
Ticket: # 1117745 - Comcast Internet Cap

Date: 8/2/2016 9:42:18 PM

City/State/Zip: Des Plaines, Illinois 60016

Company Complaining About: Comcast

Description

I don't understand how an internet company can set a cap on internet. Why doesn't the government set a cap on air as well? This is absolutely ridiculous and not even worthy of everyone's time. Please tell Comcast this isn't acceptable and let me have as much internet as I want for the ridiculous price they are already asking me to pay.

Just stop it Comcast. Seriously.

Ticket: # 1117897 - Comcast Data Caps

Date: 8/3/2016 1:06:11 AM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

Comcast is discouraging the use of video streaming services by placing caps on data usage and charging significant penalties for exceeding that cap. This has not reached my area yet but I'm outraged at the anticompetitive nature of such a policy as it is a blatant attempt to get customers to opt for Comcast's own services by making it more costly to use their competitor's. I want this practice to stop before it reaches my area, as I know it will sooner rather than later. I am already paying more than I can afford for internet and I don't have any other option in my area for fast internet. Comcast practically has a monopoly on internet of significant bandwidth in my area.

Ticket: # 1117999 - Internet competition

Date: 8/3/2016 8:53:01 AM

City/State/Zip: Gray, Tennessee 37615

Company Complaining About: Centurylink

Description

I live in an area not too far outside of Johnson City, TN. My only option for internet is DSL through Century Link. Let me tell you they know it. Comcast will put in a cable for \$2,000. Century Link will not upgrade or even send out a tech.

Ticket: # 1118191 - Daily mail Donation of 3 million Dollars

Date: 8/3/2016 10:47:02 AM

City/State/Zip: Cleveland, Ohio 44110

Company Complaining About: AT&T

Description

This was sent to my cell phone email. This is only the 2nd time I have every received a Spam email on my phone.

sent from pearliemae.smith@aol.com or earliemae.smith@aol.com

Ticket: # 1149723 - Comcast

Date: 8/19/2016 9:06:33 PM

City/State/Zip: Dowagiac, Michigan 49047

Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 1118739 - anti virus scam

Date: 8/3/2016 1:47:10 PM

City/State/Zip: Mesa, Arizona 85202

Company Complaining About: Cox

Description

i received a window on my computer saying i was not able to log on until another user got off , i'm the only user and always have been , company i received virus protection from funneled me to technical support who told me that if i hired them they would get my money back from the first company i had paid for protection

[Ticket: # 1118941 - Xfinity Internet access in both residential and commercial environments](#)

Date: 8/3/2016 2:32:35 PM

City/State/Zip: Lee's Summit, Missouri 64086

Company Complaining About: Comcast

Description

No matter where I go, when I have my WiFi activated on my cellphone, if Xfinity is in the area, their network automatically captures my phone and assumes that I want to use their network. However, in every case, there is absolutely no bandwidth available on their network, so effectively they are rendering my cellphone useless until I turn off my Wifi. Can this issue be addressed by the FCC?

Ticket: # 1119449 - Vendor is sending unsolicited emails and doesn't provide an opt-out method. CAN-SPAM violation!

Date: 8/3/2016 5:02:51 PM

City/State/Zip: Charlotte, North Carolina 28226

Company Complaining About: Time Warner

Description

Vendor has sent several emails and I haven't responded. They continue to send them even after a response telling them not to send any more. They also do not provide opt-out information via email or web interfaces as required.

MikeT is the latest sender (miket@ardentsupporttech.com);
Scott (scottk@ardentsupporttech.com) has sent several before him.

From: Mike at Ardent <miket@ardentsupporttech.com> Date: 8/2/16 12:16 PM (GMT-05:00) To:

(b) (6) > Subject: Quick Question

Hey (b) (6),

I've sent several emails regarding your storage, server and networking maintenance contracts.

Do you have 10 minutes to discuss the benefits associated with a Third Party Maintenance provider?

Mike Tiano | Support Contract Consultant

Ardent Support Technologies

Direct: 603-285-9484

www.ardentsupport.com

Brief

overview (video) of our company

Ticket: # 1119476 - ATT U-verse forcing bundling by upcharge on internet use if you don't

Date: 8/3/2016 5:13:06 PM

City/State/Zip: Crystal City, Missouri 63019

Company Complaining About: AT&T

Description

Received this email from ATT. First we are in our late 60's and retired on fixed income. We "cut the cord" cause TV was costing over \$100 per month which we can not afford. We watch Net Flix and New channel thru Apple TV -- During the past two years our internet cost has gone from \$20 month per to \$50 per month. Now they want to force us to use their TV service (U-verse or Direct) and if we don't charge us up to \$130 per month cause we stream NetFlix for \$12 per month. WRONG! WRONG! Copy of the email is attached.

Ticket: # 1119831 - (b) (6)

Date: 8/3/2016 7:22:27 PM

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: Comcast

Description

My complaint is the fact that COMCAST has placed a "limit" on they're broadband internet service. I feel broadband internet should not be limited and COMCAST is simply being anti-competitive. As a consumer, I feel cheated and taken advantage of.

Ticket: # 1120070 - Comcast Caps

Date: 8/3/2016 10:17:32 PM

City/State/Zip: Orland Park, Illinois 60462

Company Complaining About: Comcast

Description

"Comcast is changing the terms of services promised and contracted without opportunity for either negotiation or arbitration. Their claim that the revised caps do not inhibit the most common internet usage patterns viz a viz video streaming are ignorant of already-existing trends toward higher quality video including 4k.

Under the new cap, users with existing 4K televisions who wish to watch 4k content at the same rate as they do current HD content would very easily hit and exceed the cap.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation."

[Ticket: # 1098009 - biased news reporting](#)

Date: 7/22/2016 8:16:17 AM

City/State/Zip: Altoona, Pennsylvania 16602

Company Complaining About: Atlantic Broad Band

Description

Isn't there some regulation that news reports in the U.S. isn't propaganda like that used in the old Soviet Union?

Ticket: # 1120649 - international hacker

Date: 8/4/2016 11:34:37 AM

City/State/Zip: Greenwood, Arkansas 72936

Company Complaining About: Centurylink

Description

hacked by phone number 18553370031, identifying as microsoft, located in Mauratis or some such, Phillipines; running credit cards thru Panama City, Panama...card denied, has possession of phone, e-mail, may have infected my computer

Ticket: # 1120879 - XFINITY Internet Data Usage Limit Plans

Date: 8/4/2016 12:46:07 PM

City/State/Zip: Hoffman Estates, Illinois 60192

Company Complaining About: Comcast

Description

I recently received a notice from XFINITY(Comcast) that they were implementing a Internet data usage program that limit my current usage to 1 TB per month without additional cost. My complaint contains many levels and will detail as follows;

1. The limit on data usage was never presented when we originally signed up and changes the rules after the fact.
2. We recently 'cut the cord' and cancelled our cable subscription with XFINITY and stream all of our television programming. My belief is that the data usage limitation "trial" plan is a disguised anti-competition initiative to strike out against the streaming services and replace lost revenue by billing internet only users that use streaming services instead of cable.
3. We have 2 people that work from home and require internet access for their means of working. This will increase the cost of people working from with a usage plan at only 1 TB.
4. XFINITY does not count data that is used to view their own content, such as on-demand programs against their cable customers data usage. If the 1 TB data usage is applied to non-cable subscribers it should also be applied to cable subscribers, others this is discriminatory practices.
5. If this is indeed a trial program, they have not provided the duration of the program or what do they intend to conclude during this trial.
6. I would like to know how they selected the participants in their trial. If it iss people that have higher than normal data usage then it would target people that are not cable subscribers and probably use streaming services.

Ticket: # 1120901 - Comcast Data Caps

Date: 8/4/2016 12:52:36 PM

City/State/Zip: Aurora, Illinois 60504

Company Complaining About: Comcast

Description

Comcast is changing the terms of services promised and contracted without opportunity for either negotiation or arbitration. Their claim that the revised caps do not inhibit the most common internet usage patterns viz a viz video streaming are ignorant of already-existing trends toward higher quality video including 4k.

Under the new cap, users with existing 4K televisions who wish to watch 4k content at the same rate as they do current HD content would very easily hit and exceed the cap.

The additional complication of Comcast's de facto monopoly makes this unilateral change to the terms of service an unreasonably burdensome one on consumers, and should be strenuously opposed in favor of maintaining an open internet that encourages innovation.

Please be advised that I was only made aware of these changes 3 weeks before implementation, instead of a standard 60 or even 30-day notice.

Ticket: # 1121254 - AT&T Data-Capping

Date: 8/4/2016 2:30:22 PM

City/State/Zip: Shreveport, Louisiana 71105

Company Complaining About: AT&T

Description

I am absolutely disgusted with AT&T. I pay \$50 a month for U-Verse 3Mbps speed internet, and AT&T just sent me this deceptive and misleading email that they are now starting data-capping on their fiber-optics line. I can guarantee that some people won't even understand that this is not to their benefit due to the deceiving and fallacious tone they used in the email. Here is part of the email:

Hi (b) (6),

We have some good news: The monthly Internet data allowances for many U-verse® customers will be increasing soon!

U-verse High Speed Internet customers on plans with speed tiers up to and including 75 Mbps that are not bundled with either DIRECTV® or U-verse TV will now have a 1 terabyte (TB) data allowance as of August 21, 2016.

[Ticket: # 1121629 - Inaccurate meter and network neutrality issue.](#)

Date: 8/4/2016 4:25:14 PM

City/State/Zip: Palatine, Illinois 60074

Company Complaining About: Comcast

Description

We been put on UBB and the meter isnt accurate, it says we've used 226 GB but my asus RT68U says we've only used 186GB (both up and down totals). Also i would be fine with usage bassed billing if they had a way to simply shut off your internet if you didnt want to pay the overages. trying to push us to pay and extra 50 more a month for what was previously unlimited is nothing but a price hike disguised as something else.

Ticket: # 1121884 - Comcast and its unfair practices

Date: 8/4/2016 5:47:59 PM

City/State/Zip: Chicago, Illinois 60634

Company Complaining About: Comcast

Description

Comcast is changing the terms of services promised and contracted without opportunity for either negotiation or arbitration. Their claim that the revised caps do not inhibit the most common internet usage patterns. As time progresses and demand on increasing bandwidth grows, this should be considered unacceptable

Under the new cap, users with existing 4K televisions who wish to watch 4k content at the same rate as they do current HD content would very easily hit and exceed the cap. While many average Comcast subscribers may not be avid 4K video viewers, popularity will most likely grow and so will the number of people that will meet or exceed the cap.

Ticket: # 1122318 - Loss Of Internet**Date:** 8/4/2016 9:38:50 PM**City/State/Zip:** Queen Anne, Maryland 21657**Company Complaining About:** Verizon Wireless

Description

I would like to file a complaint against Verizon Wireless. I have an unlimited grandfathered account. I received a letter on July 21, 2016 stipulating that my account/line with the number of (b) (6) will be closed on August 31, 2016 unless I choose to move to another plan, a limited plan. The current plan attached to phone number (b) (6) is an unlimited grandfathered account.

This letter did not contain any specific information regarding my service plan—there was no information regarding usage amounts, opportunities for change or the over usage threshold for an unlimited grandfathered account. The letter states that Verizon Wireless is going to discontinue my unlimited data phone line due to "over usage." However, this is an unlimited line. Unlimited means unlimited. This letter is a form letter and does not give any details regarding why I received this letter.

After talking to a representative, I was informed that a certain amount of data will generate this letter. The customer service rep stated that the threshold to receive this termination letter was 500 Gigabytes. He also told me that only approximately 1,200 Verizon Wireless customers received this type of letter.

I am filing this complaint because I feel Verizon is discriminating against me, my family and my account with them.

[Ticket: # 1122676 - ISP home server rule](#)

Date: 8/5/2016 9:54:59 AM

City/State/Zip: Laurel, Maryland 20707

Company Complaining About: Verizon

Description

I have Verizon Fios internet service at my home, which allows high speed downloads and uploads. However, Verizon does not allow me to connect a host server computer, which means I cannot setup a home web-based business.

Would you please require all Internet Service Providers to allow home based web servers to be connected to their internet service?

Ticket: # 1122771 - Twitter Scam for Money

Date: 8/5/2016 10:57:45 AM

City/State/Zip: Levittown, Pennsylvania 19056

Company Complaining About: AT&T

Description

NeuroFuse is selling "pills" that are endorsed by a fake NBC News article under a fake NBC news twitter account. Not sure what these pills actually are but money is being scammed and people could be getting hurt. See attached screenshot.

Ticket: # 1122813 - Bright house Net neutrality violation

Date: 8/5/2016 11:17:25 AM

City/State/Zip: Orlando, Florida 32814

Company Complaining About: Bright House

Description

Bright house networks were using DNS to block users of PlayStation Vue a cable tv service from operating over the Bright house internet service sing DNS.

here is a link to the complaints that were reported on this one forum:

<http://community.us.playstation.com/t5/PlayStation-Vue-Support/LOADING-STREAM-URL/td-p/45893802>

I also spoke with two other people that have the same issue the common thread is all internet is provided by Bright house networks. I contact another Florida resident with Comcast and PlayStation they did not have the issue.

In the link provided, you can see this has affected people all over the state of Florida from Largo to Tampa including Orlando.

[Ticket: # 1124466 - Google blocking Microsoft products from accessing email](#)

Date: 8/6/2016 10:01:46 AM

City/State/Zip: Wheaton, Illinois 60187

Company Complaining About: Google

Description

Google implemented a block on Gmail that selectively blocks access from Microsoft mobile devices. As email is a necessity to communicate on the internet, and specifically targets a mobile platform, it should fall under anti-competitive regulations.

Ticket: # 1124580 - internet speed

Date: 8/6/2016 11:56:13 AM

City/State/Zip: Fredericktown, Missouri 63645

Company Complaining About: Centurylink

Description

After 5 years of complaining and a complaint with the FCC centurylink finally raised my connection speed from 0.512 to 1.76. recently we have been have a very slow connection speed again, as low as 0.12, I complained several times about my connection speed being so slow yet my bill continues the same? on my last complaint, i refered to my connection as completely CRAPPY. In response, centurylink has now cut my connection back to a 1.47. The reason this is wrong is because centurylink also controls the phone line I use and will not allow any other internet service providers to sell me internet, I know because I ask charter why I could not buy from them, that was their answer. It appears centurylink has a complete and total monopoly on our internet services and are allowed to charge whatever they wish for whatever connection speed they want you to have?

The last time I filed an FCC complain a letter was sent to centurylink, this time I would like for an actual person to investigate what centurylink is doing to me and my neighbors with our internet service.

I was not aware that they could cut my services down because I complained without saying anything and yet continue to charge me the same rate? PLEASE INVESTIGATE CENTURYLINK.

Ticket: # 1124868 - loud commercials

Date: 8/6/2016 4:46:13 PM

City/State/Zip: Plano, Texas 75025

Company Complaining About: Verizon

Description

cnn.com has very loud commercials, much louder than non-commercial videos. Isn't there a law against doing this? This is any annoying issue especially when using headphones.

[Ticket: # 1125584 - usage caps](#)

Date: 8/7/2016 5:27:05 PM

City/State/Zip: Huntington, West Virginia 25704

Company Complaining About: Armstrong Cable

Description

(b) (6)

Ticket: # 1125652 - Charge without any service and record of my order.

Date: 8/7/2016 6:59:49 PM

City/State/Zip: West Covina, California 91790

Company Complaining About: Frontier Communications

Description

I have contacted Frontier on July 29, 2016 to open internet service. And, Frontier has been charged \$ 70.00 on July 30, 2016. When, I called today, Aug. 07, 2016, Frontier does not able to find any record from my order. As I have provided all my information (include my date of birth, address and Social Security number to them (frontier). And, they have hold on call over 5 hours without any soluation.

Ticket: # 1126868 - Cannot change email address at multi billion dollar public company

Date: 8/8/2016 3:27:13 PM

City/State/Zip: Sarasota, Florida 34239

Company Complaining About: Apple

Description

Hi,

I have purchased \$1000s of goods and services from Apple computer, one of the largest companies by revenues and market cap in the world. I have been working with them for over a year in order to have the capability to change my email address for receipts and correspondence. However, I cannot and they do not seem to be working on a solution. I've also experienced a similar issue at BCBS of Florida. I think email portability should be similar to phone number portability in that consumers should be able to choose the email account they want correspondence to go to. thus, I am opening this complaint in the hopes that the FCC can look into this.

[Ticket: # 1126905 - Net Neutrality Comment](#)

Date: 8/8/2016 3:37:13 PM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1126908 - Net Neutrality Comment](#)

Date: 8/8/2016 3:37:29 PM

Description

Fax Ticket Ready For Data Entry

[Ticket: # 1126926 - Open Internet Comment](#)

Date: 8/8/2016 3:40:17 PM

City/State/Zip: Unadilla, New York 13849

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1127075 - All services...phone, internet, & fax are completely out - We are a Medical Office

Date: 8/8/2016 4:11:23 PM

City/State/Zip: Houston, Texas 77063

Company Complaining About: Comcast

Description

The consumer requested that Comcast immediately respond, to their business/office to repair their services. She stated that they are a Pediatric Therapy provider and Comcast has not only provided them with terrible service, terrible customer service, they have also put their patients at risk by being unresponsive to their requests for repair of these services. At the present time, all staff are using their personal cell phones to try to conduct business due to the fact that the internet, the phone, and all fax machines are completely out. This problem has been on-going for the last two weeks. The consumer stated that Comcast is basically putting them out of business and putting them in a bad position because they have left their patients at risk through this horrible service situation.

The Office manager, that contacted the FCC, stated that she has all of their email addresses and direct cell phone numbers. However, they are ignoring her contacts and any time that she does reach them, they have indicated that it is ALWAYS a problem with the node! The consumer stated that she has called countless times...more than 20 (at the very least). Comcast remains unresponsive and the problem is not ever totally fixed. Service comes back up for about 1 hour and then goes out again. Their office then has to start all over again by reporting the issue once more. The consumer requests immediate repair for this problem and she requests that Comcast immediately restore the services for which they pay.

Ticket: # 1127196 - Horrifying ad on baby music youtube video

Date: 8/8/2016 4:46:24 PM

City/State/Zip: Minnetonka, Minnesota 55343

Company Complaining About: Youtube

Description

Played a youtube video of baby lullabies for my 5month old baby girl. The ad that played for this was for a horror film which displayed a dead young girl who had her throat slit with blood everywhere! This was horrifying for me being someone who is against horror films all together, but especially for my impressionable and innocent daughter! I never want her exposed to that garbage. If a youtube video is baby or child related, horror ads should never play on those. Never! Please stop this from being something that is okay.

Ticket: # 1128299 - Google hiding certain trending searches in its Google trends site

Date: 8/9/2016 11:23:10 AM

City/State/Zip: Edina, Minnesota 55436

Company Complaining About: Google

Description

Google is refusing to show data about the trending search "Hillary Clinton diazepam" for the past 7 days, which was when it was discovered the Hillary takes the drug diazepam to prevent her seizures. I think Google (a major donor to Hillary) is trying to rig the election.

Ticket: # 1128961 - Comcast CLEARLY blocking Level 3 Traffic

Date: 8/9/2016 2:53:12 PM

City/State/Zip: Berkeley, California 94705

Company Complaining About: Comcast

Description

I have a comcast high speed connection (100Mbit) which is \$100/month.

They are *CLEARLY* allowing their peering conflicts with Level 3 to impact customer connections, but deny any issues.

The following video: <https://www.dropbox.com/s/456luyv7fxdltrj/Comcast-ConnectionIssues.mov?dl=0>

Shows clear evidence that when I engage a VPN to reroute traffic, that my connection resumes functioning - but this requires me to accept higher latency and PAY ANOTHER PROVIDER just to get a functional connection.

Ticket: # 1130703 - national network tv "news"

Date: 8/10/2016 11:23:04 AM

City/State/Zip: Cut Bank, Montana 59427

Company Complaining About: Content Complaint

Description

I have complained to @FCC Twitter, inviting look at (b) (2) Twitter account for particulars. One more example, there was nothing about violence in his most recent speech re: 2nd Amendment and NRA "voter block" is alone sufficient to elect, not because members of NRA, of course, but the gun owners numbers alone are that high and he has said so, nevertheless, the "news" coverage repeated over and over is as highly inflammatory as could be stated, and untrue. He gives speeches because national broadcast network tv has been nothing but hostile. The speeches are up online. The speeches are for people that want to know what he is saying, who is he really, and what is all the controversy about really - so they follow his campaign trail online. Facebook has a survey of 50,000 voters reported there; I suggest the survey showing 19% republicans is not a valid survey. The only authentic news is here and there on tv news, and for the most part is taking place on Facebook and Twitter, not national broadcast network tv that has been getting complaints at the FCC because the "news" is not anything like the standard of reporting news. I have complained to the FCC myself, because as a FCC license holder I am aware of the requirements, that and I know the full particulars of licensed two broadcast stations at two separate places.

Hillary' actual 'record is known.

National broadcast network tv is doing propaganda for Hillary and against Trump.

[Ticket: # 1270731 - Comcast data cap](#)

Date: 10/16/2016 9:28:58 PM

City/State/Zip: Far Hills, New Jersey 07931

Company Complaining About: Comcast

Description

Comcast is forcing users to stop using the Internet or pay for it after 1 tb of data is used

Ticket: # 1131132 - Internet provider, Excede

Date: 8/10/2016 1:20:12 PM

City/State/Zip: West Alexander, Pennsylvania 15376

Company Complaining About: Excede

Description

I have been having extreme difficulty with my internet provider over the past several weeks. After having the customer service guy out twice in two days, we got on the phone with technical support. Their response to me was that they had to know what sites I was trying to access, before granting access. Then, in order for me to keep my access I would have to settle for much slower speed from my satellite. They also told me that satellite was never to be a business option in the first place. 1 - I have had the service for 3 years without this trouble. 2 - I find their explanations unreasonable 3 - If this is true, there is false information in their sales/marketing .

Ticket: # 1131639 - Discriminated against new service for broadband

Date: 8/10/2016 3:41:22 PM

City/State/Zip: Bethesda, Maryland 20814

Company Complaining About: Comcast

Description

Dear Sir/Madam,

This is a consumer complaint against Comcast Xfinity) - Broadband

I recently moved to Bethesda Maryland where my apartment is served only by Comcast for broadband. My address is as follows:

(b) (6)

Bethesda, MD 20814(

)

When trying to get new cable and high speed Internet services from Comcast and picking for packages online, I am told when inputting my above residential address that I will not be served because my apartment has a hold due to a previous resident having not settled a bill with Comcast. I have taken up this complaint with Comcast account managers to no avail. I have informed Comcast that I am a new resident and that I had nothing to do with past tenants. My apartment managers were alerted to this issue and they too reached out to Comcast. I would like to ask the FTC, is it fair for a company like Comcast to discriminate me and hold me accountable for a previous tenant?

If you at the FTC would take these complaints seriously and litigate these companies on behalf of consumers like myself, we will not have these rogue companies with unethically behaving in this manner. I wish the government would seriously take action against these broadband monopolies, deregulate and break these companies up in order to offer greater choices for people who are victimized.

I suggest you at the FTC take legal action against Comcast for monopolistic, discriminatory, unethical and fraudulent business practices in protecting consumers like myself.

I have taken this matter up with the management of this apartment complex. They informed me that this is a unfair and unethical business practices of Comcast is not something they can help me with.

I would like a resolution to this issue and also correspondence to this complaint in writing in the normal mail. Email to me is a not a legal form of correspondence.

Thank you to your earliest and SERIOUS attention to this matter.

(b) (6)

Discriminated consumer

Ticket: # 1132314 - Internet connectivity

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

City/State/Zip: Little Rock, Arkansas 72223

Company Complaining About: AT&T

Description

For the past year I have had problems with internet connectivity. I have repeatedly called AT&T for support and/or used the online Troubleshoot & Resolution site.

Several months ago I complained to AT& T that the speed was not what I was paying for and was having problems with television service streaming and buffering.

An AT&T technician came to my house and "rewired" the internet service which improved service for a while.

I am now having problems with streaming interruption, internet connectivity and wifi connection.

Tonight after attempting to connect to the AT&T website for more than 10 minutes I have again been running the Troubleshooting site. After following directions and testing my router AT&T says there are no issues found.

My desktop computer, tablet and smart phone are all not connecting or connecting very slowly. These mobile devices have no problems connecting on other wifi networks.

The AT&T Troubleshooting website has been running for 45 minutes with not solution.

This is my second attempt to file a complaint with FCC today, the first timed out.

I pay for broadband service and I am not receiving it.

Ticket: # 1132315 - Internet connectivity

Date: 8/10/2016 8:48:30 PM

City/State/Zip: Little Rock, Arkansas 72223

Company Complaining About: AT&T

Description

For the past year I have had problems with internet connectivity. I have repeatedly called AT&T for support and/or used the online Troubleshoot & Resolution site.

Several months ago I complained to AT& T that the speed was not what I was paying for and was having problems with television service streaming and buffering.

An AT&T technician came to my house and "rewired" the internet service which improved service for a while.

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My desktop computer, tablet and smart phone are all not connecting or connecting very slowly. These mobile devices have no problems connecting on other wifi networks.

The AT&T Troubleshooting website has been running for 45 minutes with not solution.

This is my second attempt to file a complaint with FCC today, the first timed out.

I pay for broadband service and I am not receiving it.

Ticket: # 1133588 - Re: Exede Internet

Date: 8/11/2016 2:08:00 PM

City/State/Zip: Fort Valley, Georgia 31030

Company Complaining About: Exede

Description

This is a follow-up to your previous request #1109009 "Exede Internet"

Exede has yet to contact me regarding this matter. The original complaint has been closed for commenting. I doubt anything will be done regarding this. I have lost faith in the FCC. Our government is giving out millions of dollars in federal funds and the American people have nothing to show for it.

What Exede is doing to their customers should be a crime. Not only are they taking my money monthly, they are taking my tax dollars.

Ticket: # 1133723 - Comcast Net Neutrality Complaint

Date: 8/11/2016 2:49:03 PM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

Ticket: # 1133998 - Comcast Infinity

Date: 8/11/2016 3:54:17 PM

City/State/Zip: Wilmington, Illinois 60481

Company Complaining About: Comcast

Description

Unfair billing practices and/or price hikes. We are now up to 500 dollars to swith our service back on when we have asked repeatedly for some kind of payment plan. We have asked repeatedly for Internet without television, but will be forced to pay more for Internet alone. Channels that we had before suddenly dissappear and end up in a higher priced package. We are already paying 140 dollars a month. Yes. Our account is deliquent, I am not trying to get out of that. But what they keep telling us changes. First, all we had to pay was 143.90 and when we had the available funds it spiked to somewhere in the three hundreds. Now it's somewhere near 500 because they shut us off. I work from home (I need Internet to run my business) and when my husband got sick, t.v and Internet had to fall to the wayside. I understand about keeping up with my bills. But 140 month, half of which I don't want in the first place (t.v) in unreasonable. Please help us.

Ticket: # 1134115 - Suddenlink assigned an IP address assigned to Canada

Date: 8/11/2016 4:21:30 PM

City/State/Zip: Abilene, Texas 79606

Company Complaining About: Sudden Link

Description

The consumer stated that he has had internet service through Sudden Link for many years. However, about two and a half weeks ago, Sudden Link switched out their equipmentduring an upgrade. The Cable Modem Termination System, (CMTS), that was replaced is now provisioned with an IP address located in Canada. The consumer connects with the service via a VPN as part of his duties as a government contractor. The agency, for which he contracts, will NOT allow him to connect using a foreign IP address. The server does not even recognize his IP addressit shows that he has NO internet service. When the consumer searches for his location, it does show Abilene, TX. However, when he searches on the IP address, which begins with "47", it shows that he is in Ottawa, CD! The consumer requests that Sudden Link immediately provide him with a U.S. IP address/rectify this issue. He stated that has co-workers experiencing the same issue - they will separate complaints.

Ticket: # 1149725 - Nudity

Date: 8/19/2016 9:07:39 PM

City/State/Zip: Bernardsville, New Jersey 07924

Company Complaining About: Nj.com

Description

http://www.nj.com/politics/index.ssf/2016/08/nyc_parks_problem_with_nude_trump_statue_its_unper.html#incart_river_home

Ticket: # 1134994 - Google is fudging search results.

Date: 8/12/2016 6:51:46 AM

City/State/Zip: Portage, Michigan 49002

Company Complaining About: Google

Description

When I keyed the word "Trump" into the news tab on a Google search this morning, I received no search results from Fox news in the first 15 pages. This is not possible. Fox news is the most watched news channel and one of the most visited news websites. The only explanation is the Google is purposely fudging search results to promote news against Trump. Such actions violate journalistic standards and disrupt any semblance of what's left of the democratic process in America.

[Ticket: # 1135008 - Net Neutrality Comment](#)

Date: 8/12/2016 7:52:31 AM

Description

Fax Ticket Ready For Data Entry

Ticket: # 1136012 - Email spam

Date: 8/12/2016 2:37:44 PM

City/State/Zip: Indianapolis, Indiana 46219

Company Complaining About: Charter

Description

Kept trying to unsubscribe from Donald trump campaign emails without avail. Even sent an email to their unsubscribe address.

[Ticket: # 1136751 - Regional monopoly](#)

Date: 8/12/2016 6:38:36 PM

City/State/Zip: Cullowhee, North Carolina 28723

Company Complaining About: Frontier Communications

Description

Frontier communications holds a regional ISP monopoly and offers (I'd say subpar, but that's not an ideal description of how bad this is) miserable service. Only one ISP in my service area, I am only offered the lowest package (labelled as broadband, capped at 6MB/s), and when it goes out regularly I spend hours on hold to be told it will be days before it is fixed.

Ticket: # 1137994 - Privacy and civil and individual and us constitutional rights...

