi blocker](#)

**Date:** 12/3/2015 3:01:47 AM

**City/State/Zip:** Lansdale, Pennsylvania 19446

**Company Complaining About:** Comcast

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## **Description**

My next door neighbor is using some kind of Wi-Fi blocker to interfere repeatedly with my Internet connection, he is very blatant and brazen about it and seems to give no signs of stopping.

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**Ticket: # 688982 - My mom's worry as a result of police intimidation**

**Date:** 12/3/2015 1:03:34 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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**Description**

As a result of me taking those pictures of (b) (6) and my mom learning/hearing that the Gilbert police visited my parents house I now have to meet them at the department of motor vehicles today and get our car registration address changed to my address. It doesn't matter to me what address is on the registration, but this is an extra hassle our family is doing as a result of the cities of Gilbert, Arizona and Mesa, Arizona limiting free speech. I have since thought that I should have told that Mesa Police Officer (b) (6) that I was writing a blog. I would like to know what the State of Arizona thinks about the freedom of the press. CBS, NBC, FOX, ABC know about fake schools in the State, but yet don't investigate the corruption in the State's school system and report the truth. The closest I've seen is CBS will raise suspicion, but I'm not sure that that has been their intent either. I wonder sometimes if KPHO is looking for help and trying to leak out some information. That is why I reported on behalf of (b) (6) when I reported KPHO back in the beginning of 2015. I could be wrong, that is the impression I get sometimes, with KPHO anyway.

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**Ticket: # 689314 - Internet**

**Date:** 12/3/2015 2:54:44 PM

**City/State/Zip:** Los Angeles, California 90034

**Company Complaining About:** Time Warner

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## **Description**

How is a supervisor allowed to cut my services of phone,internet and cable??.My daughter is visually impaired and I work from home my ability to keep a roof over our heads has been compromised by a Time Warner Supervisor who didn't like that I asked too many questions none of which he could answer so he wrote me and said "he didn't need a reason to cut my services he could do so just because he can" and that's what he did.He turned off my services phone internet and cable because he could.Time Warner is the only provider in my area offering the speed my home needs to operate my daughters computer,her clothing color reader, and the many other items she uses to be independent. When the supervisor turned off our services he took away her independence. And my livelihood. I am unable to continue to generate an income without the high speed and landlines I have had for 18 years. I thank goodness have cable options..but nobody offers the capabilities needed except TWC. How can a supervisor take it upon himself to cut my services and not for non payment of a bill or for thrashed equipment but solely because he can't answer where the credit he promised to me for 391 days of zero service..is and he can't tell me how he came to this credit for the amount of days I paid and had nothing. The credit far from matches what I paid and having nothing. So being he can't answer those questions he turned off everything...if I can't make money to pay rent we will be homeless..And I don't see how or why you can't help me secure my internet and phone service.My home needs them. At&T offers 3.2 speed in my area..Sonic offers 20..the speed I need is 50 and above to operate all the equipment and TWC is the only provider they have a monopoly in my 90034 area.

Please help me

---

[Ticket: # 691406 - spam emails](#) We need a anti spam list

**Date:** 12/4/2015 2:01:16 PM

**City/State/Zip:** Wittmann, Arizona 85361

**Company Complaining About:** Dish Network

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## **Description**

datterrombone.com is sending me so many emails all I do is delete all day to find a good email. When I unsubscribe, I get two. Unsubscribe again now I get three. I am getting 8 now, all in a row

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[Ticket: # 691417 - email massive spam by datetrombone.com](#)

**Date:** 12/4/2015 2:04:41 PM

**City/State/Zip:** Wittmann, Arizona 85361

**Company Complaining About:** Dish Network

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## **Description**

massive spam by datetrombone.com

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**Ticket: # 692599 - HTTP Tampering / Packet Injection of JavaScript / Anti-Competitive Monopoly Tactics to force purchase of Cable TV through Internet Data Cap**

**Date:** 12/4/2015 11:30:29 PM

**City/State/Zip:** Miami, Florida 33187

**Company Complaining About:** Comcast

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## **Description**

Dear FCC, Please help!

Comcast is tampering with all HTTP traffic and injecting their own content, including JavaScript. This is interfering with competitors' websites like Amazon Video and Netflix (completely anti-competitive practices). Who knows what else they are injecting as there could be silent JAVASCRIPT/Ads on any web traffic, but certainly they are doing this as exhibited by the ample screen shots attached. This is completely illegal and in violation of Net Neutrality regulations. Internet service providers are not allowed to manipulate the content of 3rd party websites whom they are paid to deliver unencumbered as part of "internet access". They provide a service, access to the internet and nothing more. Comcast cannot be allowed to tamper with all 3rd party internet traffic and manipulate all websites by adding SPAM and JAVASCRIPT.

This JAVASCRIPT they are adding is causing trouble with 3rd party websites, some of which are their direct competitors like Netflix and Amazon Video. When I called Comcast to find out why, they deny doing this manipulation, yet clearly they are as seen in the screenshots. I can provide packet captures as well to prove they are tampering / manipulating 3rd party content.

The solution is to PAY MORE for the unlimited internet service; but the problem is the only service I have ever signed up for with them is Unlimited Internet Access. How are they allowed to abuse the monopoly position to force me to buy additional services? In addition they want me to purchase their cable tv product and not use their competitors like Netflix and Amazon video. They are using their monopoly position to force the purchase of cable tv, even though I do not require the service as I am happy streaming 4k content from Netflix and Amazon Video.

The new "Data Cap" policy is not on par with other wire-line internet access providers and Comcast is abusing its monopoly power. I have no choice but to stay with Comcast as I am unable to get any other broadband cable provider at my location. They have several internet access plans, all of which have different speeds, but now all with a new "Data Cap". How can this be?? This is not the standard in wire-line internet access service. A "Data Cap" is something that wireless carriers use, which do not limit your speed; not wire-line providers who charge different prices for different "access speeds" not "data transfer". Comcast should immediately put an end to this abuse of their power or face disciplinary action by the FCC.

Please help, I know people all around the US are in the same predicament and have no choice due to Comcast's monopoly power. This can't go unchecked and swept under the rug.

I urge you to take action immediately and stop this anti-competitive abuse of power by Comcast.

Thank you,

(b) (6)

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[Ticket: # 693608 - Suspected WiFi Jamming / Blocking by hotel](#)

**Date:** 12/5/2015 11:42:18 PM

**City/State/Zip:** Hillsborough, California 94010

**Company Complaining About:** Verizon Wireless

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## **Description**

I am staying at the Omni Hotel Orlando at Championsgate in Orlando, FL. I am unable to use my Verizon WiFi hotspot in my guest room despite what appears to be good cellular coverage on premises, causing me to have to buy the hotel's WiFi. I encountered this suspected WiFi blocking on December 5, 2015 during my stay there.

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[Ticket: # 694494 - password and Id changed](#)

**Date:** 12/7/2015 11:28:06 AM

**City/State/Zip:** Stuart, Florida 34995

**Company Complaining About:** Google

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## Description

I opened another account with gmail as you see it above. The original is (b) (6). Because my password didn't work one day I tried to send it to my cell phone on text. My phone doesn't work. The battery won't hold a charge so I couldn't get the new password done on either account. That tells me I am still stalked using the internet and by a network of programs that searches, finds and identifies the representative that has that computer. I don't think it is in house but can you find out if ATT and Yahoo are involved? In the past the HTTP addresses that come up always showed messaging to someone that reads the whereabouts, %'s of payment and also to whom, locations and time, descriptions to show accuracy of info sent and to act upon. I don't want the FCC to think I'm paranoid, I'm not. It just fits. This has happened to often to me and I have a right to email, cell phone and any other form of communication unhindered or monitored. Find these people and file charges, I'll support it as the victim of electronic stalking. Thank you, (b) (6).

(b) (6) I live at (b) (6). My phone service is being used by someone in Horizon City near El Paso, Tx. I believe the stalk is connected by both for locating and interception of my mail. I have two daughters and 4 grandkids that may have tried to contact me and cannot. When a person that is constantly answering the phone is the same voice or coupled with a partner that is the same voice and then you meet them in Dollar Stores in Stuart near the FResh Market or in Movie theaters as either clerks or customers you wonder how they know which and when you go to? They make no bones about letting me know it is them that are stalking me and the sexual gestures are more often than not oral, eye contact directed to my privates as if I am a prostitute. I stand on Eugenia St in Jensen Beach and phone calls are made as to where I stand, slanderous and vicious derogatory remarks are made about sex and practices with my children's private parts, my grandkids. These are people I'm given to understand are from Tucson, AZ and those people I knew when they came in to the hardware store I had worked in and the neighbors of Quail Ridge, most I never knew. But by word of mouth and this messaging on the HTTP they know when I leave, where I walk and what time of night. if you can check the recent phone call to 911 in conjunction to the HTTP message about that call I believe you will find more about the identity of the network. Is it is CAL? PITTSBURGH? A closed navy base? Depot? I'm searching but I cannot help but be p.o.ed about this tampering. CAn you also check the q the clerk worked from and the manager's frequency on his blue tooth? It looked like one that DJ's use.