Date: 8/14/2016 12:20:26 PM

City/State/Zip: Fort Myers, Florida 33908

Company Complaining About: Straight Talk

Description

hearing ipaird or deaf men or for marreige and even notraiezing me for marrieg aor agreeing on some agremt or legal bindig agreemtn that the courst did not say that i legally or lawfully signes and me singel wiht some chruch faith chruchta that is non denom or not yet degreed in thoegloy and me wanting to go o PRincton And also the hearing..and the DMV and the eyes and the orange juice today out of order or win dixie and yeling and the polcie connecteing late nights or eveing and yelling connecte wiht me, Heidi Klum in some camera hack from topless work or her wokers poclie officer with here the Lowes aor Home Deprt front doors and online the internet haivng teh right to search the internt or online for loewes or home deport from doors or front doosr, liberty townsihp and (b) (6) for the french doors and his kappa freind or peer from AT&T who seemed to hack me from going bakc to school FDU a private non pub eduaitional reosuces onlie thank and the babay and ahving babies, CDC end. and hearing aids. jobs online jobs and magazines tlak are you deaf..gladys slow kids who take medication for anytihg stunt in the leg, deaf women or models and aduslt police officers who yelled or Baker act drivers or baker act police offiers who do beh. heatlh deaf or onine hearing and now wax the ears and GM and also the cust Brenda/deaf or h. impaired mena mena mean mean meann perons mean persosn ARod and others older and arts and ent. ..artists deaf? deaf from the live musice even Kim K today Kris JEnner Kaitland Kloe alwasy yelling Courtney sitting all weekend Brett Micael marrying me marrying me deaf disabled persons and mayfel was not eating..anoria moutainside getting my medical recoreds..nafra/deaf mean mean mean. no thanks...commucation online! now. imm. aSaP ADP or then the VP deaf or survillance for deaf. etc. disabled and then Morgan and MOrgan and Kushner and Kisherm and RUtgers law dpet...can you please get the right aid for teh survailance on the weekds, for the arts and Naitonal en. for the arts. thanks..and Fort mYer sherrif dept and ouch ouch WEst orange thank you. for talking disabled hiring, thank you cahtolics edu. and retarded slow adulst thank..ouch police uniform .and consualtes ,e mba. thanks ...immigrainot ICE>Rutgesre pRincston Unv. thanks online videos.

Ticket: # 1138974 - Comcast blocks HBO Go on PS4**Date:** 8/15/2016 12:56:17 PM**City/State/Zip:** Madison, Mississippi 39110**Company Complaining About:** Comcast

Description

I recently downloaded the HBO Go app on my PS4. I went to Hbogo.com/activate to activate my account, but I couldn't find Comcast/Xfinity on the list of HBO Go providers. I did a little bit more research, and I found out that everyone else has been having this problem as well. HBO relies on Service Providers to authenticate their app in order for customers to use it. Hundreds of other ISPs have done this already, yet the largest ISP in America hasn't. It's been over a year since HBO Go released on the PS4, and there is no excuse for this. Comcast is blatantly violating net neutrality laws, and they're getting away with it.

Ticket: # 1139073 - Comcast disconnecting my WiFi connection and connected me to their connection under their Xfinity brand

Date: 8/15/2016 1:27:37 PM

City/State/Zip: Keizer, Oregon 97303

Company Complaining About: Comcast

Description

Consumer stated that there is a practice by Comcast/Xfinity where they got in trouble for using customer's modems as a hot spot so they changed their name to Xfinity !!! He stated that there had been a Class Action suit against them regarding this practice because consumers did not want their modems being used as a hot spot. He stated that they have fake hot spots to get non-customers to sign on to their services for the purpose of advertising and soliciting non-subscribers for their services. The consumer stated what they are doing is illegal and that Xfinity connected his cellular phone to their hot spot and disconnected him from his own Wi-Fi connection with CenturyLink. The consumer stated that there is no option to "forget" the network/Comcast connection and there is no way to get rid of it - It is always there. It is now always on his cell phone. The consumer stated that he filed a complaint with Comcast's corporate office and received a case number from Leslie A (Comcast/Xfinity): ESL02639278

Ticket: # 1140399 - Re: XXXXX XXXXXXXX's complaint re: ISP Zero Rating

Date: 8/15/2016 10:53:52 PM

City/State/Zip: Normal, Illinois 61761

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1076198 (b) (6) complaint re: ISP Zero Rating"

I still have not received a response from Comcast on this issue.

Ticket: # 1140679 - AT&T Access program

Date: 8/16/2016 9:03:05 AM

City/State/Zip: Lawrence, Kansas 66044

Company Complaining About: AT&T

Description

I am a case manager working with a tenant at the Lawrence Douglas County Housing Authority. The tenant/consumer is unable to have internet through AT&T Access program, even though she qualifies financially by receiving SNAP. AT&T has stated that it does not exist in her area, when tenant across the street receives it. Reported to The FCC and AT&T claimed that tenant was set up with her internet, which is not true (see attachment). Letter was also sent concerning credit which has no bearing on this matter (see attachment). It is our belief that AT&T does not want to provide affordable internet to everyone as the stated to the FCC at the AT&T/Directv merger.

[Ticket: # 1147604 - T-Mobile - Net Neutrality](#)

Date: 8/18/2016 10:37:44 PM

City/State/Zip: Portland, Maine 04102

Company Complaining About: T Mobile

Description

T-Mobile's new plans charge money for certain kinds of data. This should be investigated as a possible violation of net neutrality.

[Ticket: # 1147616 - T-Mobile is killing net neutrality](#)

Date: 8/18/2016 10:55:16 PM

City/State/Zip: Indianapolis, Indiana 46220

Company Complaining About: T Mobile

Description

Please look into T-Mobile's neww 1 plan, of left unchecked more and more freedoms of access to the internet will slide away .

[Ticket: # 1145003 - vpn speed cutback 800%](#)

Date: 8/17/2016 8:49:51 PM

City/State/Zip: Arlington, Virginia 22201

Company Complaining About: Verizon

Description

Open Internet allows for security methods between client and secure servers. Verizon severely limits this speed

Ticket: # 1143116 - Dishonest Business Hiring Practice

Date: 8/17/2016 10:25:32 AM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Sitel

Description

Sitel corp a telecommunications outsourcing company is advertising for work at home positions. I completed their interview and studied the web site extensively. When the call came in, it immediately disconnected so I immediately called back and was told by "Chris Fleetwood" that I had missed the call and that he sent an email. I explained that call had dropped. He then stated that Sitel does not hire work at home if the applicant is within 50 miles of a brick and mortar building. This is nowhere on the website or within the application or within the online resources for job applicants.

So the company Sitel is conducting unfair business practices and engaging in deceitful hiring practices too.

I then escalated the matter to 2 other parties, neither of whom know what to do about this, or care.

Thousands of applicants are subjected to this deceit, please notify Sitel that if this is workathome@sitel.comany policy they need to state it clearly and in multiple places within their online information for job applicants and anyone who queries.

If this is not handled in this department please advise what state, federal or government agency does handle these issues,

Thank You,

(b) (6)

[REDACTED]

[REDACTED]

Ticket: # 1143171 - New Order

Date: 8/17/2016 10:46:18 AM

City/State/Zip: Monroe, New York 10950

Company Complaining About: Frontier Communications

Description

I had phone and internet service from Frontier, i ported out the phone number to another company but still wanted to keep internet service. but Frontier closed my whole account because the internet works only with a phone number. so I placed a new order for internet and i have been told several times by different departments that they can't find the order or that the internet will work in a few hours or that the internet will work in three weeks.

there is no communication in a communication company?

Ticket: # 1143318 - Re: time warner cable, incorrect billing constantly & lies about billing PLUS SERVICE!

Date: 8/17/2016 11:43:31 AM

City/State/Zip: New Berlin, Wisconsin 53151

Company Complaining About: Time Warner

Description

This is a follow-up to your previous request #227489 "time warner cable, incorrect billing constantly & lies about billing PLUS SERVICE!" !

NOW THAT I CAN FINALLY GET INTO THE FCC WEBSITE ... THIS IS A TYPICAL, DO-NOTHING, EXPECT-NOTHING RESPONSE FROM THE FCC!!!

Ticket: # 1145601 - T-Mobile Net Neutrality

Date: 8/18/2016 10:51:29 AM

City/State/Zip: Maple Valley, Washington 98038

Company Complaining About: T Mobile

Description

T-Mobiles new unlimited plan is now charging customers for the ability to watch HD video an additional 25 Dollar Fee.

[Ticket: # 1144369 - consistent unresolved issues](#)

Date: 8/17/2016 4:23:33 PM

City/State/Zip: Brigham, Utah 84302

Company Complaining About: Comcast

Description

Contacted comcast multiple times and have not received any fixes or assistance, they also set my modem up as a hot spot without my permission. this is theft of what I pay to comcast This company has brought me to tears over the fact that I am paying for service I rarely receive.

Ticket: # 1144300 - Non-USA Internet Control Effective Oct 1st

Date: 8/17/2016 4:06:00 PM

City/State/Zip: Sanapolis, Minnesota 55427

Company Complaining About: Comcast

Description

The secret to Trump properly dealing with women is quite easy.

It is found in the Bible, and certain passages thereof.

REFERENCES =

Leviticus 27:1-5, Numbers 5, Ecclesiastes 7:26-28, Isaiah 3:12, Nahum 3:13, First Corinthians 11:1-16 & 14:33-38, First Timothy 2:11-15 & First Peter 3:7.

[Ticket: # 1144716 - Am I being throttled?](#)

Date: 8/17/2016 6:14:48 PM

City/State/Zip: Seattle, Washington 98119

Company Complaining About: Comcast

Description

The internet is fine most of the time even with 2 xbox's running online multiplayer, my computer, my roommates computer, and 2 phones. But whenever one roommate gets on Netflix everything goes to shit in about 2 mins after getting on it. Is there a way for me to test this myself? Are they allowed to do this now if it is true? Xfinity btw

Ticket: # 1145195 - Re: ticket number 1079626: ungoing issues with Time Warner

Date: 8/17/2016 11:42:40 PM

City/State/Zip: Brooklyn, New York 11211

Company Complaining About: Time Warner

Description

Problem has not been resloved. Time Warner has sent 7 technicians to my apartment since the 4th of July! Problem was temporary fixed about 3 weeks ago. Since then there have been four separate 'service interruptions in my area' (as told by the representative) however when speaking with the office of the president they say there is no issue. My neighbor is also having the same issue . as of right now I have no internet.

Attached find video proof and speed test results.

Ticket: # 1145310 - Metered Internet service

Date: 8/18/2016 5:38:00 AM

City/State/Zip: Rockford, Illinois 61101

Company Complaining About: Comcast

Description

Comcast is charging double for what it provided before. service is poor and the internet speeds rarely meets the rate we are being charged for.

[Ticket: # 1145502 - T-Mobile Network Neutrality](#)

Date: 8/18/2016 10:12:04 AM

City/State/Zip: San Antonio, Texas 78209

Company Complaining About: T Mobile

Description

T-Mobile just announced they will no longer count data (everything unlimited). Except it isn't everything. Extra fees for tethering. Extra fees for HD video. This is blatantly against Network Neutrality and should be stopped.

Ticket: # 1145525 - T-Mobile One Net Neutrality Violation

Date: 8/18/2016 10:21:42 AM

City/State/Zip: San Antonio, Texas 78229

Company Complaining About: T Mobile

Description

T-Mobile just announced that you can pay an additional \$25 to get high speed hd video on your mobile device under their new T-Mobile One plan. This is exactly the "Pay for faster lanes" situation happening here, clearly breaking net neutrality rules. This type of behavior in the wireless industry must be stopped since if this is allowed the rest of the companies will follow by making their own fast lane fees with different names.

[Ticket: # 1145639 - T-Mobile Uncarrier 12](#)

Date: 8/18/2016 11:03:45 AM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: T Mobile

Description

Charging more for HD content is exactly what Comcast and other large ISPs want to do. T-Mobile SHOULD not get a free pass because they're trying to fix the cell industry.

Ticket: # 1145616 - T-Mobile's new Uncarrier Plan rolling out on September 6th

Date: 8/18/2016 10:56:50 AM

City/State/Zip: Hammonton, New Jersey 08037

Company Complaining About: T Mobile

Description

T-Mobile is 'simplifying' their different plan options to one. This ends up having them require us to pay an additional \$25.00 a month on top of the \$70.00 a month for High Definition video streaming. This definitely seems to go against the Net Neutrality, by paying more to get higher quality content.

[Ticket: # 1145631 - Tmobile \\$25 fee for HD video](#)

Date: 8/18/2016 11:01:59 AM

City/State/Zip: Antelope, California 95843

Company Complaining About: T Mobile

Description

This fee is contrary to net neutrality and should not be allowed to stand

[Ticket: # 1145645 - T-Mobile's new plan goes against the ideals of net neutrality](#)

Date: 8/18/2016 11:04:49 AM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: T Mobile

Description

T-Mobile's new cell service package (T-Mobile One) requires that one pay extra to stream HD video. This is a clear violation of net neutrality.

Ticket: # 1145733 - T-Mobile Data Plans

Date: 8/18/2016 11:28:59 AM

City/State/Zip: Denver, Colorado 80222

Company Complaining About: T Mobile

Description

T-Mobile is trashing Net Neutrality literally right now. Their new data plans put limitations in place that force customers to pay more just to access services on their network at a quality that is already being paid for (e.g. Netflix streaming).

Ticket: # 1145740 - T-mobile is forcing new customers to have standard video

Date: 8/18/2016 11:31:06 AM

City/State/Zip: Las Cruces, New Mexico 88011

Company Complaining About: T Mobile

Description

T-mobile introduced their new plan T-mobile One today and it will be forced on new customers in the middle of September which has them put at standard video definition, but if they want HD video they have to pay \$25 per line. The current plans as of right now can stream standard and high definition video with no extra cost, with Bingeon enabled or disabled, which the customer can decide which is best for them.

Ticket: # 1145744 - T-mobile ONE violating Net Neutrality

Date: 8/18/2016 11:31:32 AM

City/State/Zip: Arlington, Texas 76012

Company Complaining About: T Mobile

Description

T-mobile announced their new ONE plans. It means you have to pay an additional \$25 monthly for access to high definition content. If you don't pay the extra fee, your data will be slowed down.

Ticket: # 1146216 - T-Mobile HD Video Fee

Date: 8/18/2016 1:38:02 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1145746 - T-Mobile ONE- Violation of Net Neutrality

Date: 8/18/2016 11:31:58 AM

City/State/Zip: Chula Vista, California 91910

Company Complaining About: T Mobile

Description

T-Mobiles new data plans are a clear and dangerous violation of net neutrality. Charging extra \$25 dollars to unlock HD video streaming is completely against net neutrality. If allowed to happen it will continue to set a bad precedent for carriers to attempt to charge extra for certain types of media. Terrible.

Ticket: # 1147534 - T-Mobile

Date: 8/18/2016 9:26:12 PM

City/State/Zip: Virginia Beach, Virginia 23464

Company Complaining About: T Mobile

Description

T-Mobile is painfully abusing net neutrality. Their new plan force you to pay EXTRA just to stream an HD video? How is that legal? It's not.

Ticket: # 1146179 - T-Mobile One

Date: 8/18/2016 1:29:08 PM

City/State/Zip: Aptos, California 95003

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1145808 - T-mobile Upcharge for HD Video

Date: 8/18/2016 11:50:25 AM

City/State/Zip: San Francisco, California 94103

Company Complaining About: T Mobile

Description

I would like to make a complaint about the new T-mobile ONE plan. Today T-mobile USA launched new plans that only allow SD video unless you pay an extra \$25/mo. Prior to this, it was optional whether you enabled their "BingeOn" SD video feature and came at no additional charge, but for these new plans you have to pay in order to disable the feature. This is intrusive and is an attack on the neutrality of the internet.

Ticket: # 1145826 - T-Mobile Violating Net Neutrality

Date: 8/18/2016 11:58:00 AM

City/State/Zip: Pleasanton, California 94588

Company Complaining About: T Mobile

Description

With T-Mobile's new T-Mobile One plans they are advertising that everything is unlimited but they are being very deceptive. If you want HD video, that is a \$25 per month add-on, a clear case of slowing video down while letting other services be fine. The previous plans let you turn it off for no fee, but now you need to pay to get back to Net Neutrality.

Ticket: # 1145822 - T-Mobile Uncarrier 12 - Net Neutrality Violation**Date:** 8/18/2016 11:57:34 AM**City/State/Zip:** Armada, Michigan 48005**Company Complaining About:** T Mobile

Description

The new T-Mobile One plan introduced by Uncarrier 12 includes a clause that forces customers to pay more for "HD content". The wording suggests "Binge On", which shrinks otherwise 1080p video down to 480p, will be forced upon all T-Mobile One subscribers. To turn it off (enable HD streaming), subscribers must pay an additional \$25/line/month. This is a blatant violation of net neutrality, and I am disappointed that T-Mobile is taking this step after advocating for the policy. Seriously considering a switch to Google's Project Fi if Uncarrier 12 is not reversed.

Ticket: # 1145823 - T-Mobile charging for high quality HD video

Date: 8/18/2016 11:57:37 AM

City/State/Zip: Austin, Texas 78758

Company Complaining About: T Mobile

Description

T-Mobile is charging users for higher quality video on their network. Additional \$25/line for HS video.

<https://newsroom.t-mobile.com/news-and-blogs/rip-data-plans.htm>

From the above link:

With T-Mobile ONE, even video is unlimited at standard definition – typically DVD quality (480p) – so you can stream all you want from ANY video site out there. For customers who want higher definition video, T-Mobile ONE has you covered too with an HD add-on for \$25 a month per line.

Ticket: # 1145824 - T-Mobile

Date: 8/18/2016 11:57:51 AM

City/State/Zip: Northridge, California 91324

Company Complaining About: T Mobile

Description

T-Mobile's latest "Uncarrier" event violates net neutrality.

Ticket: # 1145845 - T Mobile USA net neutrality violation complaint

Date: 8/18/2016 12:05:44 PM

City/State/Zip: Cincinnati, Ohio 45230

Company Complaining About: T Mobile

Description

T Mobile is going to be charging for paid prioritization of video traffic with their new T Mobile One plan that will be replacing all the current plans they offer now. There will no longer be a free option to turn Binge On off with these new plans. In order for Binge On to be turned off on the new plans you have to pay T Mobile USA \$25.00 per line. Charging for paid prioritization goes against the FCC Net Neutrality Order.

Ticket: # 1145853 - Throttling Video Quality unless Fee is Paid

Date: 8/18/2016 12:08:55 PM

City/State/Zip: Leander, Texas 78641

Company Complaining About: T Mobile

Description

T-Mobile's new "T-Mobile One" plan is a clear violation of Net Neutrality. In the service, they offer "Unlimited" Data. All video is compressed to standard definition and if we want to see all videos in HD, there's a \$25 HD access fee. Unlimited Data should be as defined. Unlimited. No Restrictions

Ticket: # 1145872 - Tmobile use data "prioritization"

Date: 8/18/2016 12:17:48 PM

City/State/Zip: St Petersburg, Florida 33702

Company Complaining About: T Mobile

Description

Tmobile unlimited data after 20 is highly deprioritized

[Ticket: # 1145897 - T-Mobile's new One Plan](#)

Date: 8/18/2016 12:26:11 PM

City/State/Zip: Sioux Falls, South Dakota 57104

Company Complaining About: T Mobile

Description

This plan violates net neutrality by limiting data speed on the plan to 1.5mbps for all video content. This limit applies ONLY to video content, and can be removed by \$25 monthly upcharge, which is against the Net Neutrality rules currently in effect.

Ticket: # 1145936 - T-Mobile HD video fee

Date: 8/18/2016 12:33:36 PM

City/State/Zip: Baton Rouge, Louisiana 70818

Company Complaining About: T Mobile

Description

T-Mobile announced changes to their cell phone plans today. One of the stipulations of the plan is that standard definition video is included in the plan, but if you want High Definition video you will have to pay \$25 per line. This is a blatant violation of net neutrality. HD video should not cost the user extra money.

Ticket: # 1145926 - T-Mobile ONE violates Net Neutrality

Date: 8/18/2016 12:31:46 PM

City/State/Zip: San Francisco, California 94116

Company Complaining About: T Mobile

Description

T-Mobile's new T-Mobile ONE plan violates Net Neutrality as they are forcing users to watch video at standard definition (up to 480p). If users want higher definition video, they are required to pay an additional \$25 a month per line.

More can be read about T-Mobile ONE here: <https://newsroom.t-mobile.com/news-and-blogs/t-mobile-links/t-mobile-fact-sheet.htm>

Ticket: # 1145947 - T-Mobile One and Net neutrality

Date: 8/18/2016 12:37:16 PM

City/State/Zip: Lexington, Kentucky 40511

Company Complaining About: T Mobile

Description

I believe that by requiring customers to pay a fee in order to access HD content via T-Mobile's One plan, they are in direct violation of Net Neutrality. With their BingOn plans, I thought that by allowing customers to opt-out of the service made sense. To require a fee to access the HD content is a huge step back and is very consumer hostile.

[Ticket: # 1146003 - T-Mobile's new T-Mobile ONE upcoming Data plan/Uncarrier 12](#)

Date: 8/18/2016 12:50:18 PM

City/State/Zip: Hammond, Indiana 46324

Company Complaining About: T Mobile

Description

T-Mobile's new data plan titled T-Mobile One goes against Net Neutrality. The new plan offers unlimited data which is great, however in order to tether your phone as a hotspot you must purchase the additional 5 GB or 10 GB in order to use the feature, HOWEVER, the "hotspot" data is slashed from 3G/4G LTE to 2G data speeds. The speeds alone come out to 128 kbs which is too slow to even be able to watch video or load into a simple game online through Facebook for example. The new plan just seems so ridiculous, you go from an already good plan to one that ruins the whole point of having a mobile hotspot for accessing the internet on the go.

Ticket: # 1146114 - TMobile1

Date: 8/18/2016 1:10:41 PM

City/State/Zip: Altamonte Springs, Florida 32714

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146155 - T-MOBILE NEW PLAN DETAILS

Date: 8/18/2016 1:22:18 PM

City/State/Zip: Chula Vista, California 91913

Company Complaining About: Cox

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146159 - Net Neutality

Date: 8/18/2016 1:22:39 PM

City/State/Zip: Spring, Texas 77386

Company Complaining About: T Mobile

Description

Tmobile is violating the net neutrality with charging extra for HD video, and forcing us on their own plans. Worse it also makes us opt in on these forceful plans, so new and current customers do not have any choice on selecting different plans. Finally tmobile is refusing to abide with title II where the wireless providers can not discriminate or slow down traffic forcefully, so not only are they forcing their customers to settle with these plans, but they are also committing false advertisement saying they have unlimited 4g lte data, when in reality everything is limited to 1.5 mbps streaming or not. So overall they are violating the open internet and title II for wireless utilities order of not slowing down or discriminating traffic, so customers don't have a choice.

[Ticket: # 1146170 - T-Mobile One plan violates net neutrality](#)

Date: 8/18/2016 1:27:17 PM

City/State/Zip: Tonawanda, New York 14150

Company Complaining About: T Mobile

Description

T-Mobile's new "One" plan blocks all hd video services from its unlimited data plans. This is a clear violation of net neutrality as they are picking hd video services to be excluded from your internet access thus giving an advantage to anyone providing service in sd. That is of course unless you fork over more money to get a true plan without limits. This will slow technological advancements and the adoption of hd video services. T-Mobile should not be able to pick winners and losers and should not be able to charge more to use the an unlimited internet plan without restrictions. At the very least they should not be able to call this plan unlimited as it clearly has limits.

Ticket: # 1146211 - T-Mobile's new Uncarrier 12

Date: 8/18/2016 1:36:38 PM

City/State/Zip: Piscataway, New Jersey 08854

Company Complaining About: T Mobile

Description

My family has been a t-mobile subscriber for almost 3 years now. I had no issues with Music streaming not counting towards the bill. I was ok with the optional BingeOn feature they rolled out a few months ago. I have serious issues with the always on BingeOn unless you pay and metered tethering unless you pay features they just announced this morning.

They are going to do serious harm to the standings that you have laid out in Net Neutrality months ago. They are quite literally asking for more money to have access to certain types of data, while making deals for these services with content providers.

Link to the announcement:

<https://www.youtube.com/watch?v=L-RW9Q7zI1E>

[Ticket: # 1146289 - T-Mobile \\$25 add on for HD video](#)

Date: 8/18/2016 1:59:02 PM

City/State/Zip: St Louis, Missouri 63110

Company Complaining About: T Mobile

Description

T-mobile's new mobile plan is unlimited data but now charges \$25 to enable HD video. Believe this is a violation of net neutrality

[Ticket: # 1146315 - T-Mobile's new ONE plan goes against net neutrality](#)

Date: 8/18/2016 2:05:22 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data. Before BingeOn was an option the consumer could turn on/off, but with this new plan it is a forced option.

[Ticket: # 1146333 - Net neutrality issues with new Tmobile plan](#)

Date: 8/18/2016 2:11:28 PM

City/State/Zip: Louisville, Kentucky 40220

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146342 - T-Mobile One Plan

Date: 8/18/2016 2:14:57 PM

City/State/Zip: Philadelphia, Pennsylvania 19148

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1146345 - T-Mobile ONE: Net Neutrality](#)

Date: 8/18/2016 2:15:50 PM

City/State/Zip: Manalapan, New Jersey 07726

Company Complaining About: T Mobile

Description

T-Mobile introduced a new plan today that requires an additional fee to stream HD video and an separate fee to use tethering. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146348 - T-Mobile ONE Plan

Date: 8/18/2016 2:16:17 PM

City/State/Zip: Garland, Texas 75043

Company Complaining About: T Mobile

Description

Today, T-Mobile announced their new ONE plan. In addition to just being an outright bad deal, the plan violates an FCC ruling. T-Mobile limits video to SD quality on this plan, and demands a \$25/month/line ransom to get HD video. This is in direct violation of the Net Neutrality rules. Please stop T-Mobile from engaging in this consumer-unfriendly practice.

[Ticket: # 1146365 - T-Mobile ONE Net Neutrality](#)

Date: 8/18/2016 2:20:57 PM

City/State/Zip: Madison, Alabama 35758

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146407 - T-Mobile ONE Plan

Date: 8/18/2016 2:31:34 PM

City/State/Zip: Bellmore, New York 11710

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146436 - T-Mobile One

Date: 8/18/2016 2:39:49 PM

City/State/Zip: Woodside, California 94062-4841

Company Complaining About: T Mobile

Description

Today T-Mobile announced its T-Mobile One plan. As a T-Mobile customer, this new plan greatly concerns me. While advertised as "unlimited data", video streaming is limited to standard definition resolutions. With previous plan, this feature could be disabled by the customer, but under the new plan, you have to pay an extra \$25 per month to stop T-Mobile interfering with your video streaming.

This seems like a blatant disregard for net neutrality.

While existing customers can keep their plans, new customers cannot opt out, and I worry that existing customers will eventually be forced into the new system.

Ticket: # 1146448 - New T-Mobile Plans violate Net Neutrality

Date: 8/18/2016 2:42:23 PM

City/State/Zip: Waltham, Massachusetts 02453

Company Complaining About: T Mobile

Description

Please review and consider taking action on tmobiles new plans <https://newsroom.t-mobile.com/news-and-blogs/t-mobile-links/t-mobile-fact-sheet.htm>

Ticket: # 1146527 - T-Mobile Violating Net Neutrality

Date: 8/18/2016 3:08:02 PM

City/State/Zip: Chaska, Minnesota 55318

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

<https://newsroom.t-mobile.com/news-and-blogs/rip-data-plans.htm>

Ticket: # 1146504 - T-Mobile One

Date: 8/18/2016 3:03:16 PM

City/State/Zip: Lancaster, New York 14086

Company Complaining About: T Mobile

Description

T-Mobiles new One plans are a violation of net neutrality, because they essentially introduce a \$25 fee for HD video streaming. This is against net neutrality because there is a speed limit on only one type of content, and a charge is required to remove the limit.

[Ticket: # 1146508 - T-Mobile ONE](#)

Date: 8/18/2016 3:03:36 PM

City/State/Zip: Middlesex, New Jersey 08846

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146550 - Internet charges

Date: 8/18/2016 3:18:01 PM

City/State/Zip: Topeka, Kansas 66604

Company Complaining About: AT&T

Description

Att had agreed in June that my on going bill will be for every month on going. They had a promotion and gave me a price I could afford. However, over this past year I have had to battle every. FCC had helped, but ATT did not honor their commitment. I talked to the president's assistant Ms. Lolita Harris , 214-464-2964. Please help again

ATT has blocked my emails so I could show their verification of \$140

Thank you

(b) (6)

Topeka Kansas 66604

(b) (6)

Ticket: # 1146560 - Tmobile One charging more to receive high definitoin video

Date: 8/18/2016 3:24:25 PM

City/State/Zip: Louisville, Kentucky 40208

Company Complaining About: T Mobile

Description

Tmobile One, Tmobile's newest plan, is unlimited data, at 480p video, but if you want to stream higher, you have to pay an additional \$25. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

<https://explore.t-mobile.com/t-mobile-one>

Ticket: # 1146563 - T-Mobile UnCarrier 12 and violation of Net Neutrality

Date: 8/18/2016 3:25:04 PM

City/State/Zip: Springfield, Massachusetts 01119

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1146577 - T-mobile new plan violates net neutrality](#)

Date: 8/18/2016 3:27:14 PM

City/State/Zip: San Gabriel, California 91775

Company Complaining About: T Mobile

Description

Hi, T-mobile just announced plans to charge \$25 for new customers who want High-Definition video streaming. I think this is a violation of net neutrality. Before, with their Binge-on program, people could choose to opt-out without paying extra. Now, people have to pay extra. This is wrong. Please intervene!

Ticket: # 1146604 - T Mobile One

Date: 8/18/2016 3:34:52 PM

City/State/Zip: Westminster, California 92683

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146613 - T-Mobile

Date: 8/18/2016 3:37:36 PM

City/State/Zip: Las Vegas, Nevada 89156

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146627 - T-Mobile Net Neutrality Abuse

Date: 8/18/2016 3:42:18 PM

City/State/Zip: Newport, Kentucky 41071

Company Complaining About: T Mobile

Description

T-Mobile announced a price increase, forced video streaming at SD video quality and a \$25 charge per month to view that stream in HD.