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[Ticket: # 694559 - Comcast intermittency](#)

**Date:** 12/7/2015 11:55:49 AM

**City/State/Zip:** Baltimore, Maryland 21209

**Company Complaining About:** Comcast

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## **Description**

I have had an intermittent connection with Comcast since moving here 2.5 months ago and they still won't fix it. I have complained to them countless times but the problem persists. I am a federal government employee and I work from home 3 days a week, so these constant disconnections by Comcast, which also disconnect me from the VPN, are costing tax payers a lot of money. There are probably thousands of other federal employees with similar issues, so Comcast is costing tax payers millions of dollars in lost work time from these employees. Something needs to be done.

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[Ticket: # 696373 - wireless interception/hacking/possible electronic stalking.](#)

**Date:** 12/8/2015 2:30:28 AM

**City/State/Zip:** Lee, Massachusetts 01238

**Company Complaining About:** Time Warner

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## **Description**

computer has been attacked by several malware,trojan horses,and tracking cookies. wireless was possibly used in different location the only person who knew my password was the time warner cable installer. I have complete Norton internet security software but am attacked almost daily by above issues. I have 30mbps connection and it's slowed and delayed

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**Ticket: # 699134 - Poor signal quality, dropped signal, and numerous outages**

**Date:** 12/9/2015 1:30:25 PM

**City/State/Zip:** Scottsdale, Arizona 85260

**Company Complaining About:** Cox

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## **Description**

For two years we have experienced slow internet speeds, dropped signals and numerous outages. Cox has had technicians replace all the wiring from the street to the house and throughout the house. Technicians have been to the house more than thirty times in two years and yet we still have the same problems. We have been told many reasons for the issues and have had many technicians criticize the prior technician's work. We have also heard from several technical support supervisors that the problem resides outside of our residence and possible at the plant.

---

[Ticket: # 702037 - misconduct by not investigating 2012-14 complaints breaking federal law](#)

**Date:** 12/10/2015 4:30:46 PM

**City/State/Zip:** Brooksville, Florida 34601

**Company Complaining About:** Bright House

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## **Description**

electronic harassment . navy yard shooting involved. Myron may 7year old little girl shot dead shooter thinks he is a victim of mind control. remote neural monitoring is what I identify with. this is criminal master mind technology that can steal any new technology and ideas. this weapon puts a ringing sound in your ears that is related to hearing radar , microwaves and electro magnetics. radar and microwaves are deadly

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[Ticket: # 703954 - WiFi jamming in our office](#)

**Date:** 12/11/2015 4:19:14 PM

**City/State/Zip:** Seattle, Washington 98121

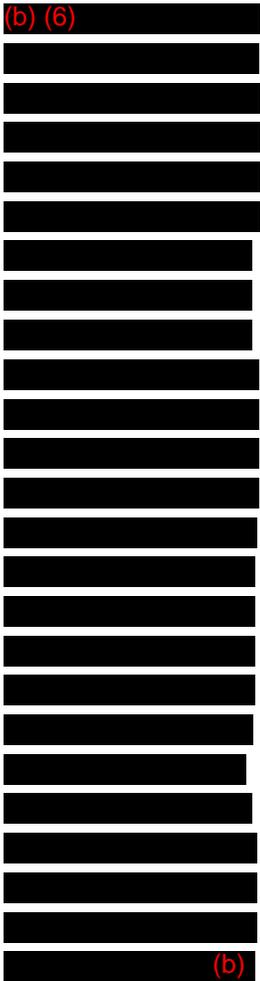
**Company Complaining About:** Unknown

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## Description

Our wifi network is being constantly bombarded by unknown sources sending deauth packets. In a 5 minute span we've received about 150MB worth of Deauthentication requests. These are the MAC addresses of the offending units we identified from a packet dump.

(b) (6)



(b)

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[Ticket: # 704774 - Still getting intermittent rout and disconnects](#)

**Date:** 12/12/2015 12:56:56 AM

**City/State/Zip:** W. Terre Haute, Indiana 47885

**Company Complaining About:** Frontier Communications

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## **Description**

Still getting intermittent rout and disconnects, Frontier knows the hub needs replaced their own tech team admitted they had no plans to do anything about it for at least 5 years. Even the supervisors do not know what is going on or why. I have over 100 notes on my account according to their own supervisors.