Their claim is that as a current customer these changes don't affect me, but my concern is that I will soon be forced to pay more than I do today to only see video in SD, and forced to pay even more to stream in HD.

[Ticket: # 1146720 - T-Mobile net neutrality violation](#)

Date: 8/18/2016 4:10:15 PM

City/State/Zip: Norman, Oklahoma 73072

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1146688 - T-Mobile "Unlimited Plan"

Date: 8/18/2016 3:59:04 PM

City/State/Zip: No, Alabama 20850

Company Complaining About: T Mobile

Description

In order to stream HD video in T-Mobile's new "unlimited" plan, you have to pay a \$25/month fee. This is a direct violation of Net Neutrality.

Ticket: # 1146764 - TMobile Binge On & One HD Streaming Fee

Date: 8/18/2016 4:20:31 PM

City/State/Zip: Stony Brook, New York 11790

Company Complaining About: T Mobile

Description

I am a very happy T-Mobile customer and have been for almost two years now but recently and famously, T-Mobile introduced Binge On which zero rates any music streaming service if you agree to limit bandwidth to 480p streaming. It is completely optional and luckily for me I can disable it since I have unlimited data. For others it's a nice sacrifice to save data and money on their monthly wireless plan under T-Mobile program. Key points here are that it's optional to every user and any streaming service can be whitelisted after communicating with T-Mobile.

However, today, T-Mobile announced a new plan called T-Mobile One that offers unlimited data, period, except that video streaming is limited to 480p. As in Binge On is mandatory and you have to pay \$25 to allow higher streaming rates on an Unlimited Data plan. That is extremely hypocritical and is absolutely violating Net Neutrality rules because there are going to be no other plans to choose from past Sept 6th from T-Mobile when this launches. It is paying \$25 extra fee, a month, to be allowed to stream at higher bandwidths. It is paying \$25 a month for a fast lane on an Unlimited Data Plan. This is blatant violation of Net Neutrality and I ask you to please look into this. If this is allowed stand, what will stop any other ISP or cellular provider from creating fast lanes the public has outraged against for years and you have fought diligently to stop this far. Please look into this. I love T-Mobile but this is too far.

Thank you for all you do for the American Public. You are not nearly appreciated and respected as you should be.

Sincerely, a worried T-Mobile Customer.

[Ticket: # 1146784 - T-Mobile ONE plan is in violation of net neutrality](#)

Date: 8/18/2016 4:26:08 PM

City/State/Zip: Madison, Wisconsin 53703

Company Complaining About: T Mobile

Description

I'm certain that this has been reported numerous times today, but the newly announced plan from T-Mobile is a clear violation of net neutrality by forcing users to spend \$25 to access HD quality video with the data which they paid for. Their prior Binge On service functioned similarly, but could be turned off and was purely optional. This is forced upon new users utilizing this ONE plan.

[Ticket: # 1146884 - T-Mobile net neutrality](#)

Date: 8/18/2016 4:58:02 PM

City/State/Zip: Hilliard, Ohio 43026

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1146928 - T-Mobile ONE](#)

Date: 8/18/2016 5:08:21 PM

City/State/Zip: Southfield, Michigan 48075

Company Complaining About: T Mobile

Description

T-Mobile is phasing out their current plans and introducing a single new plan called "T-Mobile ONE" which limits all mobile tethering data to "2G speeds" and limits all video streaming to 480p quality, about 1.5 mbps. If customers want to watch video without that limitation, they are required to pay \$15 additional per line per month to do so. This is a disgusting and direct violation of Net Neutrality, and I urge the FCC to step in and take action on this gross, anti-consumer behavior.

Ticket: # 1146987 - T-Mobile Violation

Date: 8/18/2016 5:34:27 PM

City/State/Zip: Fontana, California 92335

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1146998 - Net neutrality violation tmobile](#)

Date: 8/18/2016 5:35:49 PM

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147147 - T-Mobile Uncarrier 12 Plan](#)

Date: 8/18/2016 6:16:22 PM

City/State/Zip: Albany, California 94706

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data

[Ticket: # 1147136 - T-Mobile violating net neutrality...again.](#)

Date: 8/18/2016 6:11:23 PM

City/State/Zip: Oak Park, Illinois 60304

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147175 - T-Mobile ONE](#)

Date: 8/18/2016 6:32:17 PM

City/State/Zip: Hudson, Ohio 44236

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147202 - T-Mobile ONE Violates Net Neutrality

Date: 8/18/2016 6:43:16 PM

City/State/Zip: Costa Mesa, California 92627

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147235 - Net Neutrality violation](#)

Date: 8/18/2016 6:58:24 PM

City/State/Zip: Union, New Jersey 07083

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147310 - T-Mobile Net Neutrality issues.](#)

Date: 8/18/2016 7:23:40 PM

City/State/Zip: Simi Valley, California 93065

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147348 - T-Mobile net neutrality violation](#)

Date: 8/18/2016 7:47:01 PM

City/State/Zip: Atlantic Highlands, New Jersey 07716

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147365 - T-Mobile ONE Plan

Date: 8/18/2016 7:53:48 PM

City/State/Zip: Lafayette, Louisiana 70503

Company Complaining About: T Mobile

Description

Having a fee to disable binge on is a huge issue to me. Current binge on is already gray area, but at the very least it could be overridden so essentially it was just unlimited 480p as a bonus. Now you don't have any choice but to pay \$25/mo to get HD streaming- this is a slap in the face for net neutrality.

Ticket: # 1147514 - T-Mobile ONE: Extra charges for streaming HD videos

Date: 8/18/2016 9:17:18 PM

City/State/Zip: Menlo Park, California 94025

Company Complaining About: T Mobile

Description

T-Mobile recently announced a new, single wireless plan which is so called "unlimited" yet has extra charges to opt-out of its enforced low bit rate, standard definition video for most video streaming services.

I belive this is a direct violation of Net Neutrality where customer has to pay extra to access original product.

[Ticket: # 1147403 - New T-Mobile One Plan](#)

Date: 8/18/2016 8:08:59 PM

City/State/Zip: Franklin, Indiana 46131

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, going into effect for customers on September 6, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147415 - t-mobile hd video upcharge](#)

Date: 8/18/2016 8:15:55 PM

City/State/Zip: Guttenberg, New Jersey 07093

Company Complaining About: T Mobile

Description

T-Mobile's new T-Mobile ONE, requires an additional \$25 fee to stream HD videos (otherwise locked in at 480p). This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147426 - T-Mobile One new wireless plan](#)

Date: 8/18/2016 8:22:11 PM

City/State/Zip: Birmingham, Alabama 35243

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147437 - T-Mobile violation of Net Neutrality](#)

Date: 8/18/2016 8:29:09 PM

City/State/Zip: Northbrook, Illinois 60062

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147438 - Violation

Date: 8/18/2016 8:29:14 PM

City/State/Zip: Henderson, Nevada 89012

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data

[Ticket: # 1147546 - T-Mobile charging for HD video streams](#)

Date: 8/18/2016 9:34:44 PM

City/State/Zip: Winter Park, Florida 32792

Company Complaining About: T Mobile

Description

T-Mobile has just announced a new plan, "T-Mobile ONE," per the announcement, this plan costs an additional \$25 to stream HD video. This is certainly a net neutrality violation because it requires additional payment to stream different types of data.

Ticket: # 1147535 - T-Mobile One

Date: 8/18/2016 9:26:19 PM

City/State/Zip: New York, New York 10075

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147470 - T-Mobile BingeOn Service

Date: 8/18/2016 8:46:54 PM

City/State/Zip: Reynoldsburg, Ohio 43068

Company Complaining About: T Mobile

Description

T-Mobiles BingeOn service is violating net neutrality laws. They are now charging extra for HD videos to be watched on your mobile device.

[Ticket: # 1147477 - comcast](#)

Date: 8/18/2016 8:55:01 PM

City/State/Zip: Edwardsburg, Michigan 49112

Company Complaining About: Comcast

Description

Comcast going to make all costumers to have a data plan for there internet service. the data plan is not high enough for people who streaming HD videos or higher and console or pc gamers. video creators who do youtube or live streaming from there own home etc. home internet shouldn't have data bandwidth they are going charge users if they go over the bandwidth.

[Ticket: # 1147503 - T-Mobile Net Neutrality Violation.](#)

Date: 8/18/2016 9:09:19 PM

City/State/Zip: Flushing, New York 11367

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147513 - T-Mobile is violating Net Neutrality](#)

Date: 8/18/2016 9:15:15 PM

City/State/Zip: Shrewsbury, Massachusetts 01545

Company Complaining About: T Mobile

Description

T-Mobile announced a new plan today, 08/18, that violates net neutrality in that it limits the video streaming quality unless you pay an additional \$25 on top of the monthly plan.

[Ticket: # 1147537 - T-Mobile ONE - Wireless Service Plan](#)

Date: 8/18/2016 9:26:47 PM

City/State/Zip: Reno, Nevada 89503

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147544 - T Mobile's new plan violates net neutrality](#)

Date: 8/18/2016 9:34:13 PM

City/State/Zip: Pike Road, Alabama 36064

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147551 - T-Mobile One Violates Net Neutrality

Date: 8/18/2016 9:35:43 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147625 - T-Mobile

Date: 8/18/2016 11:08:31 PM

City/State/Zip: Chandler, Arizona 85225

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

I request that the commission take aggressive action, to stop the blatant violation of the law.

Ticket: # 1147586 - T-Mobile is Breaking Net Neutrality

Date: 8/18/2016 10:11:42 PM

City/State/Zip: Benton, Arkansas 72019

Company Complaining About: T Mobile

Description

I am currently a T-Mobile customer and T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data. I urge force the FCC to put a stop to this and for T-Mobile and John Legere to know that they can't get away with this.

[Ticket: # 1147588 - Charging for HD video](#)

Date: 8/18/2016 10:12:34 PM

City/State/Zip: Carthage, Texas 75633

Company Complaining About: T Mobile

Description

Starting September 6th to stream HD video will cost an extra \$25 a month.

Ticket: # 1147609 - T-Mobile ONE Data Plan

Date: 8/18/2016 10:49:52 PM

City/State/Zip: Kirkwood, Missouri 63122

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced a new phone data plane called T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

See this press release: <https://newsroom.t-mobile.com/news-and-blogs/rip-data-plans.htm>

[Ticket: # 1147666 - T-Mobile one](#)

Date: 8/18/2016 11:50:25 PM

City/State/Zip: Maryville, Tennessee 37804

Company Complaining About: T Mobile

Description

T-Mobile has introduced a new plan that requires you to pay an additional fee to access HD videos. On top of this, it's the only option for subscribers. This fly's in the face of net neutrality

Ticket: # 1147704 - T-Mobile and Sprint Plans

Date: 8/19/2016 1:16:56 AM

City/State/Zip: Auburn, Alabama 36830

Company Complaining About: T Mobile

Description

The new T-Mobile and Sprint "One" plans violate net neutrality. I am begging you, the FCC, in case you somehow magically forgot where you worked, to strike these ideas down. Charging extra for HD streaming is paramount to robbery of the internet, all ideas should travel equally. Please enforce the new rules that have been setup by the commission. T-Mobile is a pipe and should not be allowed to modify the data traveling through said pipes. Thank you for your time and all the hard work you do to serve people who are ungrateful sometimes.

Sincerely,

(b) (6)

Ticket: # 1147682 - T-Mobile One Plan

Date: 8/19/2016 12:26:50 AM

City/State/Zip: Scranton, Pennsylvania 18510

Company Complaining About: T Mobile

Description

Starting in September, T-Mobile will be forcing all new customers into an unlimited data package with an extra \$25/month fee to enable HD video streaming. This new plan forces consumers into a single "unlimited" package that only enables the full functionality of the internet with additional monthly fees.

The FCC should forbid both wireline and wireless carriers from charging fees to access higher definition content. The best course of action is to make services like "BingeOn" illegal, even if in some cases it does benefit the consumer.

T-Mobile has been the wolf in sheep's clothing by passing off obvious net neutrality violations as pro-consumer business decisions. Now, they've taken that a step further by forcing customers to purchase an additional tier of service to speed up streaming video.

Ticket: # 1147686 - T-Mobile One Volations

Date: 8/19/2016 12:37:28 AM

City/State/Zip: Richardson, Texas 75080

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data. I have been a long time customer, and this is not in the best interest of consumers.

Ticket: # 1147694 - Net Neutrality Violation

Date: 8/19/2016 12:43:42 AM

City/State/Zip: Aurora, Colorado 80011

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE as the only wireless phone service they will offer from September onwards. This service requires an additional \$25 fee to stream HD videos (streaming SD videos is included for free). This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147714 - T-Mobile ONE

Date: 8/19/2016 2:12:09 AM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147797 - T-Mobile ONE Plan

Date: 8/19/2016 8:31:05 AM

City/State/Zip: Tarpon Springs, Florida 34689

Company Complaining About: T Mobile

Description

T-Mobile introduced a new plan on 8.18.2016 called "T-Mobile ONE". This plan will become available on 9.6.2016 and will be the only plan offered. The plan limits the quality of video streaming to 480p, similar to their Binge On feature, however, this plan does NOT give the customer a choice between having video streaming quality reduced and HD quality without ordering an HD add-on feature for an additional \$25 per month.

Ticket: # 1147735 - T-Mobile Infringing On Net Neutrality

Date: 8/19/2016 3:05:00 AM

City/State/Zip: Orlando, Florida 32825

Company Complaining About: T Mobile

Description

T-Mobile has decided to begin charging extra fees in order for its users to be able to access HD content that is already readily available on websites. Without the fee they will restrict your access to certain data from sites which goes directly against net neutrality that we've been fighting for. Please look into the matter and do everyone a favor by keeping net neutrality alive.

Ticket: # 1147771 - T-Mobile Net Neutrality Violation

Date: 8/19/2016 7:45:04 AM

City/State/Zip: Cleveland, Ohio 44111

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147758 - Tmobile HD video fees](#)

Date: 8/19/2016 7:15:52 AM

City/State/Zip: Tulsa, Oklahoma 74112

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1147761 - Complaint about TWC now known as Charter about most likely never upgrading my area to 300/20

Date: 8/19/2016 7:18:51 AM

City/State/Zip: Endicott, New York 13760

Company Complaining About: Time Warner

Description

This is a complaint about TWC now known as Charter most likely failing there bargain for taking over TWC. According to NY agreement Charter has to upgrade the entire area including my area in Endicott,NY to 300/20. They most likely never will and would like a complaint today.

The upgrade process has stopped in my area and my 6190 shows only 9 channels down / 4 up.

Would love to have more upload which charter never provides. This would benefit me since i plan to stream on twitch soon ((b) (6)) . This impacts me and knowing charter's history they will never do it.

Ticket: # 1147763 - Net neutrality violation

Date: 8/19/2016 7:22:13 AM

City/State/Zip: Syracuse, New York 13204

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1147780 - T-Mobile new wireless plan](#)

Date: 8/19/2016 8:06:39 AM

City/State/Zip: Philadelphia, Pennsylvania 19115

Company Complaining About: T Mobile

Description

Tmobile has recently decided that it will only offer one post paid cell phone plan this September called TMobile One, which naturally only streams video at 480p, and requires a \$25 per month fee to stream HD video. This is a violation of net neutrality rules as the new plan requires payment of a monthly fee to receive certain types of data for certain websites.

[Ticket: # 1147786 - T-mobile ONE plans](#)

Date: 8/19/2016 8:15:08 AM

City/State/Zip: Fairfax, Virginia 22033

Company Complaining About: T Mobile

Description

Violation of net neutrality rules by charging \$25 extra per month for HD video

Ticket: # 1147847 - T-mobile violating Net Neutrality laws

Date: 8/19/2016 9:26:55 AM

City/State/Zip: Arlington, Virginia 22203

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data. This needs to be investigated and stopped immediately.

Ticket: # 1147939 - T-Mobile Introducing Additional Fee for HD Video Streaming

Date: 8/19/2016 10:23:44 AM

City/State/Zip: Lake Mary, Florida 32746

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD quality video. This is a direct violation of net neutrality as it requires additional payment to receive certain types of data.

Ticket: # 1147944 - Comcast line down on side walk

Date: 8/19/2016 10:24:53 AM

City/State/Zip: Orange Park, Florida 32073

Company Complaining About: Comcast

Description

I called contest today to complain about a down-line and was told that it would take 4 days for them to get someone out. I asked to speak to a supervisor, but conveniently they were all in a meeting. I told the operator that time frame was unacceptable. So after going back and forth. A (tier 2) associate informed him to write a new ticket. Their are children all over the area I live, and a hanging cable is a 911 issue to me.

Ticket: # 1148148 - Child Defamation and Bullying by a Reporter

Date: 8/19/2016 11:26:38 AM

City/State/Zip: Glen, New Hampshire 03838

Company Complaining About: Frame Of Mind Photography

Description

(b) (6) [REDACTED] harassed and bullied my fifteen year old daughter. He then taunted and encouraged others to do so on his personal site and his business site.

Ticket: # 1148128 - Net Neutrality violation

Date: 8/19/2016 11:22:09 AM

City/State/Zip: Sinking Spring, Pennsylvania 19608

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1148298 - Combined Insurance Continues to send emails after requesting them to stop](#)

Date: 8/19/2016 12:12:12 PM

City/State/Zip: Marietta, Georgia 30006

Company Complaining About: T Mobile

Description

I have asked several Combined employees to stop sending emails and they continue to send emails. I am sick and tired of receiving emails after I have asked them nicely at least 10 times when responding to the emails.

[Ticket: # 1148943 - net neutrality](#)

Date: 8/19/2016 3:23:00 PM

City/State/Zip: Staten Island, New York 10305

Company Complaining About: T Mobile

Description

T-mobile and Sprint are violating in their new plans

Ticket: # 1148346 - Uncarrier 12 Violating Net Neutrality

Date: 8/19/2016 12:27:58 PM

City/State/Zip: Brookfield, Wisconsin 53005

Company Complaining About: T Mobile

Description

<https://newsroom.t-mobile.com/news-and-blogs/rip-data-plans.htm>

Ticket: # 1148385 - T-Mobile ONE HD Fee

Date: 8/19/2016 12:39:10 PM

City/State/Zip: Eagle, Idaho 83616

Company Complaining About: T Mobile

Description

T-Mobile's new One plan requires a \$25 monthly fee to stream videos in high definition. The old Binge On system was a free toggle, but now this is a paid switch. I believe this violates Net Neutrality rules, and this fee should be abolished.

[Ticket: # 1148671 - T-Mobile massively violating Net Neutrality](#)

Date: 8/19/2016 2:04:03 PM

City/State/Zip: Orlando, Florida 32826

Company Complaining About: T Mobile

Description

T Mobile's Binge On service violates Net Neutrality, that is undeniable. Previously, however, it was able to be turned off on all plans. Now the One Plan that they're offering (the only postpaid plan they will be offering when it comes out) will make disabling Binge On impossible. This is an egregious violation of Net Neutrality, and the closest thing an American company has done to begging the FCC to shut it down in history.

Do your damn job. Stop this nonsense.

Ticket: # 1149396 - T-Mobile ONE violates net neutrality

Date: 8/19/2016 5:24:01 PM

City/State/Zip: South San Francisco, California 94080

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data. Please investigate and enforce net neutrality rules accordingly. Thank you.

Ticket: # 1149698 - Nudity

Date: 8/19/2016 8:35:56 PM

City/State/Zip: Bernardsville, New Jersey 07924

Company Complaining About: Nj.com

Description

a Photo of a nude male is displayed on a website for minors to see.

http://www.nj.com/politics/index.ssf/2016/08/nyc_parks_problem_with_nude_trump_statue_its_unper.html#incart_most-comments

Ticket: # 1149918 - Mobile Throttling in the face of Net Neutrality

Date: 8/20/2016 5:17:07 AM

City/State/Zip: Elburn, Illinois 60119

Company Complaining About: Sprint

Description

Is the FCC going to enforce Net Neutrality, or simply be ignored and and allow consumers to be misled and disrespected the Mobile Companies?

Ticket: # 1153798 - Open Internet

Date: 8/23/2016 8:18:48 AM

City/State/Zip: Dever, Colorado 80203

Company Complaining About: T Mobile

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1150114 - frontier throttling](#)

Date: 8/20/2016 12:09:53 PM

City/State/Zip: Seminole, Florida 33772

Company Complaining About: Frontier Communications

Description

Since frontier took over Verizon severe throttling of bandwidth is continuing on Youtube and Netflix against FCC mandate.

Ticket: # 1150535 - T-Mobile One on Net Neutrality

Date: 8/20/2016 5:52:59 PM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: T Mobile

Description

T-Mobile introduced their new plan called T-Mobile One and it goes against net neutrality. They are prioritizing 480p traffic over their network and consumers will have to pay additional \$25 if they want HD, per line.

Ticket: # 1150647 - Comcast Data plan

Date: 8/20/2016 7:53:22 PM

City/State/Zip: Schaumburg, Illinois 60194

Company Complaining About: Comcast

Description

Comcast decided to start a data plan on my service and I am outraged. Capping my limitations on how much I use my internet is pure BS. When we deal with our phone service data plans for 3G/4G internet at least I can go home and be worry free about using my data on my phone. But now you want me to worry about how much data I am using on the internet? DO I REALLY Want to have to worry about how much I AM USING every single day. That's one more piece of freedom taken from us that we cherished. And it's now being capped, beyond frustrated. Someone needs to fight this, you can't charge overage fee's when there wasn't any overage issues in the first place out of thin air. I didn't sign up for this when I signed my contract with Comcast!

Ticket: # 1150649 - T-Mobile Possibly

Date: 8/20/2016 7:53:39 PM

City/State/Zip: Staten Island, New York 10306

Company Complaining About: T Mobile

Description

It seems the new TMOBILE One plan is a clear violation of the net neutrality act. Press release on this below from T-Mobile:

<https://newsroom.t-mobile.com/news-and-blogs/rip-data-plans.htm>

My main concern is the following listed within the release:

"With T-Mobile ONE, even video is unlimited at standard definition – typically DVD quality (480p) – so you can stream all you want from ANY video site out there. For customers who want higher definition video, T-Mobile ONE has you covered too with an HD add-on for \$25 a month per line. And, T-Mobile ONE includes all the Mobile Hotspot data you want at 2G speeds."

[Ticket: # 1150689 - Not unlimited](#)

Date: 8/20/2016 8:59:39 PM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: AT&T

Description

Why does AT&T promotes unlimited data if they slow down my speed after 22gb?

Ticket: # 1150773 - T Mobike

Date: 8/20/2016 11:56:16 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: T Mobile

Description

I am growing increasingly concerned about T Mobile's unfair and non-neutral treatment of data, particularly with their new T Mobile One plan and its extra fees for HD streaming.

Ticket: # 1150799 - T-Mobile One Violates Net Neutrality

Date: 8/21/2016 1:42:34 AM

City/State/Zip: Allen, Texas 75002

Company Complaining About: T Mobile

Description

I believe T-Mobiles recently announced plans that include charging \$25 to access full speed data is a violation of net neutrality. It used to be free to turn it off.

Ticket: # 1151092 - Censorship , discrimination and unequal treatment based upon political opinion (Conservative vs liberal)

Date: 8/21/2016 4:08:28 PM

City/State/Zip: Madison, Tennessee 37115

Company Complaining About: Facebook

Description

Facebook has employees who practice blatant discrimination using bullying techniques, hacking personal information and censorship to limit free speech and deny equal expression of political opinions. They block conservative posters for expressing opposing political opinion to the Democrat and liberal political views of Facebook's liberal Democrat support. Community standards, guidelines and rules against stalking, harassment, threats and personal attacks against individuals and groups of people are ignored when the party being reported is a liberal and/or employee of Facebook. Posters who report these abuses and threats are then blocked or banned from using Facebook social communications for extended 30/40 to unlimited number of days to force censorship of equal expression of political opinions. Appealing, presenting proof no rule of guideline was broken results in haughty, satirical responses with no effort to answer or show proof a conservative post violated their standards or guidelines nor recognize when a liberal or Facebook employee 's post violated their rules, regulations and standards and guidelines. I am a victim of this stalking, harassment, threats and unjustified censorship.

Ticket: # 1151102 - Facebook using unlawful discrimination, censorship and using Facebook administrators, monitors and complaints employees to deny equal expression of pol

Date: 8/21/2016 4:25:16 PM

City/State/Zip: Madison, Tennessee 37115

Company Complaining About: Facebook

Description

Facebook employees, administrators, monitors and complaints team violating the members right to equal expression of political and religious (Christian) speech and communications. Facebook authorizes and utilizes appointed individuals as administrators, monitors, complaint review team to stalk, harass, threaten, hack personal information, denigrate and censor victims who express approval and support of conservative politics, political parties, Christian religion, political candidates, office holders and censor them from equal expression through Facebook. Posted Community standards of violations rules and guidelines are not followed to address liberals and Facebook representatives who violate them nor are they used to allow free and equal expression of the conservatives they censor and harass.

Ticket: # 1151192 - Ok cupid dating website

Date: 8/21/2016 6:23:47 PM

City/State/Zip: Greenville, South Carolina 29617

Company Complaining About: T Mobile

Description

I am a customer and a match wanted me to send \$300 overseas to bail him out. I previously sent a \$70 gift but learned my lesson. His screen name is smillinn....he disabled his profile....

Ticket: # 1152296 - Too many commercials

Date: 8/22/2016 2:26:48 PM

City/State/Zip: Vancouver, Washington 98683

Company Complaining About: Centurylink

Description

I am in the Portland, OR market.

There are too many commercials on my TV set. Why do I have to endure this? either the stations are not charging enough for their time or the station is trying to jam too many commercials into our homes.

(b) (b) (6)

Ticket: # 1151891 - Biased Journalism

Date: 8/22/2016 12:18:05 PM

City/State/Zip: Covington, Louisiana 70435

Company Complaining About: Charter

Description

Yahoo as most media have shown their anti Trump pro Hillary coverage of this 2016 presidential election. This sort of journalism would only be expected in the Soviet Union. I like many others are disappointed of this biased journalism, it is another encroachment of our foundation of American Freedom with such dictatorship coverage of an election. Some of your CEO's should get out out of the pockets of Corporate America and their political puppets in all branches of government and report on the unbiased truth and facts of both candidates. Let the American people make an informed decision based on unbiased, truthful reporting, which was the reason of the creation of journalism, for which many of its founders suffered extreme repercussions.

Ticket: # 1152456 - House phone calls

Date: 8/22/2016 3:22:50 PM

City/State/Zip: Wheaton, Maryland 20902

Company Complaining About: Verizon

Description

Incoming calls to my home that I am unable to call back.

(b) (6)

[Ticket: # 1153407 - T-Mobile ONE](#)

Date: 8/22/2016 8:53:02 PM

City/State/Zip: Salt Lake City, Utah 84115

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1153200 - Comcast data cap is wrong for my small business](#)

Date: 8/22/2016 7:02:56 PM

City/State/Zip: Cooper City, Florida 33330

Company Complaining About: Comcast

Description

As a small business owner with a production company that uses the internet heavily I find the cap that Comcast imposes on my internet usage is wrong and should not be allowed.

In these Unites States no one company should have the monopoly on any market. I hope the FCC do something about this.

Ticket: # 1153356 - Suspected Bandwidth Throttling Comcast

Date: 8/22/2016 8:22:49 PM

City/State/Zip: Gilbertsville, Pennsylvania 19525

Company Complaining About: Comcast

Description

Repeatedly, over the course of the past four months, when I attempt to use the Netflix app to watch streaming content, the download speed is severely diminished. I am a Comcast subscriber and I have noticed frequent slow downs in my internet service in the evenings (when I am most prone to surf the web) and the reduced speeds are exacerbated by using Netflix. My package with Comcast is supposed to provide 20-30 Mbps.

[Ticket: # 1153574 - Slowed internet speeds on comcast](#)

Date: 8/22/2016 11:08:55 PM

City/State/Zip: Carol Stream, Illinois 60188

Company Complaining About: Comcast

Description

I have been receiving slow speeds on some devices and on YouTube and Netflix.

[Ticket: # 1153603 - Art low cost internet access program](#)

Date: 8/22/2016 11:41:09 PM

City/State/Zip: Hayward, California 94545

Company Complaining About: AT&T

Description

My application for AT@T Access program has been repeatedly denied. They say I don't meet SNAP requirements. I am a California resident on SSI, yet they keep refusing me. My SSI income is \$49.00, which social security keeps do to overpayment. Yet I am still on SSI and they don't get that...rather simple.

Ticket: # 1154411 - Deceptive Business Practice from Comcast

Date: 8/23/2016 12:29:29 PM

City/State/Zip: Oakland, California 94619

Company Complaining About: Comcast

Description

In July 2016 I was coerced by Comcast, against my better judgement, into agreeing to a complex service contract which I did not understand. As a result I have been charged a hidden fee of \$110 in order to discontinue doing business with a company with dishonest and exploitative policies.

Comcast had for two years been increasingly unable to deliver the internet-only service which I had been paying for, apparently not under sort of contract. I had been a loyal Comcast customer always paying my bills on time, for a period of over 10 years for a total of about \$10,000 over that period.

I contacted Comcast by telephone in July with a request that the service be made reliable and that it actually deliver the stated access speed specification for which I was being charged about \$70 a month.

Comcast said they could provide me with adequate service only if I purchased a much-more-expensive service "bundle." I told them I did not need the "bundle" but did want reliable internet service at the speed for which I was being charged.

Comcast replied that they would provide me with the "bundle" at about the same price I had been paying. I was instructed to respond on-line to an "agreement" to obtain adequate service which I did. I did not read the "agreement" closely, I did not understand that it was a contract of any kind and I was not warned that I would incur a penalty fee if I broke a condition of the contract.

Within hours after concluding the telephone conversation my internet service speed was significantly increased and my service became reliable where it had not been for the previous two years.

In August I reflected on my confusing and exploitative experience with Comcast and decided to obtain internet access from another vendor. I then obtained an adequate alternative service.

On August 22 a few days before the end of the current period of my prepaid monthly Comcast service, I notified Comcast by telephone that I wanted to cancel my service with them. I was told that that was no problem. After several minutes of answering their questions and waiting I was informed that I would have to pay a \$110 fee for canceling my service. I replied that I was not previously told of this fee and that the fee was not clearly stated as a condition of any agreement I had made with them.

My perspective is thus: Comcast allowed my service to deteriorate. They offered to actually deliver the service that I had not been receiving but paying for only if I would sign a disguised contract of commitment whose termination conditions were not clearly stated or about which I was not warned.

My new and far-more-ethical internet service vendor has been very clear about the conditions of my contract, repeatedly identifying it as such and verbally and emphatically pointing out its time period and termination conditions.

Comcast has been deceptive and unethical. I request that I be made whole by the following:

1. Comcast admit their deceptive practice in a letter of apology to me and send copies of the letter to the Better Business Bureau, the Federal Communications Commission, the California Public Utilities Commission and the California Attorney General.
2. Any termination fees charged to me be cancelled.

Ticket: # 1154592 - apartment complex signing exclusive agreement with ISP

Date: 8/23/2016 1:28:54 PM

Description

I live in Salt Lake. All of the new apartment complexes are forcing consumers to use a internet provider that they get kick backs from. These exclusive deals were supposed to be illegal. Thousands of consumers in SLC alone do not have choice of which broadband provider they use. The rental market is very tough so people can't just up and move to another location. For example: wasatch properties, (b) (6) Salt Lake City, UT 84111

Ticket: # 1155293 - Threats and censorship

Date: 8/23/2016 4:43:44 PM

City/State/Zip: Ventura, California 93001-2343

Company Complaining About: Charter

Description

There are some right wing websites that have invited themselves on my Facebook timeline and begin spewing highly biased and inflammatory rhetoric, much of which has the potential to incite violence. This is followed by biased comments to these posts that actually threaten the life of our President and Hillary Clinton. The main instigator of these is Media Research Center, MRC. When I respond to these with facts, in hopes of convincing the few low information people of the dangers this poses to the country I will do it to all of the comments similar to this. Then FACEBOOK will block my messages as SPAM without any regard to the content of my messages or the dangers most of these comments pose. I have asked Facebook to consider the content of my responses as well as the dangers and damage these posts and comments represent, but to date it has been ignored and most likely it is a computer generated action. I understand free speech and bias, but this crosses boundaries, particularly when you challenge those posts that lie about taking guns away or religion.

Here is a message I sent to FACEBOOK several times, which was never answered or ignored: I am responding in a civil manner to posts and comments that are based on lies, propaganda and assaults on democracy with potential for violence. Facebook promotes this give and take, yet blocks my freedom of speech and rights as an American. I guess it is time to contact the FCC, ACLU and constitutionally savvy legal minds and have Facebook justify their actions.

If you will go to the conservative blogs on facebook and read their comments you will see people threatening to kill the president and liberals as well as other disgusting lies and inflammatory rhetoric that have proven to have incited violence. That is not freedom of speech, that is criminal. Why does FB condone this and block me when all I do is respond with facts. Maybe I should discuss this with attorneys and the FCC.

Ticket: # 1155675 - Potential Threat for Loss of Job Due to Cancellation of Internet service by Earthlink/Retaliatory Behavior by CenturyLink

Date: 8/23/2016 6:55:41 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: Centurylink

Description

We filed this complaint due to getting much lower speeds than what we were contracted for. We average around 0.4 Mbps when we are contracted for up to 1.5 Mbps. I don't know what the response from EarthLink was, but over the past 7 days CenturyLink has canceled our service twice. Both with out notice. We fully believe that this is retaliation on CenturyLink's part due to EarthLink's diligence in trying to resolve our FCC complaint. I work in a call center by remotely connecting from home. I have already missed 3 days of work the past week due to no Internet. I now have to relocate 1.5 hrs away just to work the rest of this week. After that, I dont know what I'm going to do. There are no other options for Internet service here other than CenturyLink, who now won't allow us to have service. I could potentially lose my job and our only source of income because of this. Should I file another complaint directly against CenturyLink? Or should I just start thinking litigation? My only access to the internet is now my cell phone which has spotty service.

Due to the cancellation of internet service by Earthlink, the consumer is requesting to subscribe to internet service directly through CenturyLink .

Ticket: # 1155686 - Spoofing Issue with phone

Date: 8/23/2016 7:01:01 PM

City/State/Zip: Stevens Point, Wisconsin 54481

Company Complaining About: Us Cellular

Description

Friend notified me that she received a call under my name and number and I didn't call her. She said she actually talked to someone on the line who told her "(b) (6)" said to call you. Don't you remember meeting me the other weekend?"

Ticket: # 1156389 - UnConstitutional Regulation of Public Internet

Date: 8/24/2016 10:38:42 AM

City/State/Zip: Gretna, Nebraska 68028

Company Complaining About: Centurylink

Description

This act is hypocritical ad free speech for kids across the internet for the kids in mostly high-school who cant play games that are even E rated like your act says it allows. let kids play what they want and make ad filters not internet filters .

[Ticket: # 1156194 - T-Mobile violation Net Neutrality](#)

Date: 8/24/2016 8:48:41 AM

City/State/Zip: Mechanicsburg, Pennsylvania 17050

Company Complaining About: T Mobile

Description

With T-Mobile's Uncarrier 12 movement, net neutrality is being blatantly violated. They offer "unlimited" data to everyone, but certain portions such as HD video must be paid for separately.

Ticket: # 1157670 - I'm being hacked

Date: 8/24/2016 4:37:15 PM

City/State/Zip: Mountain Lake Park, Maryland 21550

Company Complaining About: Us Cellular

Description

I can not exactly recall my first complaint. Originally, I used, this email account: (b) (6) .

I filed in my complaint against:

(b) (6)

Maryland,21550

My complaint consisted of him: Illegally (Hacking) my iPhone. (b) (6) uses an algorithm. This single algorithm has programmer's robotic (Bots) features. (b) (6) monitors -All features in which my iPhone has (Icons).

(b) (6) , to this date is hacking my iPhone.

Noteworthy

This is my second time, making a formal complaint against him.

Ticket: # 1159434 - Unwanted Text messages

Date: 8/25/2016 1:39:21 PM

City/State/Zip: Palm Coast, Florida 32164-5909

Company Complaining About: Sprint

Description

Received 3 different text messages at same time- 1:25PM eastern time today from three different numbers- (b) (6), (b) (6), and (b) (6).

All had same message: john schmitt 4 fernham ln - <http://unamn.us/xKgYC>

I don't know that person or that address.

The link takes me to a site called fundmypayday.net this company has an optout button but requires my personal information and I will not provide that to an unknown company. Phone number listed for this company is (b) (6)

Ticket: # 1160218 - Being hacked

Date: 8/25/2016 4:59:53 PM

City/State/Zip: Mountain Lake Park, Maryland 21550

Company Complaining About: Us Cellular

Description

This is my second complaint against (b) (6)

(b) (6)

Maryland,21550

Phone# (b) (6)

My original complaint was filed in via this email: (b) (6)

Noteworthy: I never was aware if you actually shut down; his algorithm. (b) (6) algorithm monitors All my iPhone icons. (b) (6) monitors my phone 24/7.

Noteworthy

I reside directly below (b) (6) .

My address is:

(b) (6)

Maryland,21550

My phone: (b) (6)

Noteworthy

I recall, your policy: I receive no information.

My major complaint is (b) (6) , refuses to halt his warrant less monitoring of my iPhone.

Ticket: # 1162320 - hello

Date: 8/26/2016 3:02:08 PM

City/State/Zip: Santa Monica, California 90401

Company Complaining About: Cable One

Description

hello, this website has been giving TV that most people must pay monthly.

(b) (6)

offers channels for payment . This service has been ripping people off and invading computers with spyware and malware in order to not be infected users must forcefully pay. They operate at e-mail:

(b) (6)

Ticket: # 1162173 - Hacked Facebook Account

Date: 8/26/2016 2:32:10 PM

City/State/Zip: Wichita, Kansas 67209

Company Complaining About: AT&T

Description

Somebody has hacked into my facebook and is trying to lure my friends into accepting a new friend request from me and is using my picture to get them to accept it. Need to trace it down, What are my options?

Ticket: # 1162629 - Verizon FiOS is both blocking and throttling my internet

Date: 8/26/2016 4:28:03 PM

City/State/Zip: North Providence, Rhode Island 02911

Company Complaining About: Verizon

Description

Hello, I live in North providence RI where I have Verizon FiOS internet for my house hold. I am a student of fame design and currently an active web application developer. Verizon has blocked my internet several times claiming of a copy right infringement despite no one in my household having done the violation. Tried to explain to their customer support that it is illegal to block my internet access seeing as my bill is paid in full and neither late and my active is not inlawful

Ticket: # 1174481 - Unwanted email and sms messages

Date: 9/2/2016 1:07:28 PM

City/State/Zip: Vine Grove, Kentucky 40175

Company Complaining About: (b) (6) [REDACTED]

Description

I receive 10-20 sms messages or emails from a dating site even though I've unsubscribed from their service multiple times.

Ticket: # 1164978 - Never able to use

Date: 8/29/2016 8:17:32 AM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Verizon Wireless

Description

I purchased the Internet and a cell phone at the beginning of June, a few days later they were not working so I took it back up to the store and waited for about an hour. They said they would have to call customer service to fix it but now are sending me a bill. What nerve! Please fix asap!

Ticket: # 1165112 - unwanted porn emails

Date: 8/29/2016 10:24:49 AM

City/State/Zip: Norton, Ohio 44203

Company Complaining About: Microsoft

Description

constantly receiving unwanted porn emails

Ticket: # 1165689 - Frontier throttling some websites, while others are unhindered

Date: 8/29/2016 1:30:15 PM

City/State/Zip: Creedmoor, North Carolina 27522

Company Complaining About: Frontier Communications

Description

On Frontier, despite a good connection, certain parts of the internet are slow or time out completely. For example, typically Google services (google search, drive and gmail) will time out but Bing will load immediately.

Other affected websites include Chase.com, TimeWarnerCable.com (local competition, but I'm a few miles away from their area apparently - leaving me only with Frontier as an option) and more.

Ticket: # 1166020 - games

Date: 8/29/2016 2:59:44 PM

City/State/Zip: Port St Lucie, Florida 34953

Company Complaining About: Not Sure

Description

why is game sites blocked? there games

Ticket: # 1167031 - T-Mobile One plans.

Date: 8/29/2016 8:47:32 PM

City/State/Zip: Coeur D Alene, Idaho 83815

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE and T-Mobile ONE+, which requires an additional fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1167263 - T-Mobile plan violation of net neutrality](#)

Date: 8/30/2016 1:19:55 AM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE and T-Mobile ONE+, which requires an additional fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1167613 - Internet service

Date: 8/30/2016 10:48:46 AM

City/State/Zip: Selinsgrove, Pennsylvania 17870

Company Complaining About: Verizon

Description

She has no internet service again. This happens once/month if not more. When you call Verizon you get told it will be the standard 24-48 hours to resolve. Verizon keeps blaming Netflix. ***CTR375-phone***

Ticket: # 1167859 - open Internet

Date: 8/30/2016 12:13:08 PM

City/State/Zip: Oakland Park, Florida 33334

Company Complaining About: Comcast

Description

July 2016 Micro soft forced me to change my laptop computer from Window 7 to Windows 10. reluctantly I changed the laptop-thankfully not my desk top to win10.

I lost word perfect 6 (software I paid \$150-4 yrs ago and now I can not open documents or other things associated with that software program. They refuse to upgrade it as well.

There was NO EXPIRATION DATE associated when I purchased it.

I was force to use OUTLOOK due to using Hotmail.com and now -on average-most times even worse-it takes about 7-10 minutes of constant trouble to open or even send emails. I filed complaint with MS but have heard nothing and the problems only get worse.

Seems like every 3 years (if your lucky) I have to buy a new computer or else suffer undue stress and hardships every time Micro Soft does some type of upgrade to supposedly make my COMPUTER life easier.

This problem is ridiculous and wrong.

MS denies any NET NEUTRALITY even though when you run test my speeds are not even close to standards.

They blame me and say my equipment/ software is too old and try and force me to purchase new rather I WANT TO OR NOT.

My systems worked just fine for me until upgrading to windows 10 on my laptop.

[Ticket: # 1172480 - ATT violates net Neutrality on suspended accounts](#)

Date: 9/1/2016 12:55:25 PM

City/State/Zip: Oak Park, Michigan 48237

Company Complaining About: AT&T

Description

When my AT&T bill was late, my internet access became limited to particular URLs with other URLs redirecting to an ATT.net site

[Ticket: # 1168215 - TMobile Violating NN... Again](#)

Date: 8/30/2016 2:03:24 PM

City/State/Zip: Altamonte Springs, Florida 32714

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE and T-Mobile ONE+, which requires an additional fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

[Ticket: # 1169027 - Re: Re: Re: apple iphone compromised through mac os x and facebook](#)

Date: 8/30/2016 6:08:21 PM

City/State/Zip: Fort Lauderdale, Florida 33309

Company Complaining About: Directv

Description

This is a follow-up to your previous request #1008078 "Re: Re: apple iphone compromised through mac os x and facebook" they have not helped me at all and they are not telling the truth. I have discovered that I had a modified modem I believe and they received a recorded call and they will not help me yet although we are in arbitration. god help me. Joe is threatening to disconnect my line and calling me and harassing me still on an unrecorded line

Ticket: # 1169247 - Cap on internet usage

Date: 8/30/2016 7:26:01 PM

City/State/Zip: Chicago, Illinois 60652

Company Complaining About: Comcast

Description

I have been with this company for many years. Every single time I renew my agreement it seems to get more expensive but the limitations seem to grow. it is such an inconvenience to worry about usage when I PAY for services that they provide.

Ticket: # 1169508 - Fraudulent Reporting

Date: 8/30/2016 10:59:15 PM

City/State/Zip: Rio Rancho, New Mexico 87124

Company Complaining About: Centurylink

Description

CNN should lose their license for attempting to manipulate a presidential election through fraudulent reporting. There are MANY instances, but this is one I have at hand.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is visible at the top left of this redacted area.

Ticket: # 1171073 - T-Mobile ONE

Date: 8/31/2016 4:52:16 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: T Mobile

Description

T-Mobile has recently introduced T-Mobile ONE, which requires an additional \$25 fee to stream HD videos. This is a direct violation of net neutrality since it requires additional payment to receive certain types of data.

Ticket: # 1171774 - Youtube

Date: 8/31/2016 11:44:42 PM

City/State/Zip: New Orleans, Louisiana 70119

Company Complaining About: Youtube

Description

YouTube has suppressed freedom of speech by forcing videos to comply with their standards of "advertiser friendly". These standards are targeting and are created with the intent to suppress minority opinions. Because private corporations run almost exclusively social media and other outlets for expressing one's opinions, they should be legally obligated to allow freedom of speech on their platform. If the internet is open why is it not a place for discussion of all opinions?

[Ticket: # 1171799 - youtube's new rules about monetization.](#)

Date: 9/1/2016 12:31:17 AM

City/State/Zip: Beaverton, Oregon 97007

Company Complaining About: Youtube

Description

hello recently it has come to light that Youtube has added new rules for monetization

(b) (6)

Sexually suggestive content, including partial nudity and sexual humor Game of Thrones, the Simpsons, educational shows from history channel, discover channel, and national geographic all do this.

Violence, including display of serious injury and events related to violent extremism. 24, person of interest, saving private ryan, and documenters about war, they all do this.

Inappropriate language, including harassment, profanity and vulgar language. the movie the cable guy, South park, and Sausage party a movie that has grossed \$80 million in america. all do this.

Promotion of drugs and regulated substances, including selling, use and abuse of such items. Family guy, Archer, Fear and Loathing in Las Vegas. they all do this

Controversial or sensitive subjects and events, including subjects related to war, political conflicts, natural disasters and tragedies, even if graphic imagery is not shown. Schindler list, The men who built america, and the news. they all do this

I gave you the new rules and three examples of other tv shows and movies that brake these rules because if people on Youtube can't make money on this then why should others.

Ticket: # 1173071 - Verizon taking away what little internet I am able to get in my rural home

Date: 9/1/2016 4:09:44 PM

City/State/Zip: Sallisaw, Oklahoma 74955

Company Complaining About: Verizon Wireless

Description

Myself and my family have been Verizon customers for approximately 10 years. During this entire tenure we were on the unlimited data plan. Currently the tower that services my family is only accessible through my property. We have enjoyed our relationship with Verizon for many years. During this 10 years we have outfitted many different devices in our home that are internet reliant; some of which that are entirely Internet reliant. After many years of this service, we grew accustomed to a lifestyle that encompassed unlimited data, and in many ways very reliant upon it. We own a cattle ranch, have a disabled family member, and have children living with us part time. All of the aforementioned require access to the Internet without a monthly gigabyte allowance.

4 weeks ago, without any prior notice, we were advised, through routine postal mail, that our service would be terminated if we did not sign a new contract. This new contract would severely inhibited our data usage. A downgrade of such magnanimous proportions would exceed \$1,300 dollars per month to continue at our current data usage; which is that of an average family. The past 4 weeks have been stress filled and an utter living nightmare. Monies have spent to to get other internet services, a plethora of phone calls have been made, forms filled and mailed, and many other efforts have been undertaken to see that our household Internet service is not interrupted. However, no Internet service provider offers services to our residence. We are at the mercy of Verizon.

Ticket: # 1173213 - YouTube

Date: 9/1/2016 4:52:55 PM

City/State/Zip: Attleboro, Massachusetts 02703

Company Complaining About: Youtube,llc

Description

YouTube's new community guide lines infringe upon people's freedom of speech, it is such a big social media outlet that it is necessary for Youtube to respect people's freedom of speech just as the government itself would since. If this seems like hyperbole it is not, in order to increase there own revenue they implemented new guidelines that punish users for expressing their political opinions on their own videos by not allowing them to monetize it. It would also be very appreciated if there was something done about how easy it is for media companies to suppress criticism of their films, television shows, or other pieces of media they own by taking down videos that speak poorly of them by taking them down with a DMCA claim even if the fall under fair use.

Ticket: # 1174171 - Active political censorship

Date: 9/2/2016 11:00:07 AM

City/State/Zip: Rio Rancho, New Mexico 87124

Company Complaining About: Centurylink

Description

I have a gmail account and have found that Google is actively censoring links in my incoming emails from certain senders whose political positions they don't agree with.

I receive a newsletter from Dennis Michael Lynch. Today, suddenly, every link I click on in his newsletter comes up "Page not found" "Error 404 Not Found" "Oops! We couldn't find this Page." I go to (b) (6) website and the pages ARE there, Google has just decided they don't have to let me use the newsletter links.

Google is doing the same thing in their search engine. Articles that I know for a fact are "out there" will not come up regardless of the word combinations I search on.

This political censorship is a violation of my 1st Amendment rights. Google is restricting freedom of the press by not allowing me to access material on the internet that I want to see.

[Ticket: # 1175545 - Violation of Net Neutrality](#)

Date: 9/2/2016 9:01:08 PM

City/State/Zip: Garland, Texas 75043-2922

Company Complaining About: T Mobile

Description

The wireless carrier T-Mobile is flagrantly violating Net Neutrality with their new plans and they are only getting more and more bold as time goes by.

Ticket: # 1176339 - scammers using skype number

Date: 9/3/2016 11:52:27 PM

City/State/Zip: Burton, Michigan 48529

Company Complaining About: Microsoft And Skype

Description

scammed out of money

Ticket: # 1176617 - Possible irresponsible and dangerous Facebook Post

Date: 9/4/2016 3:46:33 PM

City/State/Zip: Delavan, Wisconsin 53115

Company Complaining About: Charter

Description

Link to a possibly dangerous post:

(b) (6)

A large black rectangular redaction box covers the content of the link. Below it, a smaller black rectangular redaction box covers another line of text.

I may be overreacting and I know it is meant to be "funny", a practical joke; however, this one could be dangerous.

The post indicates that it is OK to touch electrical wires and that bending them will stop the flow of electricity. Most of us know that's just dumb, but what about the 12 year old boy that doesn't. Even the adult that doesn't know about electricity.

I reported the photo to Facebook; however, their reply indicated that it was within their "Community Standards". The post is still there ready for an unwitting person to believe and possibly act on. Certainly not my 12 year old Grandson.

I appreciate your opinion on this and assistance if you feel it is appropriate.

I've attached a copy of the photo/post.

Respectfully and thank you.

Ticket: # 1242685 - Comcast Internet Caps

Date: 10/7/2016 2:13:47 PM

City/State/Zip: Alameda, California 94501

Company Complaining About: Comcast

Description

I was informed on Comcast capping the internet for some customers. This is unacceptable. Please keep a open internet without caps for all.

Ticket: # 1177069 - Re: Internet not working. 3 technicians sent . Playing with me

Date: 9/5/2016 12:54:29 PM

City/State/Zip: Brooklyn, New York 11211

Company Complaining About: Time Warner

Description

This is a follow-up to your previous request #1090899 "Internet not working. 3 technicians sent . Playing with me "

Hello- Update: 9/5

Time Warner/Charter is not fixing the problem. I am stuck with Time Warner as there are no other options , this is hurting my business severely.

My neighbors also are having the issue. Time Warner has sent 2 more technicians on Saturday night that did nothing (showed up 2 hours late)and told me its fixed, they just showed up to make a report, they literally did nothing. Attached find a picture and video of the internet not working again today Monday Sep 5th at 12:40pm.

Ticket: # 1177149 - Insecure Home Network Service

Date: 9/5/2016 2:30:23 PM

City/State/Zip: Pittsburg, Kansas 66762

Company Complaining About: Cox

Description

This is a reminder that my internet issues have not been resolved at all!!! I was given the privilege to administrate this account by my wife, the account holder. Cox Communications HAS approved the request months ago when service was established. Please uphold my rights under the F.C.C. regulations regarding this matter please!

Ticket: # 1177907 - Internet

Date: 9/6/2016 11:44:10 AM

City/State/Zip: San Francisco, California 94112

Company Complaining About: AT&T

Description

I had a internet residential service just recently.They promised a 20gb speed but it wasnt really 20gb.Im trying to contact them noone picks up the phone.

Ticket: # 1178083 - Youtube.com displaying objectionable adult material

Date: 9/6/2016 12:43:16 PM

City/State/Zip: Leeds, Alabama 35094

Company Complaining About: Google

Description

My complaint concerns indecent material and the internet website known as YouTube.com. My impressions are this website is commonly viewed by all ages and commonly accepted as a family oriented website. Each available video at Youtube.com uses a common theme. That is....displaying a single picture frame along with a brief description of each viewable movie. What has become a common and widespread at Youtube....these "single frame" photos are displaying material, involving what I consider to be pornographic in nature. Images such as a female's rectum being fingered and deeply penetrated, is not what I consider "family oriented" material for all ages. These adult pornographic images are NOT protected behind some Login/Username requirement, and further more Youtube.com does not warn any individual - OR - give notice (regardless of their age) that adult images may be seen or viewed, when visiting the website.

The question I need to pose is this....Does popularity of Youtube (and the parent company of Youtube) does this popularity - somehow provide an exemption (for YouTube) from moral standards and decency laws, that were chosen and structured in a way, for the protection of young children?

Ticket: # 1180544 - Website address points to a virus-Trojan

Date: 9/7/2016 1:40:48 PM

City/State/Zip: Hillsdale, New Jersey 07642

Company Complaining About: Internet.bs

Description

The company Internet.BS own this website address. (b) (6) when you type in that address it goes to a virus that locks up your computer.

My website address is (b) (6)

This should be illegal and should be stopped

Ticket: # 1181187 - Blocked out email address

Date: 9/7/2016 4:45:17 PM

City/State/Zip: Yorktown Heights, New York 10598-2804

Company Complaining About: Comcast

Description

The Town of Yorktown (b) (6)

Internet WEB MASTER (b) (6)

Has blocked Town meeting and other open meeting notices only to our Comcast address. They failed to include code to allow bulk emails to our address. Please see sign up request at Town Web Site Subscriptions

Ticket: # 1585626 - Protect Net Neutrality!

Date: 4/25/2017 12:24:36 PM

City/State/Zip: Little Rock, Arkansas 72204

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

Description

One of the things that has made America great is the free flow of information. Please don't let huge corporations take that away from us.

(b) (6)

Ticket: # 1184994 - Exclusive Agreement MDU and AT&T for Cable and Internet

Date: 9/9/2016 11:16:27 AM

City/State/Zip: Houston, Texas 77007

Company Complaining About: AT&T

Description

I am a resident at a (b) (6) in Houston, Texas. The property manager, (b) (6), has an exclusive contract with AT&T by which only AT&T can provide our complex with cable and internet services. It is my understand that such agreements were prohibited by the FCC in 2007. I have complained to (b) (6) but they are not taking my complaints seriously.

Ticket: # 1187102 - Relocation And They Dont Close Accounts

Date: 9/10/2016 3:26:09 AM

City/State/Zip: Spokane Valley, Washington 99037

Company Complaining About: Centurylink

Description

Twice I moved and when I closed an account in one state, they closed the account and give a confirmation number, but I will have to go through this 3 times and they will keep trying to bill me for the old account when I have their service in another state.

Ticket: # 1187259 - Potential Bright house throttling

Date: 9/10/2016 9:54:52 AM

City/State/Zip: St Petersburg, Florida 33716

Company Complaining About: Bright House

Description

Our household has an account with direct TV, and Internet through bright house in St Petersburg FL.

We do all of our content viewing via streaming, and have noticed significant differences between when we are watching shows through our directory TV login, and other Internet uses.

We have consistently run speed tests, and our speed drops below half the speed we pay for. But only when we use TV streaming directly through sites we are not subscribed through bright house.

We have attempted to resolve the problem with Bright House network, and so far gotten no where. Due to a non competitive arrangement with our apartment complex management we do not have another reasonable option for our ISP.

Ticket: # 1187914 - Liberal Bias

Date: 9/10/2016 3:28:50 PM

City/State/Zip: Oktaha, Oklahoma 74450

Company Complaining About: Metropcs

Description

Facebook is deleting and changing posts of mine, my family and friends, because they are conservative and supporting Donald J. Trump for President. I am aware of mainstream media bias, but social media is not supposed to be bias, even though Mark Zuckerberg is on the side of Hillary Clinton, Liberals and Democrats. This is a violation of our 1st Amendment rights.

[Ticket: # 1188049 - Unwanted sms and emails](#)

Date: 9/10/2016 4:48:17 PM

City/State/Zip: Radcliff, Kentucky 40160

Company Complaining About: Northlock Holding

Description

Same complaint as the past ten times and you still haven't done anything whatsoever

Ticket: # 1189146 - data overage

Date: 9/11/2016 10:39:21 AM

City/State/Zip: Concord, North Carolina 28025

Company Complaining About: Verizon Wireless

Description

Our data keeps going up when we are using our phones less.. when my phone is off it still shows data charges? Verizons bills are already now expensive and now your charging me for more data when we havent used more

Ticket: # 1189951 - Poor service

Date: 9/12/2016 1:56:38 AM

City/State/Zip: Denver, Colorado 80205

Company Complaining About: Comcast

Description

. I used to be a long time customer of Comcast even when I lived in Coral Springs Florida. I am a 69 year old disabled and homebound senior citizen and I have some serious complaints about Comcast. This list of problems that I had with them is my last row with them as far as cable service, I still have the internet service which is turning out to be a major problem for me. I don't drive anymore and I'm pretty much dependent on the internet and I don't get out much like I said I had the whole service for a while because I enjoy TV so much and I have a lot of my favorite programs that I like to watch. So a couple of weeks ago I guess it's been maybe 3 weeks ago I had somebody from Comcast come here cuz I can't drive I wouldn't be able to get the cable equipment back over to a local store without having to drag it on to the bus with my Walker and everything it would just be very difficult so somebody came here and picked up the cable equipment but was supposed to leave a modem here for me cuz I like I said I still have the internet through Comcast they did come over and I didn't realize that they didn't leave the modem..... I have a cell phone a Motorola cell phone and Consumer Cellular is my provider for that phone. I have data usage without a modem so I was using up my data because there was no modem here and so I finally got Comcast on the phone and told them what the problem was that the guy who came to pick up the equipment didn't leave the modem and to be frank I didn't realize because my phone was working fine but I didn't realize it was working with my data and not comcast modem..... it's very difficult for me to to get around because I use a walker..... I spend a lot of my time in bed and I have people come over and help me so they said that they were going to make an appointment for me to have someone come over and deliver a modem and set it up for me and I said well that was fine not only didn't they not send somebody over but they didn't call me and tell me no one was coming over I took a day off from my Senior Center and that's where I get a lot of medical services and stuff like that I go there 3 days a week and the bus comes to pick me up and a bus comes to take me home you know they take very good care of me and so not only did they call me to tell me they were going to cancel they sent a modem in a big box with a bunch of instructions and they didn't even tell me that there were going to do that, you know and I thought that was very poor customer service..... I mean I'm not an electronics engineer and so I had to try to install this thing myself..... I had no idea what I was doing no idea at all I know I was reading the instructions crawling on my belly on the floor to exchange wires and all kinds of stuff and I mean it was really annoying and aggravating and frustrating and but I did the best I could I think I did everything right but apparently something is wrong because on the Gateway modem the instructions said wait for when the first three lines the power, the USBS and the online buttons stop blinking that's when I would be through the hardest part and I would have the Wi-Fi for my new tablet that I got the other day.... well the power was on cuz I plugged it in the US/BS whatever that is part of the new language that a lot of us don't get yet that was on, the online never came on never didn't come on didn't blink didn't do a dance didn't do anything and I waited the recommended 20 minutes that it told me to do and then I plug the damn thing in every outlet that I could in my living room and it never came on I mean this was going into two and a half hours so I finally called customer service and I got this very sweet girl from the Philippines she couldn't have been sweeter or more helpful she tried everything I didn't get her name but I'm sure if you look up the records you know I'm sure she has an operator number or something she was just as sweet as she could be and tried to be as helpful as she could. She

couldn't figure out what the problem was but she set it up for a tech person to come here Wednesday morning.....it was the first open appointment Wednesday between 9 and 11 I normally go to the senior center I'm not going to be able to go that day and that's fine I don't have a problem with that but if somebody had done their job originally when the guy came up to pick up the cable for the movies and TV part of my program and had left a modem not a memo God I've had a stroke recently excuse me sometimes I don't speak correctly I mean when that guy came here to pick up my equipment for the cable part of my account and left me a hooked up modem none of this would have happened!!!!