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[Ticket: # 708413 - failure to comply with fcc](#)

**Date:** 12/15/2015 7:35:08 AM

**City/State/Zip:** Dahlonega, Georgia 30533

**Company Complaining About:** Windstream Communications

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## **Description**

I filed a complaint against Windstream for charging me with unordered services and they did not reply by mail and waited until the 30th day and called and left a message on my machine and the service I am being charged for is 20 mps but the service drops constantly and the my speed is rarely over 1 mps, usually it is 60kb, In addition they also are charging me a fee for filing a complaint against them

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**Ticket: # 709087 - Wifi Jamming**

**Date:** 12/15/2015 2:02:30 PM

**City/State/Zip:** Livermore, California 94551

**Company Complaining About:** AT&T

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## **Description**

Dear FCC

I work with a major airline. It seems that when ever I'm at an airport that has Boingo Wifi. My internet connection on my phone is slow. It's even more noticeable when I try to connect my iPad to my iPhone wifi hot spot. LAX it is very bad. Internet connection for my phone and iPad is extremely slow. I feel that Boingo is interfering or jamming signals in order to force people to use their service. Of course I do not have the proper electronic equipment to verify my suspicions. You you please investigate this for me.

By the way, I'm using an ATT 5c iPhone at terminal 4 gate 47.

Thank you

(b) (6)

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**Ticket: # 709956 - communication interference, cyberstalking, stalking, electronic surveillance, identity theft...**

**Date:** 12/15/2015 6:30:41 PM

**City/State/Zip:** Colorado Springs, Colorado 80906

**Company Complaining About:** Company Staff Performing Electronics On Me: Rcs Electric Company, Colorado Springs, Co

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## Description

I recently filed FCC#678008. I can now give detailed information as to who is tied to the communication interference, U.S. Attorney General case ██████████ identity theft, stalking, cyber stalking, plus more. (b) (6) ██████████ employee at (b) (6) ██████████ is an electrician working as informant for El Paso County Sheriff Department, Colorado Springs, Department, El Paso County District Courts, all in Colorado Springs, CO. They have had consistent electronic surveillance on me for the last 2 years. For the last 1.5 years the tenant listed above has been using my electronic antenna to connect and interfere with my privacy, communication, efforts to take care of my personal life, plus more. I have fingerprints of police on my door for no reason but to track and stalk me. They have consistently interfered with my communications on internet, phone, email, facebook, Medicaid, food stamps, housing/section 8, plus more. Currently, I have filed identity theft with IRS, State revenue department/Colorado, and US Attorney General 10/26/15. I have a supporting time line for proof. That information was submitted to the US Attorney general's office. Since I was wrongfully convicted 10/17/13 I have made consistent efforts to seek legal representation. Anyone I contact shows interest, I then meet with them, then they turn me away acting as if I am mentally ill. This is how the courts have consistently altered and twisted my identity. They have now reached full blown identity theft. I have 3 year time line for proof. Every time I try to fax, email, call, or do anything officials have consistently interfered and denied me my rights. 12/7/15 I turned off my electronic antenna and unplugged it along with my tv. I disconnected my cell phone and cut service on phone (b) (6) ██████████. Officer shows up within less than 5 minutes wanting to know what happened to his connection. Since then the officers and informant above have made consistent efforts to show up at my window in efforts to connect to my electronics and find any form of communication source, yet unsuccessful. I cannot even turn on my computer that I do not have internet service to. They wiretapped it. Today I noted consistent buzzing in my refrigerator. I unplugged it and connected it to surge protector. Buzzing stopped. I cannot use my radio, tv, phone, nothing due to the officials and their consistent communication interference. El Paso County District Court is part of the participants due to no one listening to me in my proof of identity theft since 1/22/13. I will gladly submit full 300+ page documents to you but cant due to communication interference. I have also filed recent FTC report. Check with the U.S. Attorney General Assistant's office where documents were faxed. Until something is done my rights, identity theft, and communication interference continue. This is violation of 1st amendment rights. I use an electronic antenna and I also had wireless phone. Those are the 2 ways they have been tracking me like an animal. I had no criminal history till El Paso County District Courts painted and twisted my identity. They are also performing mail fraud from my mail box. I can submit all other additional attachments for supporting information once I am assured you have resolved the direct detailed information tied to the source of my communication interference. Till then, the phone number I have given will have to suffice as mediator. Ask for (b) (6) ██████████. I will check with her periodically to see or obtain any detailed information from you. This is how severe my communication interference has gotten.

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[Ticket: # 710745 - Comcast has bad form.](#)

**Date:** 12/15/2015 11:59:06 PM

**City/State/Zip:** Centennial, Colorado 80015

**Company Complaining About:** Comcast

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### **Description**

I was planning to cut off my service from Comcast on the first of January, but they prematurely cut me off "by mistake" right after the phone call. Then charged me for the entirety of the month.

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**Ticket: # 711799 - Interference with Wireless Mobile Data**

**Date:** 12/16/2015 1:48:36 PM

**City/State/Zip:** Houston, Texas 77034

**Company Complaining About:** Cricket

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**Description**

Wireless Mobile Data was jammed. It was interfered and appears with good signal but blocking Mobile Data Services. The levels of Wireless phone signal was appeared blocked and indicated with no service or connection. Often show on screen low services signal and Signal Strength is at Zero. This interruption is blocking our wireless services; no calls or mobile data most of the time.

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**Ticket: # 714590 - Same could be with [www.lacity.org](http://www.lacity.org) too I think or some agencies down there also like NYC**

**Date:** 12/17/2015 4:48:38 PM

**City/State/Zip:** Howard Beach, New York 11414

**Company Complaining About:** People Who Run Like [Www.nyc.gov](http://www.nyc.gov) Or Like [Www.lacity.org](http://www.lacity.org) Or Like [Www.lametro.com](http://www.lametro.com) Etc.

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## **Description**

continued...yes, I think LA and [www.lacity.org](http://www.lacity.org) there can also like have delays also with their organizations and even like public bus companies and all of that where you get a reply from a simple e mail to them after like one month or something. No, there are no problems with the internet of NYC DOT or FDNY here in NYC NY or even the MTA here in NYC NY here but it seems like [www.lacity.org](http://www.lacity.org) which is the official page of LA there that there are delays with the webpage also but also of like other city agencies outside of LA government there such as the LA Metro or something. YEs, I guess big cities like [www.nyc.gov](http://www.nyc.gov) and even [www.lacity.org](http://www.lacity.org) must be strained with too much mail and e mail there. Again, with NYC NY, you just dial 212-NEW YORK there or check out the page of [www.nyc.gov/doitt](http://www.nyc.gov/doitt) there and see if you can find their exact number there and like see if you can contact them. I think LA may also have this too. Yes, delayed replies with like LA Metro and San Diego bus companies similar to [www.nyc.gov](http://www.nyc.gov) here with like replies after five months with the e mail and mail.

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**Ticket: # 715040 - Phone/internet/alarm disconnection**

**Date:** 12/17/2015 7:44:16 PM

**City/State/Zip:** Cypress, Texas 77433

**Company Complaining About:** Comcast

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## **Description**

To whom this may Concern,

My complaint with Comcast about service has still not been resolved. This has been going on since August 2014 with issues.

Comcast sent a technician to fix their service and at the process disconnected my security alarm system. I am getting extremely tired of Comcast not resolving my problem I am having. I still continue to have issues. Last time I talked to their representative by the name Teresa at their corporate, She told me to contact her directly to get these issues resolved but that was only talk. I have tired to contact her Comcast directly several times and I do not get a response from anyone prompting me to to ask for more help to resolve my service issue.

I have asked Comcast to reconnect my alarm they disconnected because if I call the alarm system I will be Charged \$150 to come reconnect it. This is the second time Comcast has disconnected my alarm system trying to fix their service. The last time, I took care of it directly with the alarm company. But this time Comcast should either fix the issue or pay the alarm company to come fix their mistake.

Thank you again for your help

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**Ticket: # 716103 - Comcast not always serving the data requested by the browser**

**Date:** 12/18/2015 2:03:31 PM

**City/State/Zip:** Sherwood, Arkansas 72120

**Company Complaining About:** Comcast

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## **Description**

Comcast uses a "gate keeper" service in between the customer and the internet data that the customer is requesting.

This service is used to serve their data cap overage messages. Rather than serving the data requested by a user's browser, they redirect to serve these messages instead.

This effectively breaks many web services (sometimes without being obvious what the problem is, since the whole process fails when using some services).

This is absolutely unacceptable. An ISP should not be altering or redirecting data requested by or served to any consumer's devices.