I am not a happy Comcast customer but the other choices I have.....well forget it...

Ticket: # 1191388 - Internet Scam?

Date: 9/12/2016 4:43:20 PM

City/State/Zip: Doylestown, Ohio 44230

Company Complaining About: Claimed To Be Microsoft

Description

I tried logging on to the Ohio Turnpike website and a warning came up my computer had been infected by a virus & I needed to call Microsoft at (b) (6) The phone # on my phone came up unknown and the person wanted to sell me a program saying my computer had a virus & was out of warranty. I hung up & received an immediate call back from the same person calling from phone #

(b) (6) insisting I had problems he could fix.

I ran my antivirus program which said I was virus free. I believe it to be a scam.

Ticket: # 1192125 - Refuse to Serve

Date: 9/12/2016 9:48:58 PM

City/State/Zip: Las Vegas, Nevada 89166

Company Complaining About: Centurylink

Description

DishNetwork, informed me they had contracted CenturyLink to install my internet. I have waited 4 different times, always between the time of 8:00a- to 12:00noon. Every time there was a No-Show of CenturyLink Technicians coming to my home to perform the installation service- inside of home and outside. Dish informed me that CenturyLink is to do the installation. They never came. Headquartered at: 100 CenturyLink Dr. Monroe, LA 71203. Dish contracted CenturyLink. I believe I'm being discriminated to my Ethnicity(African-American).

Ticket: # 1204086 - Still receiving email after multiple unsubscription requests

Date: 9/18/2016 5:42:06 PM

City/State/Zip: La Quinta, California 92253

Company Complaining About: Flawless Complexion Skin

Description

Flawless Complexion Skin

Has sent numerous emails to me after I have requested to be unsubscribed 6 times. There address is

(b) (6)

Sarasota, FL 34236

Ticket: # 1193400 - Email from American Express, entitled "Gold Delta SkyMiles Credit Card", Did Not have UNSCRIBE at the bottom of their email to me

Date: 9/13/2016 2:33:44 PM

City/State/Zip: San Antonio, Texas 78214-2551

Company Complaining About: American Express

Description

I could not "UNSCRIBE", to this email from American Express entitled "Gold Delta SkyMiles Credit Card"! Would you investigate American Express and fine them \$25,000.00 for breaking the law. There was no place on this email or even after I went to another link to this email, there was no place for me to "UNSCRIBE" to this email!! Thank you for your kind assistance, and I pray that God will bless all of you, amen and amen! Sincerely (b) (6)

Ticket: # 1193643 - Voksdfs

Date: 9/13/2016 3:45:27 PM

City/State/Zip: Rochester, New York 14618

Company Complaining About: Time Warner

Description

Claiming to offer optimum lineups for daily fantasy sports voksdfs offers bad lineups and I've lost money

Ticket: # 1193758 - Internet harassment

Date: 9/13/2016 4:21:11 PM

City/State/Zip: Pasadena, California 91107

Company Complaining About: T Mobile

Description

Please monitor my web browsing . Someone is harassing me online . IP address change every hour .

I do not have home internet I only use my phone internet provider simple mobile.

All my emails have been compromised

(b) (6)

[REDACTED]

[REDACTED]

[REDACTED]

I've set up over 10 emails all have been compromise

Ticket: # 1194474 - Suspected internet throttling at Time Warner Austin, TX

Date: 9/13/2016 9:16:41 PM

City/State/Zip: Austin, Texas 78727

Company Complaining About: Time Warner

Description

For this entire summer I have seen an increasing degrading of our internet service in the evenings. Initially it just affected my son's gaming due to increased latency. Today I am unable to even stream music in the evenings. I have had Time Warner out to my home at least four times this summer and while they have acknowledged that something is wrong, they have not been able to fix it. I have also talked to some of my neighbors and they are having the same problems. A brief google indicates it is a common problem with Time Warner internet in other cities, too. I have 'tracer route' data for large parts of the summer which I have shared with Time Warner, to no avail. I would be able to share this with the FCC if you would like. I also happen to work in the technology sector and will provide any assistance that I can to help resolve this issue. Thank you for any help you can provide.

Ticket: # 1194580 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:36:53 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1194583 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:39:44 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1194595 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:46:30 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1194599 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:49:48 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1194603 - unsolicited political emails

Date: 9/13/2016 10:50:44 PM

City/State/Zip: Florence, Oregon 97439

Company Complaining About: Charter

Description

Hello - I am receiving e-newsletters from an organization called Independent Journal Review (email address appears to be: (b) (6)). I did not subscribe to this newsletter; I do not want to receive it. I have tried to unsubscribe from their website, but their "unsubscribe" button is not working. I have tried to contact them with a complaint but when I fill out the form on their website, I doesn't get transmitted. I think this is not legal for them to act in this manner and I wish to file a complaint regarding their behavior. And most of all I want them STOP sending me emails. Will you please help! Thank you.

Ticket: # 1194605 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:51:32 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1194609 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:52:44 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1242665 - Rate Increases

Date: 10/7/2016 2:11:51 PM

City/State/Zip: Novato, California 94947

Company Complaining About: Comcast

Description

I'm putting in my complaint about the upcoming rate increase that Comcast is proposing. I would like to state that I have 2 homes that I use Comcast TV and Internet in. This is costing me about \$200 per month for basic service. I am opposed to this increase and will move to a new provider in both homes if this is implemented. Over the last 5 years I have been constantly having to fight with Comcast over monthly increases! I would love to have the option of other providers in my areas. I would also appreciate that the providers us an easy to understand cost model that is consistent across their services. Call or email me if you have any questions. Thank you, (b) (6)

Ticket: # 1194611 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 10:58:11 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, FL 33062-6631

Ticket: # 1194615 - SYSTEMIC EGREGIOUS CABLE TV INDUSTRY BUSINESS PRACTICES WITHOUT FAIL AGAIN AND AGAIN

Date: 9/13/2016 11:02:09 PM

City/State/Zip: Pompano Beach, Florida 33062

Company Complaining About: Comcast

Description

I was reading the latest disturbing article(s) regarding the Cable TV industry with great interest. Please review and implement an action plan to thoroughly address this extremely troubling issue. Media reports continue to underscore the ongoing widespread and systemic egregious, dubious, nefarious and possibly illegal business practices in which the Cable TV Industry routinely imposes on Cable TV consumers. Comcast Cable Communications, LLC and other captains of the Cable TV industry continue to violate the letter and spirit of a multitude privacy, business and contractual laws and statutes throughout the City of Pompano Beach, Broward County, the State of Florida and/or the Nation. Please coordinate, collaborate and cooperate on Federal, State and/or local jurisdictional levels in addressing these concerns potentially impacting adversely the public's telecommunications, finances, policies, trust, confidence, and quality of life issues. Thank you for your time in this matter and hope to hear from you soon.

Sincerely,

(b) (6)

Pompano Beach, Fl 33062-6631

[Ticket: # 1194739 - Net Neutrality should be upheld](#)

Date: 9/14/2016 4:21:42 AM

City/State/Zip: Roanoke, Virginia 24018

Company Complaining About: T Mobile

Description

Please uphold net neutrality and do not allow phone and internet companies to shirk the laws to rip off hardworking Americans. This is about fairness and what's right.

Ticket: # 1199398 - Constant Hacking of mine and other pc's

Date: 9/15/2016 7:38:43 PM

City/State/Zip: Knoxville, Tennessee 37923

Company Complaining About: Comcast

Description

All my accounts and my pc are a under a constant hacking attack. Seems to be a problem in Knoxville, TN

Ticket: # 1196681 - Hundred of unwanted email

Date: 9/14/2016 6:52:01 PM

City/State/Zip: Searcy, Arizona 72143

Company Complaining About: Cricket

Description

I, gets hundreds emails a day, when I opt out another group start I justed deleted about 5,000 email and most of the was unwanted I have oped out. Who ever these people are they need to be stopped and sued, that is what I want to do to them. The attachment I sent was just one of many. I had to choose my phone company because my cable company is White County Cable.

Ticket: # 1196360 - Illegally internet used

Date: 9/14/2016 4:54:56 PM

City/State/Zip: Mountain Lake Park, Maryland 21550

Company Complaining About: Us Cellular

Description

Let me regress. Unfortunately, I can recall the complaint against; (b) (6) filed into (You) The F.C.C.gov. My complaint, consisted of (b) (6) - without a warrant- monitoring my iPhone.

This very day-08/14/2016. (b) (6) is still operating an algorithm. This displays -All- iPhone icons.

(b) (6)

(b) (6)

(b) (6)

Maryland, 21550

Noteworthy

(b) (6) has one or two I.S.P. providers in our region- Shenntel or Verizon.

My current address:

(b) (6)

(b) (6)

Maryland,21550

My I.S.P. provider is US Cellaler

Ticket: # 1196717 - AT&T DSL overage charges

Date: 9/14/2016 7:08:45 PM

City/State/Zip: Raleigh, North Carolina 27603

Company Complaining About: AT&T

Description

AT&T has started charging me overage charges for internet usage. I have been a customer for 16 years and have never had a charge until they merged with DirectTV. They give me no way to monitor my usage. I have been trying to resolve this with them for over 6 months - I call and complain every month and they have give me no way to monitor my usage.

[Ticket: # 1198209 - unlockthebox.com/ConsumerReports](#)

Date: 9/15/2016 1:32:48 PM

City/State/Zip: Kettering,, Ohio 45429-5017

Company Complaining About: Time Warner

Description

Petition: (b)) (6)

Time Warner forced me to install the SISCO Digital Adapter.

Even on my new digital TV in my Bedroom. It did not need the box and did not wanted it. The cost 2018 will be \$3.75 per unit per month

Somehow Time Warner were able to enter my TV, that I needed the second Box.

The SISCO TV controls are a joke I need now two Controls to turn on the TV and the programs. My two TV need a different SISCO operating controls.

They also cut the programs I received before.

Ticket: # 1198511 - Scam Virus Popup

Date: 9/15/2016 2:50:27 PM

City/State/Zip: Troy, New Hampshire 03465

Company Complaining About: Argent

Description

I was on a wiki for General Hospital when a popup warned me I had a terrible windows virus. I called the number and talked to some (b) (6) sounding guy who said I had to download fixware. I then informed him this is a Chromebook and how the hell does a windows error come up. He said he couldn't help me at that point and I decided to let you in on it. The phone # is (b) (6) and the site that gave me the bogus warning is (b) (6)

Ticket: # 1199766 - INSTALLATION APPOINTMENT DELAYED AND GOT CANCELED!

Date: 9/16/2016 12:26:58 AM

City/State/Zip: Chicago, Illinois 60616

Company Complaining About: Comcast

Description

I HAD APPOINTMENT WITH COMCAST BETWEEN 1-3 PM. WHEN ITS 3,NO ONE SHOWED UP AND I CALLED, THEY JUST KEPT TELLING THE TECHNICIAN WILL ARRIVE IN 30 MINUTES. I STILL DIDNOT HAVE A TECHNICIAN TO COME BY 5 OCLOCK. I CALLED THE CUSTOMER SERVICE, THEY PUT ME ONHOLD AND TOLD ME THE APPOINTMENT TODAY IS CANCELED. ITS WASTING MY TIME!!! I WAITED THE ENTIRE AFTERNOON AND EVEN DIDNOT GO TO SCHOOL BECAUSE I WAS WAITING FOR THEIR ARRIVAL!!THEY DONT TAKE WHAT THEY PROMISED SERIOUSLY!!BAD COMPANY!!HORRIBLE SERVICE.

Ticket: # 1200177 - time warner issues

Date: 9/16/2016 10:39:32 AM

City/State/Zip: Hollis, New York 11423

Company Complaining About: Time Warner

Description

Hello, we had emailed you about time warner cable issues with the internet. We wrote a letter to the CEO and received an email from his associate trying to help but to no avail after numerous emails and phone calls to him and his colleagues. We are STILL experiencing difficulties with internet service being way too slow.

Please email me or call me (b) (6)

Ticket: # 1200274 - Denial of service**Date:** 9/16/2016 11:10:09 AM**City/State/Zip:** Greenville, South Carolina 29615**Company Complaining About:** Charter

Description

Concurrent and due to a recent firmware update by Charter my pay subscription to Acorn TV has resulted in an on screen message from Acorn that is "not available in your location". I called Acorn tech support and the first thing I was asked, "are you a Charter subscriber? When I answered yes, they said that the firmware update recently installed by Charter was the cause and to call Charter and ask them to open up "Port 80" to fix the problem. After 4 switch-overs from Charter support they said it was because I have a Netgear router different from theirs and I should call Netgear. Netgear transfers me to India where they want top sign me up for a service program costing upwards of \$225.00 before they wil/canl do anything. Acorn says its a simple switch that Charter can do. I feel Charter is trying to make me rent their router at \$5.00 a month rather than treat me fairly and fix my problem.

Additionally I searched for this problem on the Internet and there is much conversation that Charter is doing this to many customers.

[Ticket: # 1246313 - Comcast](#)

Date: 10/7/2016 10:34:23 PM

City/State/Zip: Palmer Lake, Colorado 80133

Company Complaining About: Comcast

Description

Please stop Comcast's violation of net neutrality in Colorado.

Ticket: # 1200873 - VERIZON-FRONTIER FIOS

Date: 9/16/2016 1:39:21 PM

City/State/Zip: Wesley Chapel, Florida 33544

Company Complaining About: Verizon

Description

In December 2015 we chose Verizon FIOS when moving from New York to Florida. Included in the VERIZON FIOS order was a \$400 gift card. This card was supposed to be mailed within 90 days but it never happened. After 3 months with Verizon FIOS in Florida FRONTIER took over all VERIZON FIOS contracts. We called FRONTIER and asked them to honor a \$400 gift card which was part of the VERIZON FIOS package. They told us VERIZON never transfer any funds to them for the gift card and they will not issue us a card.

We have the VERIZON FIOS order email on file (ORDER #O(b) (6) MAIL TRACKING ID # (b) (6) dated December 11, 2015 ...see attachment) that shows the Order Summary including the \$400 gift card as shown in the SPECIAL OFFERS INCLUDED paragraph. I CALLED VERIZON and asked them to transfer the funds to FRONTIER and they told me that they have nothing to with it anymore. Please direct VERIZON to comply and release the required information to FRONTIER regarding the \$400 gift card as shown in the attached file.

Ticket: # 1201032 - Verizon Data

Date: 9/16/2016 2:14:29 PM

City/State/Zip: Ashland City, Tennessee 37015

Company Complaining About: Verizon Wireless

Description

We switched from the prepaid phones to verizon and we were only using 4 gigs a moth on that and when we switched to verizon we use over 20 this is getting out of hand when i hardley ever use data on my phone.

Ticket: # 1201883 - p/c

Date: 9/16/2016 6:26:12 PM

City/State/Zip: Wilmington, Delaware 19804

Company Complaining About: Comcast

Description

(b) (6) called me and said he was from come . what to get into my computer. (b) (6) . The call have be coming in for somethime

[Ticket: # 1202882 - Unsubscribe with unsubstantiated e-mails](#)

Date: 9/17/2016 2:17:10 PM

City/State/Zip: Ft Collins, Colorado 80525

Company Complaining About: Comcast

Description

Have Unsubscribe with unsub monkey scores of times.

Know I feel I am being dumped on with even more e-mails.

Ticket: # 1203131 - Ford Motor Company Assessment Test**Date:** 9/17/2016 5:35:56 PM**City/State/Zip:** Detroit, Michigan 48206**Company Complaining About:** Ford Motor Company

Description

I've taken the Ford Motor Company Assessment Test on September 17, 2016. The Assessment Test consists of three parts. The Assessment Tests are the Numerical Reasoning, One Ford Culture Fit, and Verbal Reasoning. The testing allows you to practice, and displays the results. The actual Assessment Test does not display the results. After completing the Assessment Test, I received an e-mail stating I did not meet the requirements. Also, the e-mail stated that if I apply for other positions at Ford Motor Company my Assessment Test score will be used up to one year. After one year, then I can reapply for posted positions at Ford Motor Company. I want to know my results of the Assessment Test. My Assessment Test reference number is (b) (6). There is no available e-mail address to reply to Ford Motor Company. Please help me obtain my result of the Assessment Test from Ford Motor Company! Ford Motor Company is using the Assessment Test to obtain information, and screen job applicants.

Ticket: # 1203676 - AT&T Internet

Date: 9/18/2016 10:56:46 AM

City/State/Zip: Tallapoosa, Georgia 30176

Company Complaining About: AT&T

Description

My AT&T Internet service is down again. My service is very unreliable. It is up and down intermedeathly. I've filed complaints previously with the FCC. AT&T finally acknowledged there is a cabling problem. They said it was repaired, it isn't.

Ticket: # 1244780 - Comcast 1TB Data Cap

Date: 10/7/2016 6:30:30 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

It's fucking bullshit

Ticket: # 1204348 - Cable company data limits

Date: 9/18/2016 9:20:33 PM

City/State/Zip: Rock Hill, South Carolina 29730

Company Complaining About: Comporium

Description

Comporium cable is the only broadband internet provider in my market. They have put a 400 gb data limit on my internet with overage fees for going beyond. The max package I can buy is the elite package that allows 450 gb. This prohibits me investing in any streaming services such as slingt看 where HD streaming can be reached in a weeks time of casual streaming. This policy allows them to freeze out competiton to their cable services by restricting their internet service.

Ticket: # 1206479 - Data Caps

Date: 9/19/2016 5:59:55 PM

City/State/Zip: New Orleans, Louisiana 70119

Company Complaining About: Cox

Description

I don't understand how a home broadband provider can impose a cap on data

Ticket: # 1206629 - Open internet -- operating device/interference

Date: 9/19/2016 6:52:04 PM

City/State/Zip: Philadelphia, Pennsylvania 19143

Company Complaining About: Verizon Wireless

Description

At my place of employment, I believe devices that block access to office issued laptop and personal cell phone are being used in and around the company's 3-story building. Responses on Internet searches are delayed sporadically and coworkers do not have same or similar issues. Pop up messages often appear when search queries have stalled. And last week, I saw a male outside the building where I stay, pull a rectangular object from his pocket, point in my direction and video stream froze.

[Ticket: # 1206710 - limiting my access to block c based upon device](#)

Date: 9/19/2016 7:25:42 PM

City/State/Zip: Pleasant Lake, Indiana 46779

Company Complaining About: Verizon Wireless

Description

Verizon is limiting my access to block c based upon device. I have the corresponding letter that I have received. They are going to disconnect me if I do not change devices. My Device has internet and voice capabilities it is a T1114 LTE Router w/ voice.

Ticket: # 1207455 - Internet service

Date: 9/20/2016 9:02:07 AM

City/State/Zip: Rockbridge, Ohio 43149

Company Complaining About: Frontier Communications

Description

They try to run small businesses from their home and the kids need the internet for school. For two years Frontier has been saying that they are going to upgrade the service to fiber. His friend that works for them says that they are not going to upgrade for a while but they tell the customers differently (weeks or a month). The area is overloaded and something needs to happen so they can deliver the service that people are paying for. ***(b) (6)-phone***

Ticket: # 1208226 - ISP intercepted our content

Date: 9/20/2016 1:07:32 PM

City/State/Zip: Salt Lake City, Utah 84115

Company Complaining About: Centurylink

Description

In order to address a payment issue, CenturyLink intercepted our content. In return, they provided content for what they call their "Web Helper," which explained the payment issue to all of our employees. Had we known of the payment issue via traditional means, we could have addressed the issue immediately without returning a "Payment Failure" message to all in our business using the internet.

[Ticket: # 1242379 - comcast data cap](#)

Date: 10/7/2016 1:39:56 PM

City/State/Zip: Superior, Colorado 80027

Company Complaining About: Comcast

Description

Comcast is now charging for going over a certain amount of data.

Ticket: # 1210217 - Over data usage

Date: 9/21/2016 9:55:15 AM

City/State/Zip: Sussex, New Jersey 07461

Company Complaining About: Verizon

Description

I've been a Verizon customer for along time now. I don't appreciate being hit with over usage. Each month I need to check the bill for extra charges ? I'm concern other customer are tapping in to my data usage ?

Ticket: # 1210943 - Re: Re: [FCC Complaints] Re: Re: Re: [FCC Complaints] Re: Internet Installation Not Up To City Building Department Code

Date: 9/21/2016 1:19:26 PM

City/State/Zip: Weston, Florida 33327

Company Complaining About: Advance Cable Communications

Description

This is a follow-up to your previous request # (b) (6) "Re: [FCC Complaints] Re: Re: Re: [FCC Complaints] Re: Internet Installation Not Up To City Building Department Code"

Ticket: # 1217971 - Neighbors messing with my phone line.

Date: 9/24/2016 7:55:21 PM

City/State/Zip: Lake Havasu City, Arizona 86403-3146

Company Complaining About: Sudden Link

Description

You calling me won't work. Neighbors will intervene and call won't go threw to me. Then they will know what I am doing and remove their connections until another day when you think all is fine and then start all over again. Please lets email until that becomes a problem. Thank you.

Ticket: # 1211654 - verison over charge

Date: 9/21/2016 4:34:53 PM

City/State/Zip: Wells, Minnesota 56097

Company Complaining About: Mediacom

Description

I have had the same issues with the over charge! I have wifi and both my son and I are over all the time, I had to go up to another more costly plan to cover this... outraged.....

Ticket: # 1242459 - Comcast Internet Data Cap

Date: 10/7/2016 1:50:34 PM

City/State/Zip: Houston, Texas 77030

Company Complaining About: Comcast

Description

I would like to file a formal complaint against Comcast for instituting monthly internet data usage caps.

[Ticket: # 1238569 - Data Usage Plan](#)

Date: 10/6/2016 6:50:19 PM

City/State/Zip: Minneapolis, Minnesota 55417

Company Complaining About: Comcast

Description

Please stop internet providers from implementing usage caps. It is an obvious money grabbing scheme to punish people for cord cutting.

Ticket: # 1213554 - Comcast not providing/blocking email delivery to smaller ISP's

Date: 9/22/2016 2:16:48 PM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

It appears that Comcast is deliberately setting up electronic barriers to email delivery to smaller ISP.s 6 or more times now I have had this experience. When I attempt to send an email to a non-Comcast (non-Gmail) address, I receive a message back that says "Fatal Error" and that they can't deliver my email. At such a time, I can still email others, and I can contact the recipient via alternate email addresses (i.e. larger providers such as Gmail). On the whole, both my email service and theirs are still working. When I call the friend or business and talk to them, often they say they have seen a pattern of Comcast not delivering email to them.

I tried to contact Comcast directly through Customer Service, to get the land mail address of the right person in the company, so I could send them a letter. To do so, I was routed through Comcast Internet Security. It took speaking with three people and a lot of time getting them to listen to what my real problem was. They kept trying to fix a problem with my computer/software/settings. When I finally found someone who was appropriate and described my complaint, and I had just spoken the two sentences needed to articulate what I was seeing, the Senior Comcast agent hung up on me. (They had verified my contact information multiple times through that process, so they knew my Comcast phone #, but they did not call back. This, for me, confirmed my suspicion that it was not an accidental disconnect).

It appears to ME that Comcast is deliberately setting their equipment not to deliver email to smaller ISP's. Is this in service of shutting out competitors? Hard to say, but this has been a distinct phenomenon in recent months (I first saw it in May of this year), and it disrupts my ability to communicate by email through Comcast as an internet provider to the holders of valid, current and functional email addresses.

Ticket: # 1238857 - Data Cap on Internet

Date: 10/6/2016 8:18:46 PM

City/State/Zip: Westminster, Colorado 80234

Company Complaining About: Comcast

Description

I was told there would be no caps when I signed up with xfinity/comcast in july. Email from them today said there is a 1 TB cap.

Ticket: # 1242724 - Wired Internet Bandwidth Caps

Date: 10/7/2016 2:17:02 PM

City/State/Zip: Los Altos, California 94022

Company Complaining About: Comcast

Description

Wired internet bandwidth caps need to be prevented. As an IT professional who lives in Silicon Valley, I find the trend of wireline providers setting arbitrary caps & then charging for overages appalling.

This is a money grab by big business and not at all consumer friendly & will stifle innovation. Can you imagine Netflix or Youtube growing in a bandwidth cap heavy environment?

Advertisements drive the internet. They are the main revenue source for some of the biggest internet companies on the planet. What happens to these companies when each ad costs part of your precious bandwidth?

Please regulate these out of existence.

Ticket: # 1244934 - Comcast Data Cap

Date: 10/7/2016 6:50:25 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: Comcast

Description

Comcast is inhibiting a free and open internet by limiting peoples access to data, in a market where people have little to no choose in ISPs.

Ticket: # 1217589 - comment discrimination by AOL

Date: 9/24/2016 1:44:25 PM

City/State/Zip: Baton Rouge, Louisiana 70809

Company Complaining About: Cox

Description

I pay for AOL service. When I go to their blogs they keep my messages in the pending catagory and then never post them. I don't use foul language nor do I insult other people. I've sent several request to them asking they resolve this and it doesn't get me anywhere. I did get a reply which was just a bunch of baloney. Apparently, conservatives aren't entitled to the same treatment as liberals. I just want to be able to post like everyone else.

Ticket: # 1217944 - Neighbor blocking my landline. Neighbor on my cell line using my minutes

Date: 9/24/2016 7:07:13 PM

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

Company Complaining About: Sudden Link

Description

I have talked to you before about my neighbor on my landline. I think I may explained to you wrong. Well, worse has come to worse. They have me blocked from calling out and receiving calls. I have had my provider out and they say nothing is wrong with their equipment. I must report my trouble to you people. They say there is nothing they can really do for me. My neighbor has found out my cell phone number now and has wired into it where they can call on my number and use my minutes. Next, will be my PC! They worked on getting my cell and landline! SO! yes, next will be my internet. This harassment is fun to these kids 29 and 34 living together with a 10 mo. old son. Please, ask me any questions what all is going on you need to know. I will try to explain. Right now I have no phone service, landline or cell that I can use to call out with or receive calls. On landline they disconnected my incoming calls, so I can not answer them by not letting them go through to me, calling out they won't let my call go through and on cell they are tapped into my number using my minutes and call me making noises into my answering machine on my landline phone. I probably will learn some more things they are doing before you get them caught. They are not going to stop! I hope this time you will be able to help me. I don't see why not. I am paying for phone services that I can not use by their hacking. Thank you.

[Ticket: # 1218817 - AT&T blocking protocol 41](#)

Date: 9/25/2016 10:15:41 PM

City/State/Zip: San Jose, California 95124

Company Complaining About: AT&T

Description

AT&T has poor IPv6 support, and doesn't allow me to roll my own solution, since they block protocol 41. Their 6rd implementation doesn't allow incoming IPv6 connections to any devices inside my home network, so I wanted to set up a tunnel to do so. For whatever reason, AT&T prevents that, which seems to be a violation of net neutrality to me.

Ticket: # 1218932 - Charter Spectrum is gauging it's loyal customers

Date: 9/26/2016 5:14:20 AM

City/State/Zip: Arcadia, California 91006

Company Complaining About: Charter

Description

Charter Spectrum has merged with Time Warner Cable and is now offering 100Mbps to new customers. Us old customers, however, are stuck at the 60Mbps. When I went online to chat with customer service, they tell me that service isn't available in my area even though the offer came up as the ONLY option when searching my address. They also said I can upgrade to the Ultra 100 package (which does not exist on charter.com as there is only one tier available there) for a \$200 install payment that it looks like new customers do not need to pay. I think it is ridiculous as a loyal customer to have to pay a super high install fee for wires that are already installed into my house to increase the speed by 40Mbps. Speeds that exist for new customers. As the only option for cable internet in my area, this is just unacceptable. I feel like I need to move to a new city just to get good internet service. This should not be, and it is time for monopolies like this to be ended.

Ticket: # 1220340 - Blocked Access to Webmail.roadrunner.com thru AT&T Uverse

Date: 9/26/2016 4:36:37 PM

City/State/Zip: San Antonio, Texas 78249

Company Complaining About: AT&T

Description

Complaint Against AT&T Networks

I recently transitioned, by moving to a new home, based in San Antonio, TX. Previously I had Time Warner Internet/email services at (b) (6) San Antonio, TX 78255. That service worked to my satisfaction. On August 10th, 2016, I made arrangements with Time Warner to transfer my services to my new home, (b) (6), San Antonio, TX 78249, however, the new home would not be available until September 6th, 2016. During the interim, Time Warner agreed to keep my emails active, which I could access from any internet access by logging into their web site:

(b) (6) During the month long between leaving one home and moving into another, access to my emails through the (b) (6) worked satisfactorily.

Upon connecting the AT&T Uverse service (account (b) (6)) for internet, and email, on 20 September 2016, within days I attempted to access the Time Warner emails and received an error message saying "This site cannot be displayed". I began trouble shooting the problem by going to Time Warner Help Desk; the results indicated that the problem was that the AT&T Uverse service was not permitting access to (b) (6) and that I should take this issue up with AT&T.

Last evening, upon contacting AT&T, they approached the situation as if something was amiss with my equipment. After about an hour of testing, I felt that we were getting nowhere and asked to speak to a supervisor. Upon talking with him, he emphatically said in no uncertain terms that AT&T did not provide access to time Warner websites via their network. I was shocked.

Today, I took all my equipment, laptop & cell phones, to Starbucks, to double check operations. Their wifi service was by Google. Everything worked as expected.