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**Ticket: # 719262 - ELECTRONIC HARASSMENT/TORTURE**

**Date:** 12/21/2015 2:35:03 PM

**City/State/Zip:** Bronx, New York 10458

**Company Complaining About:** Cablevision

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**Description**

TO WHOM IT MAY CONCERN:FCC

MY NAME IS (b) (6) I LIVE IN THE SOUTH BRONX HAVE BEEN FOR SIX YEARS I AM A NATIVE NEW YORKER. RECENTLY I HAVE BEEN RECEIVING VERY STRONG ELECTRICAL PULSES CURRENTS THROUGH OUT MY BODY AND IT VERY PAINFUL. I HAVE LUPUS AND FIBROMYALGIA ON TOP OF IT, SO THAT DOES NOT HELP AT ALL. I HAVE CONTACTED CABLEVISION AND DISH NETWORK & CON EDISON THAT SERVE MY AREA AND RHAMCO REAL ESTATE MANAGEMENT AND MY COMPLAINTS GO IGNORED. I BELIEVE THAT SATELITES AND THE WIRING AROUND MY APARTMENT AT (b) (6)

(b) (6) SPECIFICALLY ARE BEING MANIPULATED TO TARGET&HARM ME ELECTRONICALLY (ELECTRONIC HARASSMENT/TORTURE )BECAUSE IT IS EVERYDAY NON-STOP AND IT IS AFFECTING MY WELLBEING OVERALL I HAVE CONSTANT RINGING IN THE EARS BETWEEN 12-3AM IN THE MORNING ,BURNS ON MY FACE OUT OF THIN AIR , AND IT'S CAUSEES ME ALOT OF PAIN AND LOSS OF SLEEP AND APPITITE. I DO NOT KNOW WHAT TO DO AT THIS POINT THIS ISN'T NORMAL AT ALL TO FEEL CURRENT THIS STRONG GOING THROUGH MY BODY LIKE THIS. I HAVE BEEN TO RHE NEUROLOGIST AND HE SAID IM FINE ,MY PCP SAYS THAT MY BLOOD LEVELS DO NOT SHOW ANY DIS-EASE I AM HEALTHY ACCORDING TO THEM A IM AFRAID FOR MY LIFE SAFETY I BROUGHT THIS ISSUE UP TO MANAGEMENT AND THEY IGNOTE IT NOT EVEN INVESTIGATING THE MATTER OR ACCOMODATE BY TEANSFERING ME TO ANOTHER UNIT I HAVE ASKED SOMETHING IS VERY OFF WITH THIS BUILDING??! ANY INFORMATION OR ASSISTANCE IS APPRECIATED, THANK YOU SO FOR YOUR TIME AND CONSIDERATION.

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[Ticket: # 720527 - Tampering With FCC Approved Signal](#)

**Date:** 12/22/2015 8:59:20 AM

**City/State/Zip:** Essex, Maryland 21221

**Company Complaining About:** Smart City Washington

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### **Description**

Walter E Washington Exhibition Center via SmartCity sends out DNS signals to disrupt my Hotspot and phone access to force Exhibitors to buy their over priced internet. This is illegal under FCC code.

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**Ticket: # 730165 - Packet loss with Comcast**

**Date:** 12/30/2015 10:27:57 AM

**City/State/Zip:** Houston, Texas 77024

**Company Complaining About:** Comcast

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## **Description**

I am yet again having packet loss issues with Comcast, I complain almost every month about this and lately have been complaining to the FCC, Comcast then contacts me and sends a technician out to check the line outside my home and says they will investigate with no real resolution.

Multiple Comcast technicians have now confirmed there is NO PROBLEM from my home, to the Comcast lock-box outside. A technician also let me know that they know "They have trouble delivering internet to my area". This 100% confirms that the problem exists on the Comcast network, outside of where the customer can do anything about it, or has any effect.

This is clearly an internal Comcast problem they are aware of, yet have not permanently reduced my monthly bill or let any loyal customers who pay their bill on time every month, like me. or taken any steps to resolve the problem. It becomes almost impossible to use my internet connection due to the packet loss ranging anywhere from 5% to 50% packet loss.

This issue sometimes gets a little bit better, like the weeks leading up to this complaint, however it always comes back and there is always still a minimal amount of packet loss.

I have verified that it is not just me who has this issue, as if I connect to one of the many xfinity hotspots around my area (Which originate from Comcast customers who rent Modem/Routers) the problem exists there too

Comcast ALWAYS takes steps to blame my equipment before admitting anything is wrong. I have been told multiple excuses including the following:

- \* My personally owned Modem is the problem (I have replaced it twice on the request of Comcast, with no change. But they still try and blame it)
- \* My personally owner Router is the problem (If they knew a single thing about networking, they would know that this is impossible, as I can see the connection problems right at the modem, before it even hits the router)
- \* The power in my area is bad, so my modem is having problems (Yes, you heard that right. Lets not even try and figure out how Comcast has anything to do with power delivery, but my Modem is plugged into a UPS anyway, so this is also completely false and a blatant lie to try and get customers to move on)
- \* The line from my apartment to the Comcast box is bad, and needs to be replaced at my own cost (Multiple technicians have confirmed that this is not true)

If I am not getting 100% of my internet connection, why is my bill 100%? Comcast has repeatedly come out against net neutrality and unmetered internet, saying they need to enforce data caps to make their customers pay for what they use.

Well, in that case my bill needs to be PERMANENTLY reduced, as I am NOT getting what I am paying for. For the time I have been with Comcast, I have had problems for longer than I have had a working internet connection.

Please note, I sometimes have poor cell reception at work so my phone may not ring. In that case please email me, as I will respond quickly.

Thanks

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**Ticket: # 722785 - MSN Editorial masquerading as a News article**

**Date:** 12/23/2015 12:17:16 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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## **Description**

<http://www.msn.com/en-us/sports/nfl/michael-irvin-beckham-taunted-with-gay-slurs-every-week/ar-BBnQVIX?ocid=spartanntp> This is an opinion story, and editorial not a news story. The news is supposed to be objective. Look at this below:

"Irvin added that he has never seen the same level of "animosity" shown toward any other receiver in the NFL, but Beckham brings a lot of that on himself. Some of the touchdown celebrations he busts out are blatantly designed to irritate the opposition." I completely disagree with the writer of the story. I think it is good strategy if a player in any sport wants to try to use their brain to gain an advantage over their opponent. The writer of this article is claiming that it is Odell Beckham's fault that people are insulting him. No that is the fault of the people hurling insults. I hear all the time at my Parents home that phrase "He/She has brought that on themselves," or "you have brought this on yourself." I have heard that my entire life. How are we the people supposed to know what category our complaints are? Why does Barak Obama think we have to search the FCC and figure out what law we think someone has broke? That's the FCC's job.

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[Ticket: # 722827 - News stations and articles make money by using polls.](#)

**Date:** 12/23/2015 12:34:48 PM

**City/State/Zip:** Mesa, Arizona 85204

**Company Complaining About:** Cox

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## **Description**

<http://www.msn.com/en-us/news/politics/donald-trump-leads-by-more-than-20-points-in-new-national-poll/ar-BBnR1Ow?ocid=spartanntp> I like Donald Trump. Nothing about this article is his fault. I'm tired of Polls. I took a Statistics class at I.U.P.U.I. In that class Statistics theory claimed that some number like 1694 people is all that is necessary to contact to find out what 318 million people think. I didn't believe it then and I've never believed it since.

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[Ticket: # 723241 - The Lawfare Project website has been hacked](#)

**Date:** 12/23/2015 3:24:32 PM

**City/State/Zip:** Montevallo, Alabama 35115

**Company Complaining About:** Charter

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## **Description**

When I try to access The Lawfare Project website I instead am directed to several different pornographic websites. This is unacceptable and disturbing. Please look into why this is happening. Thank you.

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**Ticket: # 724815 - Unable to create follow up due to interception**

**Date:** 12/25/2015 6:26:55 PM

**City/State/Zip:** Perkinston, Mississippi 39573

**Company Complaining About:** Cspire/netgear556

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## **Description**

I am concerned because I am unable to create follow up. The page loads for a second then goes to a page with no fields to input information. I will send a screenshot of the page. I use cspire wireless using phone number (b) (6) and netgear556 from (b) (6). My IP addresses link back to all over us and including Singapore. My Facebook and gmail all have been hacked into. I have IP addresses if needed. Also people have tried to contact me and were not successful most of the time. I received texts sometimes the next day. My emails have been erased as well as my Google maps locations have been erased. My phone also loses cellular data at times for a couple of hours. This is continuing to happen to me. My computer which uses the above wireless networks has been remotely accessed. I wasn't home and my apps indicated the time and date it was opened. I haven't heard or spoke to anyone from fcc. I am sending a screenshot when I receive an email from fcc.