I wish to file this formal complaint against AT&T to fix this issue.

(b) (6)

San Antonio, TX 78249

Ticket: # 1220523 - Internet Speed**Date:** 9/26/2016 5:29:38 PM**City/State/Zip:** Laguna Niguel, California 92677**Company Complaining About:** Frontier Communications

Description

He cannot use the internet. Previously, he had Verizon which was transferred to Frontier communications. For the last 3 days he has had weak internet. The download speed was 0.16. He called Frontier and was waiting on a call from a Frontier Rep by the name of (b) (6). He spoke with a (b) (6) and she told him to call the local manager, (b) (6), who did not return his call. She filed a complaint against Sprint. They said he lives in an overpopulated area which affects speed and he is lucky to have their service. They can't control traffic congestion. He lives in a gated community and Frontier sent a rep without his knowledge. They accused him of restricting access to Frontier. The Rep lied to the Gate man about the address he was going to and said that the Gate man lied to the Frontier Rep..

Ticket: # 1221364 - Internet accessibility

Date: 9/27/2016 9:43:02 AM

City/State/Zip: West Palm Beach, Florida 33413

Company Complaining About: AT&T

Description

Unbeknownst to me when I subscribed to the AT&T internet service, certain ports of the internet are blocked by AT&T precluding Microsoft Outlook from working properly. AT&T acknowledges that this is the case but refuses to unblock or open these ports without me subscribing to a technical support service. I could unblock these ports myself but AT&T fails to provide the software information for the router to be able to program the functions. It appears AT&T has an obligation to provide me the service I want and have it properly configured without having to pay AT&T for setting up some thing I already ordered and paid for.

Ticket: # 1221606 - Comcast Data Cap

Date: 9/27/2016 11:21:09 AM

City/State/Zip: Montgomery, Illinois 60538

Company Complaining About: Comcast

Description

Comcast is enforcing data limits which goes against net neutrality

[Ticket: # 1238893 - Comcast 1TB data cap](#)

Date: 10/6/2016 8:26:54 PM

City/State/Zip: Minneapolis, Minnesota 55416

Company Complaining About: Comcast

Description

I take issue with my internet data being capped at 1TB. Please don't let Comcast monopolize the IP market.

Ticket: # 1244441 - Comcast 1TB Datacap

Date: 10/7/2016 5:48:52 PM

City/State/Zip: Seattle, Washington 98108

Company Complaining About: Comcast

Description

Comcast is now rolling out 1TB datacaps into my state (WA). These datacaps should be rules unlawful.

Ticket: # 1243119 - Data caps?

Date: 10/7/2016 3:00:19 PM

City/State/Zip: Willis, Michigan 48198

Company Complaining About: Comcast

Description

Comcast is trying to take my existing service that I already pay an outrageous fee for and tying to cap out my downloads at 1tb this is ridiculous.

Ticket: # 1227781 - Online Comcast schedule

Date: 9/30/2016 5:07:40 AM

City/State/Zip: Olympia, Washington 98506-1937

Company Complaining About: Comcast

Description

I'd like to know if there are any FCC rules regarding how accessible Comcast must make their schedule? I have a digital converter, which does have a schedule, but it is slow and a drag to navigate, especially if I am watching something. In the past I could just call up their online schedule on my computer. But now they have put their online TV schedule behind a password protection. Every single new session, it is necessary for me to sign in. I don't like that, and I don't see the necessity of tying their schedule together with password-necessary parts of their site like accounts/billing. Yes, the listing is more comprehensive now, but it's also a pain in the ass to sign in every single time I use it. And I can't just make it an easier password without compromising security of my own account. I already have so many passwords I have to keep them in a locked spreadsheet. Are they allowed to make it so difficult to access the schedule?

Ticket: # 1229637 - YouTube

Date: 10/1/2016 4:20:22 AM

City/State/Zip: Kmco, Missouri 66401

Company Complaining About: Time Warner

Description

Sometimes my phone don't work so i need to use my child's iPad so why can't I go on there I coniter all things on the iPad so they should still get to go on YouTube.

Ticket: # 1230329 - Unfair business oractice, unscrupulous business practice & fraud

Date: 10/1/2016 9:59:24 PM

City/State/Zip: Oakley, California 94561

Company Complaining About: Comcast

Description

Comcast billing is fraudulent as well as their service. It is cobstantly interrupted, calls are dropping, internet shut downs at will & they will not let you reduce your bill without trying to tie you into a contract for minimm of one year.

Ticket: # 1230445 - Comcast Caps

Date: 10/2/2016 7:13:35 AM

City/State/Zip: Hoffman Estates, Illinois 60169-3355

Company Complaining About: Comcast

Description

Please do something about the new usage caps that Comcast is deploying. They are implementing these caps at a faster rate and expanding into many new cities. It's only a matter of time before this is nationwide policy. For years Comcast has been increasing rates (and MANY, MANY fees) at a rate of once or twice a year. So in effect we pay more and more and with the caps, can do less and less with our internet connections. These are hard-wired connections, there is no need for these caps. I have a 150mbps connection but what's the point of having a fast internet connection if it only serves to make me reach a cap faster than with a slower connection. I sent this same request to your office less than a year ago and you closed it with Comcast stating there were no caps in the 60169 area and no plans to implement them. Well surprise, it's 10 months later and caps are now in effect. Simply put, Comcast lied. Please do not simply close this complaint with no investigation. Please do something!

Ticket: # 1231519 - Cox Communications blocks Port 80 (and others)

Date: 10/3/2016 12:35:30 PM

City/State/Zip: San Diego, California 92103

Company Complaining About: Cox

Description

I recently switched to Cox Communications and after getting the service setup I tried to access my media server remotely but I could not get through. After checking all my settings I realized quickly that Cox blocks several ports (including port 80) - presumably to restrict residential customers from running servers and to move more consumers to their business plans at higher cost to the customer. This is a direct violation of net neutrality principals. I've called Cox and they refuse to unblock the ports (REF: case# 3704234).

Ticket: # 1244673 - Comcast limiting an unlimited commodity.

Date: 10/7/2016 6:18:50 PM

City/State/Zip: Spokane, Washington 99208

Company Complaining About: Comcast

Description

The internet is not Oreos, the amount of data comcast is able to hand out is limitless. Unless they don't have the infrastructure setup to handle their load, no one will feel negative effects. A better analogy is that, you have a well that literally gives unlimited water. Comcast just installs the pipes to put that water out. If someone leaves their tap on 100% of the time, it does not affect the unlimited water supply, but it does take up the pipe (the bandwidth in this case). Comcast already puts limits on pipe size (bandwidth). As long as they actually run adequate pipe to all the customers there is no downside.

What they're doing now is saying you can only have so much of our unlimited commodity without paying us extra for it. Guising it as an "act of fairness" is absurd, and would only work on an individual who doesn't truly understand how it works, or someone who's been paid off.

As a homeowner who lives in a household with multiple people who stream HD content, download video games, movies, music and other generally large files, 1TB is not nearly as large as they make you think. Three people in my household downloaded a 73GB game last night. That works out to 219GB of data used in a single night, almost 22% of my monthly cap if this comes to pass. Those downloads would have cost me \$50 additional dollars with their 50GB for \$10 if I'd already hit cap. Last month my household used 1.7TB, my bill would've been \$260 as opposed to the \$60 I agreed to.

Comcast are not cell phone providers who truly have issue with too much traffic on their towers. At least cell providers are a little more justified as their customer base is fluid and in motion. Comcast has to set a line to a residence, they know exactly where their customers are, and how much they need to supply.

In my area Comcast literally has a monopoly on high-speed internet. How that's legal or allowed to happen, I have no idea. But I live in Spokane, Washington and other ISPs are not allowed to compete in this market. Comcast has exclusivity. What!? Not only is their monopoly allowed, it's supported by law. So I have no choice in provider. The one I do have is slower than most of the civilized world, has worse service, is overwhelmingly deceptive (Washington state sued them recently over that), and is now putting a cap on an unlimited resource just to justify charge extra. Believe me, if I had a choice, I'd drop Comcast immediately. But at this point, internet is necessary for my livelihood, and I have only one choice.

So I beg of you, regulate this monster of a company. At least allow the free market to work its way and take away its exclusivity. Limiting an unlimited resource is absurd, and should be criminal. The internet should be a public utility at this point.

Ticket: # 1232312 - FCC Fraud

Date: 10/3/2016 4:57:44 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: World Public Media International Mnc

Description

This is to inform the Federal Communications commission Washington DC of the fallowing Federal Indictment on behalf of (b) (6) of World Public Media International and (b) (6) of Multilingual Radio Network Legal and the Department of Media. We hereby: Court ordering all staff of the Federal Communications Commission to the World Courts of Fraudulent and Criminalized along with racism, and discrimination charges consist of all counts. Over 100+ Counts are being brought up on the Federal Communications Commission for the fraudulent activities. Failure to come to a plea of guilty will result in suspension of the Federal Communications Commission. Thus shutting down all operations in the FCC Sector. and forcing all FCC Employees in FEMA Camps.

Ticket: # 1239107 - Comcast data cap charges

Date: 10/6/2016 9:20:39 PM

City/State/Zip: Houston, Texas 77053

Company Complaining About: Comcast

Description

Today 10-06-16 I was informed without any option but to cancel service or pay more next month that:

"We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data, you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of games online, or download 60,000 high-res photos in a month.

For the past three months, your average data usage was 2485 GB. The vast majority of our customers majority of our customers would consider one terabyte to be a massive amount of data – in fact, less than 1% of our customers use that amount in a month. However, it may not be enough for everyone, so we want to make sure you understand your options and choose the Data Usage Plan that works best for you. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less."

I dont understand how that is fair I already pay \$100 dollars for having fast internet and now i have to pay for data usage and where do they get the numbers of 600 or 700 hours of video when you have UHD tvs and 4k tvs that used 2400kbps or more per TV so that is an absolute lie if you have 4 people watching 2 movies perday they would used 16gb aday multiply ×30 days or 480gb amonth thats only watching movies factor in photos, music, or playing games on line 1 person can use an average of 20gb daily as it is my case of a house hold of 4, I dont know where they get that only one percent uses that much data...if you have smart devices at home you will used more that 1000gb or 1tb and will have to spend more money every month....it seems unfair that now we the consumer have to pay for their loses when people are no longer getting cable service for their tv and are moving to cheaper services like HULU or NETFLIX.

Ticket: # 1234070 - discount interent for low income family

Date: 10/4/2016 2:48:23 PM

City/State/Zip: Placentia, California 92870

Company Complaining About: Time Warner

Description

I enquired Timewarner about discount interent for low income family. The CSR named Daniel first said the discount is only for phone service, but when I told him that I read on the interent that Timewarner does offer discounted internet, he said there is a discount rate of \$14.95 for internet. I told him the article says \$9.95. He said the address I gave him is not qualitifed for \$9.95. I explained to him the house is a 'half house' where disabled residents. When I asked him politely to let me speak to his supervisor, I was placed on a long hold and then to a billing dept. I am still holding.

Ticket: # 1250705 - Portability of Bundled Business numbers with internet package

Date: 10/10/2016 12:59:17 PM

City/State/Zip: Dallas, Texas 75205

Company Complaining About: Telwest

Description

Transitioning to new provider and current provider is hostile, not cooperative and holding my numbers and internet hostage. We have multiple numbers for nearly 40 years! (b) (6)

[REDACTED]

Ticket: # 1246817 - Comcast/Xfinity Data cap

Date: 10/8/2016 12:08:45 AM

City/State/Zip: Hialeah, Florida 33014

Company Complaining About: Comcast

Description

Almost year ago, Comcast decided to enforce a 300 GB data limit on 27 cities across the United States. After 6 months of complaining and customers threatening to leave for another company, they eventually raised the limit to 1,024 GB (1 TB). For most people, that is more than enough. There is, however, the 1% (and slowly rising) of customers that regularly use more than this a month, due to video streaming and cloud storage services. These days, everyone knows what Netflix, YouTube, Facebook, and many other websites are. The average household wastes 10-15 GB of data a day, which can result in 300-465 GB of data a month, which is nearly half of their data limit. You could say that 1 TB of data is reasonable, but you then have to remember that, before they started enforcing their data limits, there weren't any. Now, if you want the unlimited data that you used to have, you have to pay anywhere from \$30 all the way up to \$50, depending on where you live. If you don't have the unlimited "plan" and you go over the 1 TB limit, it's \$10 for every 50 GB over, with a limit of \$200 (1 TB over the 1 TB limit). Considering that no one had to pay for unlimited before, it's just being greedy on Comcast's part. Now comes the worst part. Most people think that Comcast is doing this because their infrastructure can't handle too many people using as much internet as they want. Nope. They admitted that all their systems and and their infrastructure can easily handle everyone with unlimited internet. That just leads to the simple conclusion, which means that they're doing it for the money. Knowing how Comcast is as a company, many people aren't surprised that they're pulling stunts like this just for the extra money that they get each month. They've attempted many stunts like this before, with the same outcome each time: losing customers. When mainstream customers catch wind of what Comcast is really doing, they end up complaining and leaving for another company; even if it's not for the same level of service, just to know that they won't get conned just like they did with Comcast. It's just like buying a new car and then they push out an update that doesn't allow you to go more than 10 miles a day without charging you for every extra mile or forcing you to get an "unlimited miles" plan that allows you to drive as much as you want. No one wants that.

Ticket: # 1235947 - Without internet at home for two + weeks

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

City/State/Zip: Romney, West Virginia 26757

Company Complaining About: Frontier Communications

Description

We have Frontier internet and have been without it for multiple weeks. It's always extremely slow but now we have connectivity! They keep saying that techs are coming out but we have yet to see one. I am a self employed photographer and I work from home, I also home school our son. The internet is everything to us!

Ticket: # 1236120 - Phone and Internet have been down for 1 1/2 months - CenturyLink has NOT fixed Services

Date: 10/5/2016 3:20:04 PM

City/State/Zip: Hamilton, Missouri 64644

Company Complaining About: Centurylink

Description

The consumer stated that her phone service goes out after it rains. She stated that the telephone line is laying in the river just down under the bridge about a quarter of a mile from their home. She stated that the line is wrapped up in the brush and exposed in the water. The phone service is intermittent and some days it works... Other days it does not work. The consumer stated that the internet service does not work at all. She stated that occasionally the modem light would come on. However, recently the internet does not come back up. The consumer stated that she continues to pay for these services. The last technician advised her that he did not know why the service was not working. He stated that she might be too far away from the "hub". The consumer stated that this makes no sense because she has had their services for 4 years. The consumer stated that the tech appeared to be angry because she continues to call about the non-working services. He told her that she simply is not going to get service and he did not know what else to tell her!

[Ticket: # 1244886 - Comcast Internet caps](#)

Date: 10/7/2016 6:45:09 PM

City/State/Zip: Stockton, California 95210

Company Complaining About: Comcast

Description

Internet caps prevent innovation, something that is required for the economy to continue to grow in this digital age.

[Ticket: # 1241164 - Comcast Data cap](#)

Date: 10/7/2016 11:11:52 AM

City/State/Zip: St. Paul, Minnesota 55114

Company Complaining About: Comcast

Description

Comcast will begin to place 1 TB Limits on their internet in the twin cities area starting November 1

Ticket: # 1237371 - slowdown of data by Sprint

Date: 10/6/2016 10:52:58 AM

City/State/Zip: Potomac Falls, Virginia 20165

Company Complaining About: Sprint

Description

I have a smartphone but no computer. The phone searches the net easily. I'm retired and don't have a TV so I'm all over the net.

My Sprint phone contract specifies unlimited data.

My phone started acting up this morning so I called Sprint's tech support. The sprint employee told me that part of the problem is that once I reach 23GB of data in a billing period, sprint has the right to slow down data coming to my phone. This seems to contradict the definition of "unlimited data."

I downloaded the fairly recent USCA DC opinion, but after many years as a legal secretary, dealing with the USCA DC and with telecom issues, it made my head spin. I expect cert has been requested from SCOTUS, so studying the opinion is a bit silly for now.

Despite that, I find my data being slowed or interrupted offensive, to say the least.

On a separate issue, a couple weeks back, Sprint's connections to Loudoun County's 911 system stopped working. Sprint sent NO notification; Loudoun County tweeted an alternate number to call for help. (I've been retired on full disability since 2000 and need the Rescue Squad more often than I'd like, so no 911 hits home with me.)

Thanks for any information you can give me.

[Ticket: # 1238650 - New Data Cap on Previously Uncapped Internet contract](#)

Date: 10/6/2016 7:27:47 PM

City/State/Zip: Houston, Texas 77057

Company Complaining About: Comcast

Description

I signed up for a 24 month contract that did not include Data limits. They are now imposing data limits and increasing my bill. This is horrible business practice.

Ticket: # 1242571 - Comcast Data Cap

Date: 10/7/2016 2:02:18 PM

City/State/Zip: Ann Arbor, Michigan 48109

Company Complaining About: Comcast

Description

A plea for the FCC to further limit abuses that ISP's are inflicting on consumers

Ticket: # 1238900 - Comcast Xfinity datacaps implemented

Date: 10/6/2016 8:28:30 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: Comcast

Description

From what I understand, datacaps are against net neutrality laws.

(b) (6)

[Ticket: # 1238740 - Data Capping on Comcast](#)

Date: 10/6/2016 7:50:42 PM

City/State/Zip: Minneapolis, Minnesota 55406

Company Complaining About: Comcast

Description

Comcast/Xfinity has imposed an internet data usage restriction on my account of 1 Terabyte.

Ticket: # 1238417 - Data Caps Being Implemented in my Area

Date: 10/6/2016 5:55:19 PM

City/State/Zip: St. Paul, Minnesota 55105

Company Complaining About: Comcast

Description

Xfinity recently emailed me to let me know that they "will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016." The datacap is an unfair, limiting, and nonsensical business practice, and is simply preying on users which use too much of Comcast's expensive, below-market standard service. The prices for overage are \$200+\$10/gb of overage. This is unacceptable and I plan to cancel service at the first available opportunity. Email notification is attached.

[Ticket: # 1238422 - Comcast data cap](#)

Date: 10/6/2016 5:56:07 PM

City/State/Zip: Southgate, Michigan 48195

Company Complaining About: Comcast

Description

Received an email today about Comcast

Going to cap my internet usage. If I'm not mistaken thought this was against the net neutrality law

[Ticket: # 1238580 - Comcast New Data Cap](#)

Date: 10/6/2016 7:00:22 PM

City/State/Zip: Troy, Michigan 48084

Company Complaining About: Comcast

Description

They recently capped internet to 1GB in Michigan. This is very wrong, especially for a company of this size.

Ticket: # 1238551 - Comcast Data Cap

Date: 10/6/2016 6:45:08 PM

City/State/Zip: Warren, Michigan 48089

Company Complaining About: Comcast

Description

Comcast has just notified me that they are going to start charging me for using the Internet a lot. This is unacceptable!

Ticket: # 1238608 - Comcast Changing Material Terms of Contract

Date: 10/6/2016 7:13:30 PM

City/State/Zip: Eagan, Minnesota 55122

Company Complaining About: Comcast

Description

Comcast has sent a note letting me know that they are capping my data limits and charging exorbitant fees to continue to access the level internet I originally contracted for. I bought their economy level internet at a certain speed, and no other restrictions. I would like them to honor that original contract - my use or lack of use of their product should not allow them to alter the contract terms. Actually at this point, I think it should be considered a utility, but I'll settle for what I originally contracted.

Ticket: # 1238673 - Comcast Data Usage Caps

Date: 10/6/2016 7:33:17 PM

City/State/Zip: Grand Rapids, Michigan 49503

Company Complaining About: Comcast

Description

Comcast is setting data usage maximums starting November 1, with a large additional fee if the cap is exceeded. Additionally, they are offering an "unlimited" usage plan for an increased cost. This appears to be a preemptive attack on streaming services and is an abuse of power as an ISP with a monopoly in many areas.

Ticket: # 1238667 - New data caps from Xfinity

Date: 10/6/2016 7:32:11 PM

City/State/Zip: Houston, Texas 77089

Company Complaining About: Comcast

Description

I just received an email from my internet service provider (Comcast) that as of next month (November 2016), my internet service is going to be capped at one Terabyte per month.

This is anti-competitive behavior. Comcast is only doing this to promote their own services (unlimited service now costs \$50 more a month), and to prevent their users from having access to bandwidth intensive services such as Netflix. The FCC was created to make sure things like this don't happen. This issue needs to be resolved ASAP.

I have attached a copy of the email I received from Comcast for your own records.

Ticket: # 1238669 - XFinitiy/Comcast is Limiting my data per month

Date: 10/6/2016 7:32:46 PM

City/State/Zip: Grand Rapids, Michigan 49507

Company Complaining About: Comcast

Description

I just received notice that I'm being limited to 1TB a month of bandwidth or I have to pay overage fees or pay an additional \$50 a month for an unlimited plan. I already had unlimited and they're changing the terms of service with out my consent and limiting my data/putting a restriction on it. I'm not being charged less per month. I contacted their customer service and I was told that they would not change or allow me to opt out of the service. I do not have another option for high speed internet in my area with enough bandwidth to meet my needs (the next closest speed is a 1/10 of comcast). This is an artificial monopoly that is charging more money just because they can. Their limiting my data usage is a violation of net neutrality.

Ticket: # 1238677 - Comcast Data Cap

Date: 10/6/2016 7:34:13 PM

City/State/Zip: Vancouver, Washington 98664

Company Complaining About: Comcast

Description

There is no reason for a datacap!!!

Ticket: # 1238716 - Comcast data cap

Date: 10/6/2016 7:42:56 PM

City/State/Zip: Cypress, Texas 77433

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1238741 - Comcast New Terabyte Internet Data Usage Plan - Houston, TX

Date: 10/6/2016 7:50:52 PM

City/State/Zip: Katy, Texas 77493

Company Complaining About: Comcast

Description

This is pure anti-competitive behavior. This government-provided monopoly MUST be broken for the benefit of everyone. It is purely a money grab and a method of limiting competition. It has nothing to do with properly charging based upon the cost of service delivery. The Internet is not a luxury. It is NOT an entertainment service. It has become a necessity. I work from home 100% of the time and my wife works from home about 40% of the time.

Ticket: # 1238767 - Comcast imposing 1tb limit

Date: 10/6/2016 7:57:09 PM

City/State/Zip: Broomfield, Colorado 80021

Company Complaining About: Comcast

Description

Comcast has informed that they are imposing a 1 tb limit to a plan that has always been unlimited I consider this to be an abuse of power as they are now doubling my bill for the exact same service I just had. Due to monopolies I am left without a leg to stand on

Ticket: # 1238802 - Xfinity data caps

Date: 10/6/2016 8:04:29 PM

City/State/Zip: Loveland, Colorado 80537

Company Complaining About: Comcast

Description

I currently pay for unlimited internet via Xfinity. Add of 5 minutes ago, I received an email from Xfinity notifying me that they have modified our agreement to be a limited service, without lowering what I pay.

[Ticket: # 1238824 - Comcast 1 terabyte data cap](#)

Date: 10/6/2016 8:10:04 PM

City/State/Zip: Denver, Colorado 80238

Company Complaining About: Comcast

Description

Comcast just informed me that it will be instituting a 1 terabyte per month limit on my broadband usage. I pay for a 150 mbps connection, which would mean that gives me only about 15 hours per month of internet usage at full bandwidth. As a consumer that not only needs a hearty internet connection for my work, but one that does not have any cable television subscriptions, this reduces my ability to consume media from my preferred sources (Netflix, Youtube...).

Ticket: # 1238841 - 1 TB Data cap

Date: 10/6/2016 8:15:15 PM

City/State/Zip: Fort Collins, Colorado 80528

Company Complaining About: Comcast

Description

Comcast informed me today that they are putting a cap on my internet data to 1 terabyte. I work from home and use my internet connection heavily for data transfers. I also use data while not at work. Comcast mentioned in their email that I average 900GB of data on average over the past 3 months. At this point in the month, which is 6 days in, I am already at 200GB of data. Internet providers can not begin putting caps on internet data with all the technology being built around the internet. Comcast has not had issues providing users with all the data they have consumed prior to this cap, why can it be implemented now? I am forced to use comcast as it is the only high speed internet provider in my area, making them a monopoly in my area. Capping data when I have no other options does not create an open internet environment. Comcast should not be allowed to cap users data, especially when some users are already near the cap. Companies like this are ruining America and need to be stopped from allowing this to happen.

Ticket: # 1238846 - Internet Data Caps

Date: 10/6/2016 8:16:11 PM

City/State/Zip: Denver, Colorado 80238

Company Complaining About: Comcast

Description

Comcast has announced a data limit to our internet. This is harmful to me since I use Netflix and other streaming services for most of my TV watching habits.

This measure is anti-competitive, especially to streaming services, and puts unfair and unwarranted pressure on the consumer to either scale back on viewing habits or pay more for a service which should be unlimited.

Comcast has even admitted that these limits serve no technical purpose. They exist solely to inflate their profit margins. They're promoting unfair competition. Their own streaming service doesn't count towards their own streaming service, but anyone else's does. They are unfairly stacking their own product over others. Microsoft was broken up for having similar practices.

Please, break up these monopolistic companies. More competition would give better prices and less restrictions, which would be better for Americans.

Ticket: # 1239287 - Comcast 1TB data cap

Date: 10/6/2016 10:06:50 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

How is this net neutrality? Comcast using more shady business tactics to gut customers bank accounts.

(b) (6)

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Ticket: # 1238876 - Comcast Imposed Data Cap

Date: 10/6/2016 8:22:47 PM

City/State/Zip: Galesburg, Michigan 49053

Company Complaining About: Comcast

Description

I received an e-mail today that my Comcast internet plan will now be subject to a data usage cap. This is against the open internet that the FCC has stated it wants to protect. I don't understand how they can even do this with a signed contract agreement for service.

Ticket: # 1238916 - Comcast Data Usage Limits

Date: 10/6/2016 8:32:53 PM

City/State/Zip: Kent, Washington 98031

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB data usage limit per month in my state (WA) come 11/1/16. This is ridiculous and unfair to users who don't subscribe to their television service and stream movies and TV over the internet.

Ticket: # 1238950 - Internet limits

Date: 10/6/2016 8:41:50 PM

City/State/Zip: Bloomington, Minnesota 55438

Company Complaining About: Comcast

Description

Comcast is going to start issuing a data usage limit of 1 terabyte a month. As anyone in the industry would tell you, data limits are meaningless. It does not cost Comcast any extra money to give out data in the long term. The only limit is the short term, which is limited by internet speeds. The only reason that they are doing this is to get extra money via charges for what should be included. I strongly feel that if there were more competition that this would not happen. Comcast has a borderline monopoly in my area, so I have no other option other than to just accept this.

Ticket: # 1239021 - Net neutrality Comcast

Date: 10/6/2016 8:57:27 PM

City/State/Zip: Albuquerque, New Mexico 87123

Company Complaining About: Comcast

Description

Comcast plans to implement a 1 TB limit on bandwidth. This not only is against net neutrality but will also cause a step back in our countries infrastructure

Ticket: # 1239043 - Comcast instituting data cap

Date: 10/6/2016 9:04:09 PM

City/State/Zip: Houston, Texas 77062

Company Complaining About: Comcast

Description

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data, you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of games online, or download 60,000 high-res photos in a month.

This is ridiculous, with a 250mBPS connection that I pay for, I can hit this cap in less than a day. I purchased this data plan with no cap, and now Comcast is trying to impose a cap. I pay for this connection to stream content, NOT to subscribe to Comcast cable. I feel they are punishing Internet only subscribers for not bundling cable TV with Internet.

The real weird thing is they keep sending me emails telling me to upgrade my modem, which I own, to one they want to lease me, I have to wonder that if I were to lease a modem from them for 10 dollars a month if this cap would go away.

[Ticket: # 1239062 - Comcast Data usage plans aka bandwidth cap price gouging](#)

Date: 10/6/2016 9:07:30 PM

City/State/Zip: Arvada, Colorado 80003

Company Complaining About: Comcast

Description

Comcast is about to roll out their data usage plans here. These plans impede on my ability to watch streaming content, purchase and download software/games/music/movies, as well as work from home. These plans exist only to target power users and cord cutters for more money

[Ticket: # 1239098 - Comcast data caps](#)

Date: 10/6/2016 9:19:08 PM

City/State/Zip: Layton, Utah 84041

Company Complaining About: Comcast

Description

Effective November 1st, Comcast is mandating usage caps for home internet users all over the nation, and in my area. They are resetricting the open internet by restricting users access to use the internet as it has been intended for years. Instead of allowing customers to stream videos and pay even more for their services and TV. Comcast is only looking to add more money to their bottom line and squeeze every dime out of their customers.

Ticket: # 1239148 - Comcast Data Caps Unreasonable**Date:** 10/6/2016 9:34:18 PM**City/State/Zip:** Westland, Michigan 48185**Company Complaining About:** Comcast

Description

I am now subject to a "1TB Usage Cap" where I have to pay \$1/GB I go over the cap. This is completely unreasonable. The Unlimited plan is offered for \$50. Also completely unreasonable. If companies like Google can offer 1Gbit/s uncapped for \$70/mo, why is it that I have to pay \$100/mo for an inferior service offering 150mbps/20mbps and a 1TB, 4K Unfriendly soft usage cap? End this fucking madness. Please. For the love of this country, fix this fucking madness. End the monopolies.

Ticket: # 1239119 - Comcast Imposing Data Cap

Date: 10/6/2016 9:23:20 PM

City/State/Zip: Grand Rapids, Michigan 49505

Company Complaining About: Comcast

Description

Comcast has informed me that they are going to begin capping people's data usage in my area, and there is no reasonable competition in this service area for people to show their displeasure by switching to. If I want to keep the unlimited access that I have had for many years now, it is an extra \$50. For the same service.

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239141 - Comcast 1TB data limit

Date: 10/6/2016 9:32:50 PM

City/State/Zip: Commerce City, Colorado 80022-8906

Company Complaining About: Comcast

Description

Comcast has just anounced a 1TB data limit in my area and are proposing i pay an extra \$50 per month to receive unlimited internet access. We need the FCC to step in. I am using this much data to backup to cloud providers. Share my own media with myself and stream media from providers like Netflix and amazon.

Ticket: # 1239214 - Xfinity Violation of Net Neutrality

Date: 10/6/2016 9:47:39 PM

City/State/Zip: Houston, Texas 77040

Company Complaining About: Comcast

Description

I'm writing to complain about the recent updates to my comcast xfinity service specifically regarding data usage. Their ability to cap my data is in direct violation of net neutrality. Furthermore, my inability to select a different ISP should be a considered a monopoly.

Ticket: # 1239140 - data caps are unconstitutional.

Date: 10/6/2016 9:32:28 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

(b) (6)

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TL:DR FUCK COMCAST. Shut this shit monopoly down.

Ticket: # 1239152 - Comcast - Datacaps

Date: 10/6/2016 9:35:02 PM

City/State/Zip: Spring, Texas 77389

Company Complaining About: Comcast

Description

I just got an e-mail from Comcast concerning their introducing datacaps to my area. I would like for it to be a costly and difficult experience for them to do this so they give up and stop this avenue of greed.

Ticket: # 1239155 - Data Limits

Date: 10/6/2016 9:35:40 PM

City/State/Zip: Minneapolis, Minnesota 55405

Company Complaining About: Comcast

Description

Comcast has a literal monopoly and is strangling us for more money. We now have a penalty of \$200 dollars for using data they deem to be excessive. Please for the love of god stop letting these companies screw us over.

[Ticket: # 1239205 - Comcast 1tb data cap](#)

Date: 10/6/2016 9:45:03 PM

City/State/Zip: Grand Rapids, Michigan 49504

Company Complaining About: Comcast

Description

Companies are all limiting data to packages to get even higher profit margins.

There is not an increase in price due to infrastructure needs. This should be evaluated and the internet should be seen as a utility.

Ticket: # 1239221 - Comcast Data Limits**Date:** 10/6/2016 9:49:30 PM**City/State/Zip:** Denver, Colorado 80238**Company Complaining About:** Comcast

Description

Comcast has a monopoly for high speed (100mbps and up) internet in Denver, Colorado. We do not have other options like google fiber or Verizon fios for the area. On November 1st, 2016, Comcast is going to implement a data limit on all users. i don't believe this should be allowed, this monopoly means i don't have any other options if i am unhappy with the service or when I don't want to be hit with extra fees for going over the limit. I am filing a complaint to try and put a stop to this.

Cell phone service are all going unlimited due to all the competition in the market and consumers having options if they don't like the service/pricing/plans. this should be the same for cable companies.

[Ticket: # 1239372 - comcast datacaps](#)

Date: 10/6/2016 10:33:48 PM

City/State/Zip: Willard, Utah 84340

Company Complaining About: Comcast

Description

Comcast xfinity just put a datacap on my internet service. this cannot stand.

We are being taken advantage of and need the FCCs help with preventing this wrongdoing.

Ticket: # 1239253 - Comcast data caps

Date: 10/6/2016 9:57:45 PM

City/State/Zip: Saint Louis Park, Minnesota 55416

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239264 - Comcast rolls out 1TB data caps

Date: 10/6/2016 10:01:14 PM

City/State/Zip: Houston, Texas 77380

Company Complaining About: Comcast

Description

The comcast datacaps are unrealistic as data usage is certainly on the rise with 4k streaming and online gaming becoming more and more prevalent. I signed up for unlimited internet and now it has suddenly become limited with less than 30 days notice.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is visible in red at the top left of this redacted area.

Ticket: # 1242455 - Data Caps**Date:** 10/7/2016 1:50:05 PM**City/State/Zip:** Fort Collins, Colorado 80525**Company Complaining About:** Comcast

Description

I'm a graphic designer who works out of Fort Collins, CO, doing roughly 90% of my business over the internet with remote clients on the east and west coast. A significant amount of my bandwidth usage comes from teleconference calls and sending design files to and from my clients and my file backup service. Yesterday, I and many others received a letter from Comcast declaring that there was now a hard cap on data I could use without facing additional fees.

This cap is 1TB/month. However, there is no itemized breakdown of the data I'm using or any check in place to ensure that Comcast is taking accurate records of my data and that I'm being billed fairly. This sort of documentation would be essential to small-business customer of Comcast who need to track their expenses. I fear it would also lead to a slippery slope of tiered internet speeds that would give an unfair advantage to larger companies. It makes it difficult to share the files I create with my clients in a timely manner.

Unfortunately, I live in a city where no municipal broadband or comparable alternative service is available. As a result, I cannot move my business outside of Comcast. Their new policy is anti-small business and dances the line of monopolistic thuggery. I'm unsure if this letter will be read, but I hope that there's some way to combat this situation.

Ticket: # 1239348 - Comcast 1TB throttle

Date: 10/6/2016 10:24:54 PM

City/State/Zip: Denver, Colorado 80236

Company Complaining About: Comcast

Description

Comcast has rolled out a limiting of internet traffic. This is outrageous and should be found as against an Open Internet.

They are acting like a monopoly and should be forced to compete against itself. We need more competition in this space. Maybe declare all fiber to be a utility like you did with copper wires. It's not right that Comcast is allowed to act like a monopoly and force their users into places where they wouldn't be, if they had competition.

Ticket: # 1239424 - Internet Caps

Date: 10/6/2016 10:48:26 PM

City/State/Zip: Antelope, California 95843

Company Complaining About: Comcast

Description

Comcast has started putting caps on the amount of data I use. I'm a cord cutter and this is my means of getting media and not their TV service.

Ticket: # 1239391 - Comcast Data Caps

Date: 10/6/2016 10:38:52 PM

City/State/Zip: Boston, Massachusetts 02116

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239434 - Comcast limiting my internet usage

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

City/State/Zip: Chicago, Illinois 60608

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239455 - 1 TB cap

Date: 10/6/2016 10:56:21 PM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Comcast

Description

Comcast is enforcing a 1TB cap unless I pay them an extra \$50/month. I've had Comcast for over 2 years now and gone over 1TB data and it's never been a problem for them before. This is an arbitrary money grab with no basis in actual expenses or cost. Worse, this impacts families where multiple users will reach the cap much faster then individuals. I already pay twice for their internet service than I do for my cell phone service WITH unlimited data (not including their exorbitant cable tv prices)

Ticket: # 1239466 - Data caps

Date: 10/6/2016 10:59:14 PM

City/State/Zip: Commerce City, Colorado 80022

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

[Ticket: # 1240929 - Comcast Datacaps](#)

Date: 10/7/2016 10:25:31 AM

City/State/Zip: Huntingdon, Pennsylvania 16652

Company Complaining About: Comcast

Description

Comcast is rolling out datacaps nationwide.

Ticket: # 1239502 - Limits on Home Internet

Date: 10/6/2016 11:10:37 PM

City/State/Zip: Grand Rapids, Michigan 49508

Company Complaining About: Comcast

Description

Comcast has moved forward with the 1 terabyte limit for even more locations today. This is a terrible plan for everyone involved. Home internet should not be limited. There is no reason internet should be costing upwards of \$75 let alone have a limit on it.

Ticket: # 1239524 - Comcast 1TB

Date: 10/6/2016 11:15:56 PM

City/State/Zip: Mt Laurel, New Jersey 08054

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help. This is a complete monopoly.

Ticket: # 1239548 - Comcast 1tb data cap

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

City/State/Zip: Arlington, Virginia 22203

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239550 - Comcast data caps

Date: 10/6/2016 11:22:53 PM

City/State/Zip: Colorado Springs, Colorado 80923

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239553 - Comcast Internet Data Caps

Date: 10/6/2016 11:23:44 PM

City/State/Zip: Griffin, Georgia 30224

Company Complaining About: Comcast

Description

Comcast is the only provider to provide broadband internet in my market. Comcast is supressing innovation by placing caps and charging for internet data usage.

Comcast does not charge by the number of hours of Tv viewed. Comcast should not be allowed to charge extra for internet data within reason. Comcast is trying to supress competing video services by limiting and charging extra for data. This practice must stop.

Ticket: # 1239554 - Data limits

Date: 10/6/2016 11:23:44 PM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

Comcast in my area has started implementing data limits. With the nature of the world today this is akin to a bread line and rationing of staple items. They make it sound like they are doing us a favor by saying 'if you use less you pay less'. When in reality it's 'you will continue to pay the same unless you exceed our arbitrary number'. The prices they want to enforce for exceeding the arbitrary cap are absurd in relation to what it actually costs them. Studies show a 2000% markup as standard. Comcast has also effectively created a monopoly in my market so I don't have a choice by use their service. This needs to be addressed. This needs to be regulated to be regulated.

Ticket: # 1239568 - Data Caps**Date:** 10/6/2016 11:26:37 PM**City/State/Zip:** Houston, Texas 77098**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239570 - Comcast data caps

Date: 10/6/2016 11:26:57 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

Putting a cap on bandwidth/throughput is an anti consumer action that serve no purpose other then to give an excuse to charge the consume more money as well as punish cord cutters who removed cable and instead rely on video streaming services like amazon prime or netflix.

These actions are even worse as there is little room for switching providers to a uncapped plan as many do not have an option and others will have a slower DSL that might only provide a tenth of the speed which is to slow for streaming high definition video or to download games through services like Steam.

[Ticket: # 1239579 - Comcast expansion of internet data caps](#)

Date: 10/6/2016 11:28:46 PM

City/State/Zip: Oregon City, Oregon 97045

Company Complaining About: Comcast

Description

Comcast recently expanded their internet caps to a bunch of new states and this is honestly unacceptable. PLEASE DO SOMETHING!

Ticket: # 1239580 - Comcast/Xfinity imposed cap on customers (even in agreement), allowing unlimited data for extra charge

Date: 10/6/2016 11:28:52 PM

City/State/Zip: Cypress, Texas 77429

Company Complaining About: Comcast

Description

Comcast/Xfinity just sent out an e-mail saying active November 1, 2016 there will be a 1TB cap in place with overage charges to a maximum of \$200 at \$10/50gb increments. They also offer an unlimited data option for \$50/month.

Per the e-mail, their basis for this is "Those who use more Internet data, pay more. And those who use less Internet data, pay less."

They also state "less than 1% of our customers use that amount in a month."

If this is true, why would this cap be needed? This is clearly an attempt to collect more money from people who are already paying for their service and speeds. Customers that use less than 1tb do not get reimbursed any of the cost of their internet, they can't use unused data from previous months, and unlimited users can download much more than a regular user that is charged overage fees for the cost.

For example, take a user that does not opt for unlimited data per month... if he racks up 2tb of data per month and gets overage charges to the cap of \$200, he'd be paying \$2400 per year in these fees. An unlimited user would be paying \$600 to be allowed that (and more) data. If this were the case of "use more, pay more, use less, pay less" then the charges should be remotely similar, not 4 times more. They seem to be scaring users who think they will go over the cap to enroll in unlimited data, even if they don't exceed 1tb on a regular basis. You would only need to exceed the 1tb by 250gb to make it more logical to have unlimited data for that month. Why not make the overage cap \$50 before you go unlimited? This would be much more logical and consumer oriented.

I pay for 250mbps download which is over-provisioned to roughly 275mbps. If I were to continuously download, I could achieve 50tb+ per month. What do I use now? According to the e-mail, 556gb on average. However, there are months that I've used more than a terabyte of data, there are months I used significantly less. Capping the internet and charging more for unlimited is incentive to fully utilize my connection for no reason just so I don't waste the extra that I am paying for.

Next, the data usage meter that is used to track often seems inaccurate compared to what consumer devices at home show. If they plan to enforce a cap based on volume, shouldn't there be some kind of checks and balances?

[Ticket: # 1239588 - Comcast/Xfinity capping a utility with a huge penalty fee for overage](#)

Date: 10/6/2016 11:30:05 PM

City/State/Zip: Houston, Texas 77070

Company Complaining About: Comcast

Description

As the subject says, Comcast/Xfinity has informed me that I will have a 1TB cap on my internet and I was told explicitly that there wasn't going to be a cap at all. When they informed me of the policy, they mislead me with false usage information to make it seem like I don't use as much when in reality I was actually above their cap last month. Misleading agreement, misleading information, and capping a utility.

Ticket: # 1239594 - Comcast 1Tb data cap

Date: 10/6/2016 11:30:33 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239597 - Comcast is implementing soft data caps on home connections

Date: 10/6/2016 11:31:12 PM

City/State/Zip: Westminster, Colorado 80031

Company Complaining About: Comcast

Description

Comcast just notified us that they are rolling out metered data useage as of November this year. In terms of the technology I think we both know this is a horseshit money grab. Their infrastructure costs aren't priced how they're trickling it down to their customers - and if they weren't a defacto monopoly in the area and I actually had another choice to move to a different provider I would. I could even pay to have a private circuit delivered here if I wanted to! I suspect they have contractual leverage, or left themselves wiggle room to implement this initially - but given their unique position as an exclusive provider of key utility service I want to file a complaint, and I don't see Dish network or some of the other providers as true competitors. That's like comparing being on city water to digging your own well. Technically the same, but functionally far too different.

Ticket: # 1239614 - Data caps

Date: 10/6/2016 11:36:32 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

>Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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>It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

Ticket: # 1239627 - Comcast's increasing monopoly

Date: 10/6/2016 11:44:49 PM

City/State/Zip: Tacoma, Washington 98445

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1239640 - Comcast rolling out 1TB data caps

Date: 10/6/2016 11:50:16 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Xfinity

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239667 - Comcast bandwidth caps

Date: 10/7/2016 12:04:43 AM

City/State/Zip: Boston, Massachusetts 02125

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239674 - Comcast Data Limit Caps

Date: 10/7/2016 12:07:18 AM

City/State/Zip: Alexandria, Virginia 22311

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239681 - Comcast 1TB data limit

Date: 10/7/2016 12:08:33 AM

City/State/Zip: Colorado Springs, Colorado 80923

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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On top of all that, the speeds advertised are clearly not what my household receives. rarely do we reach maximum speeds, while the average speeds are around 30% of what they actually could be.

Ticket: # 1239708 - Comcast

Date: 10/7/2016 12:17:42 AM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

Comcast has violated the net neutrality ruling. By placing arbitrary restrictions on internet data usage, which in turn dissuades the use of internet-based entertainment services in favor of their own content, Comcast has introduced an unfair and unjustified system of gate-keeping and preferential tiered accesses.

Ticket: # 1239720 - Net neutrality and bandwidth caps

Date: 10/7/2016 12:25:32 AM

City/State/Zip: Troutdale, Oregon 97060

Company Complaining About: Comcast

Description

I recently found out that Comcast will begin enforcing bandwidth caps in my service area. As someone that gets all of my TV and movies from online sources like Netflix and hulu, bandwidth caps are nothing but an attempt to force people that don't subscribe to traditional cable television service to pay more for choosing Comcasts competitors. It's already been shown that caps do nothing for bandwidth congestion, as congestion is related to bandwidth speeds, and not total monthly usage. I pay q agreed upon monthly fee, for a given speed. I should not be penalized with additional fees for using the service I pay for, instead of subscribing to cable TV packages.

Ticket: # 1239741 - Comcast data caps

Date: 10/7/2016 12:32:54 AM

City/State/Zip: Westminster, Colorado 80234

Company Complaining About: Comcast

Description

This is merely the next phase in Comcast's (and all other ISP's) evil plan.

They started out with caps in "limited markets" so-as to reduce the potential for a mass uprising that might force the FCC's, FTC's and Congress' hands. It also let them collect lots of information to try to determine the public's "pain point", which is why they went to a 1TB cap instead of sticking with 350GB.

They know absolutely perfectly well that a 1TB cap won't rile up massive defections and outcry right at this moment -- yet will be insufficient bandwidth within the next 5 to 10 years, whereupon they can then rake in massive overage fees.

This is the long con.

Now that they're assured they can get away with this shit, they're rolling it out to more territory. Then they'll wait and see how that all settles out.

Finally, they'll roll it out to the entirety of their network and then sit back with a sigh of relief and begin figuring out how to implement all the nefarious ways they can leverage this "artificial scarcity" to roll in even more massive profits.

Ticket: # 1239778 - Comcast introducing data limits in Minneapolis, MN

Date: 10/7/2016 12:48:42 AM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

I believe that Comcast's introduction of data limits is in direct violation of FCC laws regarding Net Neutrality, specifically, Paid Prioritization issues. By allowing them to set a limit, it allows them to lower this limit whenever they see fit, as many times as they wish. The "option" of paying more money to potentially avoid overage charges will soon become a necessity, if/when the limit is lowered. If given the opportunity, they will extort their customers for everything they can, while simultaneously laughing in the face of the FCC and their legislation.

Ticket: # 1239792 - Comcast Data Caps**Date:** 10/7/2016 12:55:29 AM**City/State/Zip:** Bellflower, California 90706**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Ticket: # 1239806 - 1 Terrabyte datacap

Date: 10/7/2016 12:59:17 AM

City/State/Zip: Grandville, Michigan 49418-2834

Company Complaining About: Comcast

Description

We were not informed of the 1 terrabyte datacap until just now, months after we started our contract started. As well as the \$200 fee for going over being outrageous.

[Ticket: # 1239819 - XFINITY data cap](#)

Date: 10/7/2016 1:04:47 AM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

Comcast has instituted a datacap on home internet. The company has violated Net Neutrality by not counting its cable streaming in this data plan.

Ticket: # 1239831 - Comcast data caps

Date: 10/7/2016 1:07:43 AM

City/State/Zip: Springville, Utah 84663

Company Complaining About: Comcast

Description

Comcast is taking the profit-driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239836 - Comcast Data Cap

Date: 10/7/2016 1:08:54 AM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239846 - Data Caps

Date: 10/7/2016 1:12:15 AM

City/State/Zip: Richmond, California 94804

Company Complaining About: Comcast

Description

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the 'Description' header. The text '(b) (6)' is visible at the top left of this redacted area.

Ticket: # 1239847 - Internet usage caps

Date: 10/7/2016 1:12:39 AM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239857 - Comcast 1TB Data Comp

Date: 10/7/2016 1:15:16 AM

City/State/Zip: Mccordsville, Indiana 46055

Company Complaining About: Comcast

Description

This is purely a money grab and should not be allowed by the FCC. Because more and more people are choosing to "cut the cord", Comcast is essentially retaliating by limiting Internet access and charging unreasonable fees for overages.

Ticket: # 1239874 - Implementing Data Cap

Date: 10/7/2016 1:26:01 AM

City/State/Zip: Boca Raton, Florida 33428

Company Complaining About: Comcast

Description

Comcast announced they are introducing a datacap in my city and I will be subject to it. They will then be selling me back the service I already was paying for for over a decade. They're double dipping and it's disgusting. They want me to pay \$50 a month to magically remove the congestion on the network.

I have no real alternative. No fiber options, no other cable options. Nothing with enough bandwidth. I'm going to be forced to pay for something I never had to for years and years.

Ticket: # 1239916 - Comcast data limits

Date: 10/7/2016 1:47:26 AM

City/State/Zip: Holland, Michigan 49423

Company Complaining About: Comcast

Description

After being told multiple times that our contract will lock in the price and there are no data limits on their service, they introduce the XFINITY Terabyte Internet Data Usage Plan (

(b) (6)

Ticket: # 1239896 - Comcast Data Cap

Date: 10/7/2016 1:36:21 AM

City/State/Zip: Eden Prairie, Minnesota 55347

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239903 - Comcast data capping with exceptions for partnering services

Date: 10/7/2016 1:39:51 AM

City/State/Zip: Long Island City L, New York 11109

Company Complaining About: Comcast

Description

I am considering moving into an area served by Comcast, but these changes to their terms and conditions are making me reconsider the move.

Currently, the company is limiting data to 1TB for services such as Netflix, whereas Amazon VOD are unmetered.

This is anti-competitive and what I believe to be a direct violation of the Open Internet initiatives at the FCC. This is why we all vote to protect Net Neutrality, and Comcast is now laughing at us.

Please take action against Comcast to protect the Open Internet.

Thank you.

Ticket: # 1239904 - Comcast's new data caps coming Nov. 1st

Date: 10/7/2016 1:40:18 AM

City/State/Zip: Milwaukie, Oregon 97222

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239924 - Bandwidth caps

Date: 10/7/2016 1:51:02 AM

City/State/Zip: Portland, Oregon 97212

Company Complaining About: Comcast

Description

Comcast is instituting bandwidth caps across Oregon effective 2016-11-01. This is crazy. Internet access should be billed by _speed_ and not by the bit. There is virtually no competition for internet service in Portland. None of us like Comcast but we're forced to use them and put up with their consumer-hostile tactics because we have no choice in the matter as any alternatives are few/far-between. Would love the possibility of municipal broadband. It feels like our local lawmakers are incentivized by Comcast to keep their virtual monopoly

Ticket: # 1239945 - Comcast 1TB Internet Cap

Date: 10/7/2016 2:00:37 AM

City/State/Zip: Houston, Texas 77004

Company Complaining About: Comcast

Description

Hi,

I live in Houston, Texas and use Comcast Xfinity for my internet provider. I just received an email notifying me that my plan is retroactively changing to have a 1 TB cap on my internet. This is ridiculous as this is not the plan i signed up for and is yet another restriction on my internet usage. In a few years they will likely reduce this cap even more and begin to charge me in increments like a phone plan. This is not an open internet. Something must be done to stop this ridiculousness. These regulations are getting out of hand.

Thank you,

(b) (6)

Ticket: # 1239936 - Use of data caps

Date: 10/7/2016 1:56:49 AM

City/State/Zip: Hopkins, Minnesota 55343

Company Complaining About: Comcast

Description

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Ticket: # 1239954 - Comcast data cap

Date: 10/7/2016 2:06:24 AM

City/State/Zip: Southgate, Michigan 48195

Company Complaining About: Comcast

Description

Comcast informed my girlfriend and I today that they are imposing a 1 TB (terabyte) cap per month to our previously unlimited cable internet plan. This is not at all what I signed up for, and frankly its absurd and seems like it should be considered abuse or illegal. There is absolutely no good reason to downgrade me like that, as I've never gone over that amount. With 4K video content coming out and game/movie/music downloads getting larger and larger, I'm going to reach this cap and eventually surpass it, and then get fined for it. It's ridiculous. I thought we were supposed to be advancing as a nation not going backwards. I feel like I just got booted over to some crappy cellphone plan with a tiny data limit.

I don't think Comcast should be allowed to get away with this and I hope and pray that the FCC will do something about it. Don't let them achieve the internet monopoly they're so desperate to become.

Ticket: # 1239956 - Comcast data caps

Date: 10/7/2016 2:07:01 AM

City/State/Zip: Lehi, Utah 84043

Company Complaining About: Comcast

Description

Please do not allow comcast to cap my data at 1 tb\mo

Ticket: # 1239965 - Comcast data caps.

Date: 10/7/2016 2:10:56 AM

City/State/Zip: Lompoc, California 93436

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1239979 - Comcast data cap rollout

Date: 10/7/2016 2:23:58 AM

City/State/Zip: Beaverton, Oregon 97006

Company Complaining About: Comcast

Description

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Ticket: # 1239981 - Comcast Double Dipping

Date: 10/7/2016 2:25:58 AM

City/State/Zip: Burlington, Washington 98233

Company Complaining About: Comcast

Description

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Ticket: # 1239992 - Comcast/Xfinity sudden home Internet data caps

Date: 10/7/2016 2:38:07 AM

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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[Ticket: # 1240000 - Comcast is greedy](#)

Date: 10/7/2016 2:42:07 AM

City/State/Zip: Santa Clara, California 95050

Company Complaining About: Comcast

Description

How is a 1tb cap legal?

[Ticket: # 1240286 - Liars and thieves](#)

Date: 10/7/2016 8:11:39 AM

City/State/Zip: Houston, Texas 77009

Company Complaining About: Comcast

Description

I signed a contract for unlimited data. Now Comcast says next month they will charge if I go over 1TB of data. This is unethical and wrong. They are trying to stifle the free internet and net neutrality rules.

Ticket: # 1240011 - Comcast data caps

Date: 10/7/2016 2:55:58 AM

City/State/Zip: Eugene, Oregon 97405

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1240014 - Comcast data cap

Date: 10/7/2016 2:57:45 AM

City/State/Zip: Englewood, Colorado 80113

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1240021 - Comcast's Implementation of bandwidth caps in WA State

Date: 10/7/2016 3:15:19 AM

City/State/Zip: Spokane, Washington 99223

Company Complaining About: Comcast

Description

Comcast's implementation of bandwidth caps, even at the limit of 1TB per month, is stifling innovation and reducing the ability of the modern American to learn, work, and play the way we're able to since the innovation of ARPANet. As an American creation, it is our responsibility as a nation to see that monopolies like Comcast be held responsible according to reasonable provisions of the law to provide service without price gouging. So long as businesses like theirs retain a virtual monopoly over an area, no competition (the vital part of capitalism) will be possible, thus innovation will reduce and prices will increase, only hurting the customer.

I say this as the owner and lead network engineer of a regional internet service provider in Washington state.

Ticket: # 1240035 - Comcast data cap

Date: 10/7/2016 3:29:04 AM

City/State/Zip: Salem, Oregon 97301

Company Complaining About: Comcast

Description

the overage rates for data usage beyond a cap that many customers may hit is absurd. I am sure the FFC is very familiar with the issue.

additionally, the higher priced speeds lend the user to overages

It is my belief that comcast has demonstrated continual abuse of the reality that internet connection is a need of modern living, like power and running water.

regulations to those who profit from providing this service must be sufficient to protect public interest. Currently they are not.

Ticket: # 1240047 - Comcast 1TB Cap

Date: 10/7/2016 3:47:05 AM

City/State/Zip: Dearborn, Michigan 48126

Company Complaining About: Comcast

Description

Comcast is putting a cap on data starting this November in my area and I believe that this is a horrible idea, ISP plans shouldn't be like cell phone plans. Also almost everything being streamed via video and video games it is very easy to go over.

Ticket: # 1240049 - Comcast data caps

Date: 10/7/2016 3:51:15 AM

City/State/Zip: Elmwood Park, New Jersey 07407

Company Complaining About: Comcast

Description

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240059 - Comcast Data Caps**Date:** 10/7/2016 3:57:07 AM**City/State/Zip:** Renton, Washington 98056**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240065 - Comcast Data Limit**Date:** 10/7/2016 4:09:42 AM**City/State/Zip:** Santa Cruz, California 95064**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240081 - Please Review. This is illegal. (Comcast)

Date: 10/7/2016 4:25:12 AM

City/State/Zip: Lansing, Michigan 48911

Company Complaining About: Comcast

Description

(b) (6)

How is this legal? Where is the freedom? Europe and Asia unlimited data usage with fiber. Why USA can't? This is illegal please do something. Internet should be free, and uncapped. This monopoly is unbearable. PLEASE DO SOMETHING!

Ticket: # 1240084 - 1 TB data cap for comcast

Date: 10/7/2016 4:33:19 AM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

Comcast's business model: Make more money while improving nothing.

I don't pay extra money on my water bill when I use extra water.... The same needs to apply for Internet usage. It is a utility, people NEED the Internet in modern society. They're charging extra money to customers with absolutely no warning or accountability (they own their customers). Comcast claims that 99% of their customers do not use over 1 Terabyte of data a month. Besides the fact that I find this claim to be false, data use will exponentially grow in the near future. Due to more people streaming HD video and using cloud based data services (to name a few); data use for most average Internet users is going up. The most frustrating aspect of all of this is the lack of alternatives. Comcast knows there is a lack of competition which is why they continue to do things like this over and over again. They keep getting away with it... and its starting to take its toll on me and everyone else.

Thank you for your time

(b) (6)

[Ticket: # 1240098 - Data cap concern](#)

Date: 10/7/2016 4:59:03 AM

City/State/Zip: Rohnert Park, California 94928

Company Complaining About: Comcast

Description

Internet is not a limited source.

Ticket: # 1240119 - Comcast Data Caps

Date: 10/7/2016 5:41:48 AM

City/State/Zip: Folsom, California 95630

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240131 - Comcast

Date: 10/7/2016 6:12:02 AM

City/State/Zip: Greensboro, North Carolina 27455

Company Complaining About: Comcast

Description

(b) (6)

Comcast is steadily creeping towards monopolistic and non-competitive business practices. Please consider action to make the US broadband market as competitive, affordable, and high-quality as our peers worldwide.

Ticket: # 1240135 - Comcast 1TB data cap

Date: 10/7/2016 6:22:52 AM

City/State/Zip: Brooklyn Park, Minnesota 55445

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240177 - Comcast data limit

Date: 10/7/2016 7:08:19 AM

City/State/Zip: Commerce, Michigan 48390

Company Complaining About: Comcast

Description

I've had Comcast for years with no bandwidth restriction, but just got an alert that starting November 1, my bandwidth will be limited, and if I want to go over the limit they set, I'll be charged an extra \$50 per month. Comcast is my only option for high speed internet here and this seems like it is a violation. They've put an artificial limit on something that should not have limits.

Ticket: # 1240142 - Data cap

Date: 10/7/2016 6:34:04 AM

City/State/Zip: Grand Rapids, Michigan 49506

Company Complaining About: Comcast

Description

Xfinity comcast just notified me that they are now going to cap their exorbitant data service.

Ticket: # 1240148 - Soon to be data cap for Comcast Internet users.

Date: 10/7/2016 6:38:54 AM

City/State/Zip: West Jordan, Utah 84081

Company Complaining About: Comcast

Description

According to [Comcast](b) (6), my internet is about to have a monthly 1TB data-cap applied to it.

There has never been a cap before, and this is concerning to me because if I were to use my paid for service as advertised (50mbps). I'd hit the cap in a couple days. I better get ready to say goodbye to my LAN party friends.

To top it all off, a datacap like this is anti-competitive towards streaming and gaming companies alike. For example services like Steam and Netflix--

I don't know maybe I'm being a big baby and I'd never use 1TB, but letting Comcast cap my data, while I sit around complacently, sets a dangerous precedent for all internet users. Hope this makes enough noise!