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**Ticket: # 724868 - Issues With AT&T DSL Internet****Date:** 12/25/2015 10:09:12 PM**City/State/Zip:** Ponchatoula, Louisiana 70454**Company Complaining About:** AT&T

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**Description**

I have multiple issues. This is a neighborhood issue. We have contacted AT&T several times and they tell us that they cannot do anything to fix the issues because we are on an old DSL platform in which they cannot order new parts to fix the issues, so we are out of luck for them to fix our issues. We have a (D-FITL) neighborhood. Our homes are less than 4 years old. They tell our neighborhood that it is because of the wires that were used to build our homes. They say that it is the equipment that AT&T has inside of our neighborhood, that it is so old, they cannot replace it. This are just a few of the bull crap lies they tell my neighbors and I. We are fed up with it. We pay AT&T an astronomical amount of money monthly and we are not getting what we pay for. The issues are as followed;

1. We NEVER... Get the advertised speed in which we am paying AT&T for. We contact them specifically about this issue and they tell us that it is because we use WiFi, So we hard wire our computers, same issues. I have attached a screenshot of the DSL modem connection information screen. AT&T States that they are sending 8MBPS to our homes, Look at the Several attached speedtest screen shots and tell me how they are sending 8MBPS when our speedtest show that we are receiving 3.5 MBPS at best. (Which you and I both know that you cannot do CRAP on 6MBPS Speed much less the messily 1.5-3.5 MBPS speed we are actually receiving)
2. The service is not reliable. It goes out several times a month. (Literally)
3. The cost we pay for Service.
4. We are in a Monopoly because we cannot choose another internet service provider.

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[Ticket: # 724910 - us fed gov](#)

**Date:** 12/26/2015 12:06:18 AM

**City/State/Zip:** La Jolla, California 92129

**Company Complaining About:** In God We Trust

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## **Description**

The fed gov as i see it stole all technology from my family! Many decades ago.

And in 2012 the us ATTORNEY General authorized the decoding of my bank account.pretty much all the money in the world.

Thats called theft! So before i sue you and take everything from you ill give you a chance to pay me back! You have 24 !!!

FROM WASHINGTON D.C.

+1

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[Ticket: # 724937 - Update to my complaint](#)

**Date:** 12/26/2015 2:36:37 AM

**City/State/Zip:** Berkeley, California 94702

**Company Complaining About:** Comcast

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## Description

I wanted to add an important point to my complaint: there at least 3 other homes on my block alone with the identical problem, which is well known to supervisor, Ryan Carrigan. Below is original complaint submission:

We have been paying for Comcast for years and for the last year our internet has been cutting out for 5 minutes every 30-60 minutes. I have been talking to supervisor, Ryan Carrigan, for 3 months and nothing has improved. I recently have attempted to escalate the issue by leaving his supervisor, Jason Hill, 4 messages without a call back. I need this problem solved.

I work from home as a (b) (6) and the frequent disruption of my Comcast service has caused me to lose contact with patients on the phone and video. These are patients with serious medical problems, some suicidal. I also give presentations in meetings and I am cut off during meetings due to Comcast service.

We are spending a lot of money every month for a service that is not functional and my efforts to escalate the issue have been ignored. This is unacceptable. Comcast should take care of their customers and provide service to paying customers. Internet is a necessary service just like water and garbage. Especially for my work with sick patients. Please help!

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**Ticket: # 725036 - Magnetic Radio to Human Network Interface****Date:** 12/26/2015 12:09:31 PM**City/State/Zip:** Marina, California 93933**Company Complaining About:** AT&T

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**Description**

Individuals / Organization / Agencies / responsible that has used Electronic Magnetic Frequency emitting equipment @ roughly 730am-7:47am on Saturday December 25, 2015 I receive the command as perceived intent of being malicious / harmful to my health in the State of California by these network radio apparatuses The misuse / use and report of these weapons / networks would include the transfer / deliverery / spread of illness and decease / bacteria / viruses with force and or negligence by creating the individual to forget to cover their mouth by the abduction of their native cognitive display via radio / network apparatus Meaning the apparatus used has been posses the capability and has been used to harass molest /annoy myself including the abilities to alter / delay / postpone / distort / augment change my the way I perceive my native cognition process with the intent to censor my speech, the spread of illness by causing an individual to forget to was their hands or cover their coughs, unnecessary unsafe contact with various objects and human contact, as well as violating my first amendment right continuously there for these assaults are ongoing and they are aware of the damage and violations of my Constitutional rights. I would describe the transport methods of this attack as a radio to human / human to radio / network / interface devices as well as using internet protocol / radio transceivers. Individuals / Organization / Agencies / individuals have used this network of equipment with the knowledge / know how / intent to terrorize me and assault others as there for have committed offenses stated above. Individuals / Organization / Agencies has made this a intent pattern of behavior clear to me and are aware of the extent of some of the damages / reported violations, that have occurred to myself, have been notified. (b) (6), continue to so habitually. Individuals / Organization / Agencies have not shown any remorse to leave me alone and have not indicated that they will do so.