Ticket: # 1240150 - Data caps are unfair monopolization

Date: 10/7/2016 6:40:21 AM

City/State/Zip: Cape Coral, Florida 33990

Company Complaining About: Comcast

Description

Comcast is starting to enforce data limits for Internet lines despite reductions in speed and quality of service over the years. Our service quality declines but prices go up and we have no true competitor available to us. Please help.

Ticket: # 1240167 - Comcast Discrepancy in data usage

Date: 10/7/2016 6:53:10 AM

City/State/Zip: Muncie, Indiana 47304

Company Complaining About: Comcast

Description

With Comcast starting the "Terabyte Internet Data Usage Plan" they sent an email outlining the plan and indicating that I have used an average of 2,212 GB of data in the past three months. When I log on to Comcast's website to check my data usage history, it shows 1,565, 1,839, and 750 GB over the last three months. This averages to 1,385 GB. Normally this difference would not be an issue, except if they are now charging \$10 for every 50GB over 1TB, it is important that they are accurate in recording data usage. I don't know where the 2,212 GB in the email sent to me came from, but if they go by that number I would be OVERpaying by \$160 a month. Now I don't trust that even if I stay under 1TB/mo that I won't be overcharged. Screenshots of both the email and online data usage page are attached.

Ticket: # 1240172 - Comcast Data Caps**Date:** 10/7/2016 7:05:23 AM**City/State/Zip:** White Bear Lake, Minnesota 55110**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240175 - Internet Data Caps

Date: 10/7/2016 7:08:18 AM

City/State/Zip: Clinton Township, Michigan 48035

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Ticket: # 1240185 - Comcast Monopoly

Date: 10/7/2016 7:13:30 AM

City/State/Zip: Laurel, Maryland 20707

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240195 - comcast monopoly and extortion

Date: 10/7/2016 7:19:55 AM

City/State/Zip: Birmingham, Alabama 35242

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240206 - Comcast

Date: 10/7/2016 7:25:39 AM

City/State/Zip: Richfield, Ohio 44286

Company Complaining About: Comcast

Description

I'd like to start by saying im not even a customer of Comcast, but I feel the need to stand up to their thuggish business tactics to monopolize the entire internet infrastructure. To put a cap on data simply because they can is approaching mafia like racketeering levels. The practice is disgusting and needs to be stopped before this cancer spreads.

Ticket: # 1240207 - Data caps and comcast

Date: 10/7/2016 7:25:49 AM

City/State/Zip: Charleston, South Carolina 29403

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240228 - Comcast data cap

Date: 10/7/2016 7:38:31 AM

City/State/Zip: Chicago, Illinois 60630

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240241 - Comcast 1 TB cap

Date: 10/7/2016 7:43:08 AM

City/State/Zip: Boring, Oregon 97009

Company Complaining About: Reliance Connects

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1240247 - Comcast adding a data usage cap

Date: 10/7/2016 7:46:05 AM

City/State/Zip: Albuquerque, New Mexico 87108

Company Complaining About: Comcast

Description

I received an email (attached) advising my data service is now capped at 1TB with overage fees. There is no other service provider in my area currently that offers the same download/upload speeds. With large data usage (4k streaming and working from home) this will affect me materially in the future. I would like this cap removed or an option to go with another provider.

[Ticket: # 1240253 - Comcast data capa](#)

Date: 10/7/2016 7:54:55 AM

City/State/Zip: Owings Mills, Maryland 21117

Company Complaining About: Comcast

Description

This is a very anti consumer measure put in place by Comcast that amounts to nothing more then greed. With the way digital downloads of everything are moving people will be bumping up against hear caps faster each year. Especially for those watching Netflix/playing online games And buying and downloading online games. Caps are a step backwards and should not be allowed. We are very behind Europe when it comes to net neutrality.

Ticket: # 1240265 - Comcast is wrong!

Date: 10/7/2016 8:01:59 AM

City/State/Zip: Davison, Michigan 48423

Company Complaining About: Charter

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Ticket: # 1240267 - COMCAST DATA CAPS

Date: 10/7/2016 8:02:35 AM

City/State/Zip: Wyoming, Michigan 49519

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240276 - COMCAST FCC COMPLAINT**Date:** 10/7/2016 8:06:06 AM**City/State/Zip:** Murfreesboro, Tennessee 37128**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240288 - Comcast Data Caps

Date: 10/7/2016 8:12:02 AM

City/State/Zip: Garland, Texas 75041

Company Complaining About: Frontier Communications

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240311 - Comcast 1 TB Cap

Date: 10/7/2016 8:17:16 AM

City/State/Zip: Dover, New Hampshire 03820

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

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Ticket: # 1240319 - Data Caps

Date: 10/7/2016 8:22:02 AM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: Comcast

Description

Caps will be rolling out in November. This is very anti-consumer.

They say it is 'fair', but that is not the case. It doesn't cost anymore to use more data, it's bandwidth that would be the problem. This would still be a problem with caps.

Also prevents people from using alternative means of getting entertainment when they have to think about if it will impact their wallet.

This will stifle innovation on the Internet.

Example:

150/20 Internet, you can blow through your 1 TB cap in 1 day.

If I decided to download a bunch of games off Steam, (new computer) then I hit that cap in one day.

There isn't any tiered caps either, you pay for faster Internet, you still get the same cap as anyone else. How is that 'fair'?

Ticket: # 1240325 - Comcast Data caps

Date: 10/7/2016 8:25:16 AM

City/State/Zip: Colorado Springs, Colorado 80911

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Ticket: # 1240337 - Comcast Data Caps**Date:** 10/7/2016 8:28:47 AM**City/State/Zip:** Aliquippa, Pennsylvania 15001**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240346 - Comcast Monopoly and Open Internet Issues

Date: 10/7/2016 8:33:22 AM

City/State/Zip: Franklin, Kentucky 42134

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240351 - Comcast monopoly

Date: 10/7/2016 8:34:37 AM

City/State/Zip: Temple, Pennsylvania 19560

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

[Ticket: # 1240363 - Comcast data cap](#)

Date: 10/7/2016 8:36:45 AM

City/State/Zip: Flushing, Michigan 48433

Company Complaining About: Comcast

Description

Comcast has sent me an email telling me that on November 1, 2016 I will be under a Terabyte Internet Data usage plan. They said that on average 1452GB. I feel this number is exaggerated as I have monitored my usage past months and it was not this high.

I am very upset that these corporations are holding people hostage for something everyone should have open access to.

Ticket: # 1240386 - New Usage Cap from Comcast Harming Users

Date: 10/7/2016 8:44:53 AM

City/State/Zip: Fishers, Indiana 46037

Company Complaining About: Comcast

Description

Comcast is trying an end run around the Net Neutrality Rules by now imposing a Usage Cap on user's accounts (see attached PDF File). This is very much like imposing a slow down and/or total stoppage unless the user pays more money. The Policy shows the excessive Overage Fees which tries to force users into the flat Unlimited Plan.

I have never had a Usage Cap and am also Retired so I am living on a Fixed Income. This moves seems to be retaliatory to the FCC because the Cable Providers lost out on the Net Neutrality Laws.

We are supposedly on a 60-day grace period beginning November 1, 2016. I hope you can get involved in this issue and get Comcast to stop their attack on the FCC and the Net Neutrality Laws.

Thank you

Ticket: # 1240389 - Comcast Data Limits**Date:** 10/7/2016 8:45:20 AM**City/State/Zip:** Spring, Texas 77380**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240403 - 1 terabyte data caps

Date: 10/7/2016 8:48:05 AM

City/State/Zip: Bountiful, Utah 84010

Company Complaining About: Comcast

Description

This is a profit driven approach to capping people's data. This will show other isp's) it works and create a high prices market for something we now only pay 50 bucks for (unlimited data) they should be upgrading their network to provide a more reliable service vs. Restricting bandwidth to those that don't want to double their price to have the same service we have now.

Ticket: # 1240410 - Comcast Data Caps

Date: 10/7/2016 8:49:25 AM

City/State/Zip: Washington, Pennsylvania 15301

Company Complaining About: Comcast

Description

I realize this is not currently affecting me, but it is only a matter of time with the current progression.

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240412 - Comcast - Terabyte Internet Data Usage Plan

Date: 10/7/2016 8:49:32 AM

City/State/Zip: Sterling Heights, Michigan 48310

Company Complaining About: Comcast

Description

If a customer is paying for a data rate of 150MB/s they should not be capped at 1TB.

$150 \text{ Mbit/s} * 60 \text{ s/min} * 60 \text{ min/hr} * 24 \text{ hr/day} * 30 \text{ days/month} = 388,800,000 \text{ Mbit/month}$ or
48,600,000 MB/month or 48.6 TB/month

At the theoretical minimum, it should be 48.6TB/month. This is simply stating that they will not allow you what you pay for. It is unfair to the consumer, and an artificial cap.

Ticket: # 1240439 - Comcast Data Caps

Date: 10/7/2016 8:53:58 AM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

[Ticket: # 1240450 - Comcast data cap](#)

Date: 10/7/2016 8:57:31 AM

City/State/Zip: Athens, Georgia 30606

Company Complaining About: Comcast

Description

The Comcast usage caps of 1TB are an absolute outrage. Tacking fees onto bandwidth on residential bandwidth is just a way for Comcast to make extra money. Studies have proven that there is no strain on the infrastructure.

Ticket: # 1240463 - Comcas'ts Data Caps

Date: 10/7/2016 9:01:13 AM

City/State/Zip: Lindenhurst, Illinois 60046

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240477 - Comcast's 1TB data cap

Date: 10/7/2016 9:04:04 AM

City/State/Zip: Plymouth, Minnesota 55442

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

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[Ticket: # 1240479 - Re: \[FCC Complaints\] Re: Comcast XFINITY "Terabyte Internet Experience"](#)

Date: 10/7/2016 9:04:12 AM

City/State/Zip: Lisle, Illinois 60532

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #1074443 "Comcast XFINITY "Terabyte I..."

It has been over two months and I have yet to receive a response from Comcast.

Ticket: # 1240500 - Comcast 1TB Data Cap

Date: 10/7/2016 9:10:22 AM

City/State/Zip: Sykesville, Maryland 21784

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240502 - Comcast limiting access to the internet

Date: 10/7/2016 9:10:36 AM

City/State/Zip: Baltimore, Maryland 21209

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240532 - Comcast data caps

Date: 10/7/2016 9:15:49 AM

City/State/Zip: Denver, Colorado 80209

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Ticket: # 1240538 - Comcast data caps

Date: 10/7/2016 9:16:55 AM

City/State/Zip: Carmel, Indiana 46032

Company Complaining About: Comcast

Description

Comcast has started capping people's data usage in my area. There is no other reasonable ISP in my service area for me to switch to. They are charging an extra \$50 to offer the exact same service they provided previously.

They are without a doubt exploiting a monopolized market.

Ticket: # 1240548 - Comcast Data Caps**Date:** 10/7/2016 9:18:59 AM**City/State/Zip:** Houston, Texas 77004**Company Complaining About:** Comcast

Description***My submission:***

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240569 - Comcast data caps

Date: 10/7/2016 9:23:43 AM

City/State/Zip: Annville, Pennsylvania 17003

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

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Ticket: # 1240576 - Comcast data caps

Date: 10/7/2016 9:25:30 AM

City/State/Zip: Seattle, Washington 99125

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

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[Ticket: # 1240585 - Comcast usage cap](#)

Date: 10/7/2016 9:26:57 AM

City/State/Zip: Everett, Washington 98208

Company Complaining About: Comcast

Description

My agreement with Comcast initially had no usage cap on it, however they are now implementing a 1TB usage cap as of November 1st.

[Ticket: # 1240586 - Comcast - Net Neutrality](#)

Date: 10/7/2016 9:27:09 AM

City/State/Zip: Columbus, Indiana 47201

Company Complaining About: Comcast

Description

Comcast has rolled out a monthly data-plan limit of 1 TB a month. I believe this to be against net neutrality. Comcast has pivoted to this model because they are a monopoly in many areas of the United States, giving consumers little-to-no choice on who their internet provider is.

Ticket: # 1240593 - Data Caps / Restrictions

Date: 10/7/2016 9:29:06 AM

City/State/Zip: Grand Rapids, Michigan 49507

Company Complaining About: Comcast

Description

Comcast has instituted a 1GB cap in Grand Rapids MI. This is clearly in an effort to hurt services like Netflix and promote use of their own TV service. Especially with 4k video coming.

Ticket: # 1240600 - Comcast Illegal Data Caps

Date: 10/7/2016 9:29:39 AM

City/State/Zip: Smyrna, Tennessee 37167

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1240601 - Data Caps

Date: 10/7/2016 9:29:40 AM

City/State/Zip: Pittsburgh, Pennsylvania 15220

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Ticket: # 1240602 - Comcast 1TB datacap

Date: 10/7/2016 9:29:50 AM

City/State/Zip: St. Clair Shores, Michigan 48080

Company Complaining About: Comcast

Description

Comcast has put in place a 1TB a month datacap. My household currently uses very close to this on average and sometimes over. Now I have to watch how much internet my house hold uses. That doesn't seem right at all.

[Ticket: # 1240613 - Comcast data caps](#)

Date: 10/7/2016 9:31:58 AM

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: Comcast

Description

I disagree with this practice of putting caps on my usage of the internet. I already pay an extreme amount just to get service, I shouldn't have to pay extra to use it. It's akin to being charge for a phone line, plus every call you make. It's unfair, and in my area my only option is Comcast.

Ticket: # 1240643 - Comcast Internet Data Caps

Date: 10/7/2016 9:36:29 AM

City/State/Zip: Jacksonville, Florida 32254

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240665 - Comcast is hampering innovation and using their monopoly to raise rates.

Date: 10/7/2016 9:40:42 AM

City/State/Zip: South Bend, Indiana 46615

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

permalinkembedparent

Ticket: # 1240742 - Comcast imposing data limits

Date: 10/7/2016 9:55:34 AM

City/State/Zip: Grand Rapids, Michigan 49503

Company Complaining About: Comcast

Description

I received an email informing me that, effective November 1st, my service plan will now be restricted to 1 terabyte of data per month unless I pay an additional premium to receive the "unlimited data" that I had prior to this new data restriction. If I don't pay this premium and I happen to go over the 1 terabyte monthly limit, I will be charged a fee that could go up to \$200.

Ticket: # 1240713 - Complaint about 1TB Datacap from Comcast**Date:** 10/7/2016 9:49:10 AM**City/State/Zip:** Seattle, Washington 98125**Company Complaining About:** Comcast

Description

The internet is a vast tool that can be used to provide knowledge to the masses. By limiting our data we are limiting our ability to learn. It is completely unfair that they can limit the data when it should be a utility like the power lines. This will cause vast issues all over the U.S. as well. Why would any business provide WiFi now when the cap will be reached before the end of the billing cycle. Coffee shops and other similar businesses will no longer have free WiFi as they will easily burn through the cap halfway through the month. A whole industry will have to change their business model just so Comcast can limit data for selfish reasons. I mean how much do they have to squeeze out of the consumer before we receive help from the government. I mean it is essentially a monopoly when they sue over other companies using their infrastructure like AT&T trying to sue a city for allowing Google to use their infrastructure. I remember as a child wanting to raise a family and live the American Dream, but how could I subject a child to a life in this day an age. We have fucked up the environment almost to the point of no repair and the only way to fix it would be to develop new technologies, which again would be hard by limiting knowledge (data). I mean we are literally killing ourselves by doing this.

Ticket: # 1240683 - XFinity (Artificial) data limits**Date:** 10/7/2016 9:42:56 AM**City/State/Zip:** Chaska, Minnesota 55318**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line? Please do something about this pseudo-monopoly and stop letting them jerk around their customers who have been forced to use their service as the only option for years.

Ticket: # 1240703 - Data Caps**Date:** 10/7/2016 9:46:46 AM**City/State/Zip:** West Lafayette, Indiana 47906**Company Complaining About:** Comcast

Description

Hello, my name is (b) . The idea of an "open internet" is that it grants everyone access to the full resources of the internet in an easily accessible way. To me, this includes the amount of data I have access to, and the price I have to pay for that data. Recently, Comcast put a 1TB cap on the data usage for my home network. Now I know some people with think, "1TB, that is a LOT of data" and I would agree that it is. But how long will it be before Comcast starts lowering that cap? You cannot say that it is something that will not happen, because the prices of the services change drastically (at least that is the experience I have) year to year if not more frequently than that. The internet began as a project to share information, and freely. Can we not continue to make it that way?

Ticket: # 1240704 - Data capping!

Date: 10/7/2016 9:47:24 AM

City/State/Zip: Minneapolis, Minnesota 55418

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240723 - Xfinity data cap

Date: 10/7/2016 9:51:39 AM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Comcast

Description

Xfinity is saying that they are capping Data usage starting Nov. 1st. The cap is 1TB, which admittedly, is a lot of data, but that's not the point. It costs them nothing to allow everyone unlimited data. This is simply a way that they can make more money.

I believe in a free and unfettered Internet. It'll start with 1 TB, then they'll decide to take it down to 500GB, the next thing you know, we'll be paying for data just like we used to with phones. I have four children who need constant access to the Internet for school and a husband who needs constant access for work. It is unfair to suddenly penalize large families who have a higher data usage.

Ticket: # 1240755 - Comcast

Date: 10/7/2016 9:58:10 AM

City/State/Zip: Schaumburg, Illinois 60193

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240758 - Data cap via Comcast.

Date: 10/7/2016 9:58:55 AM

City/State/Zip: Thornton, Colorado 80229

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240762 - Comcast Datacap

Date: 10/7/2016 9:59:21 AM

City/State/Zip: Holyoke, Massachusetts 01040

Company Complaining About: Comcast

Description

Comcast's implementation of a 1 TB datacap is anti-consumer. The implementation is deceptive, I have entered into a contract with them that did not stipulate this datacap. Internet usage is only ever going to increase, 1 TB is inadequate, arbitrary, and contrary to an open internet. I don't have any other options for telecom in my region, how is Comcast not taken up on anti-trust laws?

[Ticket: # 1240836 - comcast and there 1tb cap](#)

Date: 10/7/2016 10:10:41 AM

City/State/Zip: Federal Heights, Colorado 80260

Company Complaining About: Comcast

Description

Please put a stop to this. They said unlimited internet, my kids have all there tablets and phones and stuff tied to the net so I don't have to pay more for cell service. But now I will have to pay more for the internet so now I will be out more. I guess we will have to ration out the net like food now :(. Or buy more gear to but a cap on the net at the router side. This is not good for any one in the USA. Please put a stop to the caps.

Ticket: # 1240878 - Comcast/Xfinity imposing new data caps

Date: 10/7/2016 10:16:52 AM

City/State/Zip: South Ogden, Utah 84405

Company Complaining About: Comcast

Description

Comcast is now changing my account to enforce a 1 TB per month limit when previously there was none. Given how much tax payer funding and local state and city lobbying they are doing to stay the only available option I don't think that they should be in any position to enforce arbitrary speed limits on what should really be considered a utility.

I work from home and having a limit on what I can do could cause an issue to my livelihood, and career.

Add to that the increase in streaming services, moving to full HD or even 4k content and that 1 TB limit will very quickly not be enough to support a household of content consumers.

Please put pressure on Comcast/Xfinity to remove this cap.

Ticket: # 1240872 - Comcast Data Caps

Date: 10/7/2016 10:15:25 AM

City/State/Zip: Houston, Texas 77064

Company Complaining About: Comcast

Description

Comcast says they want to cap my data. This is unacceptable and unfair. Before, I was able to use the internet as much as I wanted for a given price.

Now they want to limit my internet use and still charge the same price.

This is total unfair and a foul business practice.

Ticket: # 1240877 - Comcast 1TB Data Cap**Date:** 10/7/2016 10:16:40 AM**City/State/Zip:** Fort Collins, Colorado 80521**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240895 - Comcast Data Cap

Date: 10/7/2016 10:19:47 AM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

<https://www.engadget.com/2016/10/06/comcasts-1tb-data-caps-start-to-roll-out-nationwide/>

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240908 - Comcast data limit

Date: 10/7/2016 10:22:04 AM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1240943 - Comcast data caps are ridiculous and short sighted

Date: 10/7/2016 10:28:53 AM

City/State/Zip: Landisville, Pennsylvania 17538

Company Complaining About: Comcast

Description

A 1TB cap on data is impossibly small. Data grows increasing larger and Comcast is trying to arbitrarily limit that. Downloading the new Call of Dury game will take up 13% of the cap.

Ticket: # 1240948 - Data Cap

Date: 10/7/2016 10:29:22 AM

City/State/Zip: Grand Rapids, Michigan 49525

Company Complaining About: Comcast

Description

I was just informed that I will have a data limit for my internet service, so basically Comcast just notified me that they are going to start charging me more if I start to heavily stream my TV shows

Ticket: # 1240958 - Comcast data usage caps.

Date: 10/7/2016 10:32:56 AM

City/State/Zip: Brier, Washington 98036

Company Complaining About: Comcast

Description

By now I'm sure you've seen where Comcast is dramatically expanding their broadband usage caps nationwide. (b) (6)

While I don't believe the FCC will actually do anything about this, I do feel obligated to lodge a complaint regarding this business practice. It's clearly an effort to stifle competition from the new over-the-top internet TV providers. It's going to be very easy for consumers to reach this 1T threshold in the coming years as 4k video streaming picks up traction. You guys need to do something to protect and encourage competition.

[Ticket: # 1240977 - Comcast enforcing data caps on home internet](#)

Date: 10/7/2016 10:35:51 AM

City/State/Zip: Friendswood, Texas 77546

Company Complaining About: Comcast

Description

Comcast is violating net neutrality by capping our data usage. They are pretty much forcing us to use their media services instead of netflix and other related internet content services. Something must be done as this corporate greed can not go on any longer.

[Ticket: # 1240986 - Data limits](#)

Date: 10/7/2016 10:37:28 AM

City/State/Zip: Minneapolis, Minnesota 55404

Company Complaining About: Comcast

Description

Comcast has announced that in a couple weeks they'll be putting data limits in place. When I signed up for their service there was no mention of impending data limits. This is anti-consumer and should be illegal.

Ticket: # 1240996 - Comcast forced data cap on my unlimited purchase**Date:** 10/7/2016 10:39:40 AM**City/State/Zip:** Boulder, Colorado 80302**Company Complaining About:** Comcast

Description

Today the Comcast monopoly owned by NBCUniversal,LLC (Comcast and GE) announced they are changing my purchase of internet by limiting me to 1 terabyte. First, I have to pay the same amount to have my data limited this way. (The department of motor vehicles does not charge me if I drive over a certain number of miles when I purchase a license from them.) Second, Comcast measures the data I use with their private server. I have no way to verify it is accurate. If they want to limit my data they should be required to put a measuring device at the point of my cable modem, similar to the way water and power are delivered. If this does not happen they could measure my amount of data incorrectly and I would have no way to defend my usage. Third, they have a monopoly in my area. Broadband is defined as 25 mBits/s or faster. My phone company and microwave company cannot deliver data that fast. By definition Comcast has a monopoly. They must be regulated. Finally, their customer service is absolutely terrible. They have increased my bill several times without my approval. Trying to get them to fix my bill is impossible. I have spent many hours talking to their customer service with no fix. They choose not to fix it. That's all I can figure. Also, the speed of my service is always 25% to 50% slower than what I pay for. They won't fix it. Anyways, I will work with you to remove the datacap and further regulate their monopoly. Please contact me at any time and I will provide any information or help you require.

[Ticket: # 1241024 - Comcast adding data usage caps to internet](#)

Date: 10/7/2016 10:47:30 AM

City/State/Zip: Rochester Hills, Michigan 48306

Company Complaining About: Comcast

Description

Comcast is adding a 1TB usage cap, with monetary penalties for any overage, to my already existing contract of unlimited usage. This is a breach of contract, and also violates the Open Internet act by distributing caps on a telecommunication service.

[Ticket: # 1241044 - Comcast data cap](#)

Date: 10/7/2016 10:52:40 AM

City/State/Zip: Fort Wayne, Indiana 46815

Company Complaining About: Comcast

Description

The cap is Comcast's excuse for milking people for more money. We have gone this far without a cap, why would they start now? It's ridiculous and only another monopoly going for taking more money from us.

[Ticket: # 1241068 - Comcast data caps](#)

Date: 10/7/2016 10:56:57 AM

City/State/Zip: San Francisco, California 94115

Company Complaining About: Comcast

Description

The internet is not bound by the same limitations as water, yet somehow it is going to be treated as though it is finite. Large companies like Google and Facebook can acknowledge the importance of this internet is rising all tides--reducing income disparity. It is widely acknowledge how essential it is for children to have free and open internet access to compete and grow in the global market place. Why are we now trying to limit such a vital resource when we don't have to? Why are we trying to stifle the growth of many for the benefit of the few? This is anti-democratic and should be stopped.

Ticket: # 1241075 - Comcast's 1TB data cap

Date: 10/7/2016 10:57:34 AM

City/State/Zip: Springfield, New Jersey 07081

Company Complaining About: Comcast

Description

Comcast's new 1TB cap is an unacceptable move by a monopoly that controls a good portion of the internet in my area (NJ, tristate). I use a lot of data for my work, I upload a lot of raw footage to cloud storage and this cap is going to be a huge hinderance on my productivity. I don't want to be nervous every time I upload footage, thinking in the back of my head as to whether I'm encroaching on my limit or not. This is unacceptable and I will not stand for this, there's no reason for wired internet to be limited.

Ticket: # 1241095 - Data Caps

Date: 10/7/2016 11:01:08 AM

City/State/Zip: Venice, California 90291

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service. It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

The internet is not a luxury -- it should be treated as a public utility like water or electricity. It's just as necessary for modern day survival as the former.

Ticket: # 1241114 - Data Caps**Date:** 10/7/2016 11:05:04 AM**City/State/Zip:** Maple Grove, Minnesota 55369**Company Complaining About:** Comcast

Description

Comcast limits data usage on a utility (internet) to 1tb per month. They already limit speeds per your agreed contract; now they limit usage at that speed.

Additionally, the fees for going over their limit are outrageous. While one may spend \$60 for an entire month (including their speed limiting) which gives you 1tb of data, you will be fined \$10 for 50gb of additional data. For \$10, one would expect over 150gb of additional data.

A corollary would be if a gas or electric provider charged us for usage (they do this already) and limited the amount of gas or electric a person is likely to use. In this case, Comcast justifies their limits by saying 99% of users won't be affected. What would we say if a gas or electric provider said the same thing?

[Ticket: # 1241132 - Comcast data cap in Grand Rapids](#)

Date: 10/7/2016 11:07:54 AM

City/State/Zip: Caledonia, Michigan 49316

Company Complaining About: Comcast

Description

Please do something about this, it's just pure greed. They want to limit data to 1TB for absolutely no reason. As a family of 5 we skirt this edge a lot and this is just a blatant cash grab from a lower middle class family.

Ticket: # 1241142 - Trust Bust Necessary for Comcast Data Caps

Date: 10/7/2016 11:09:24 AM

City/State/Zip: Colorado Springs, Colorado 80920

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241166 - 1 TB Datacaps from Comcast

Date: 10/7/2016 11:11:59 AM

City/State/Zip: San Francisco, California 94403

Company Complaining About: Comcast

Description

On November 1st, Comcast plans to roll out datacaps of 1 TB. This is unacceptable. There is no basis in reality for capping data of regular users. 1 TB might sound like a lot right now, but with 4k video and the newest video games, coming in at 50-100 GB a game that download over the internet connection, that's going to get eaten up quickly. Comcast is doing this as a moneygrab- if you go over your limit, you might decide that a cable package winds up being more economical, and you're back to lining Comcast's pockets for a different product.

Please do not allow Comcast to limit data artificially!

Ticket: # 1241177 - Comcast Data Limits**Date:** 10/7/2016 11:13:24 AM**City/State/Zip:** Indianapolis, Indiana 46250**Company Complaining About:** Comcast

Description

Hello,

I just received an email from Comcast that they would be implementing a new data limit on their internet services, with overage fees after the limit is met. I, like an increasing number of Americans, use my internet connection to stream most of my media instead of purchasing an expensive cable TV package. I believe such a limit is contrary to the concept of a free and open internet. I urge the FCC to make regulations on broadband internet to eliminate data usage limits that are archaic and textbook examples of corporate greed.

Thank you for your time.

Ticket: # 1241218 - Comcast 1TB Internet Data Caps

Date: 10/7/2016 11:18:25 AM

City/State/Zip: Brown Deer, Wisconsin 53223

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241234 - New Comcast broadband usage cap in my market

Date: 10/7/2016 11:20:40 AM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

Comcast has announced that they will begin implementing a broadband usage cap in my market. Since I have recently dropped Comcast cable in favor of PlayStation Vue streaming video, I will now have to pay Comcast's \$50 unlimited usage fee to avoid usage cap penalties. This is a blatant attempt by Comcast to block streaming video competition and should not be permitted. If there were any broadband competitors in my neighborhood I would surely not be forced to pay a \$50 surcharge for my internet service in order to stream my cable service from a Comcast competitor.

Ticket: # 1241257 - Data Caps

Date: 10/7/2016 11:24:06 AM

City/State/Zip: Spring, Texas 77373

Company Complaining About: Comcast

Description

Comcast in Houston surprising all their customers that are under contract of new data limits, prioritizing the same data pipelines with their cable service data, using this as leverage to prevent users from using differing streaming services such as Netflix and Amazon. Immoral and Illegal as far as Net Neutrality goes.

[Ticket: # 1241281 - Comcast data caps are unacceptable](#)

Date: 10/7/2016 11:28:29 AM

City/State/Zip: Brownstown, Michigan 48183

Company Complaining About: Comcast

Description

the reason why you would cap a utility is scarcity. Bandwidth is not a scarce commodity.

Ticket: # 1241368 - Comcast Data Caps

Date: 10/7/2016 11:39:54 AM

City/State/Zip: Houston, Texas 77008

Company Complaining About: Comcast

Description

The new caps are unacceptable and are fraudulent. These caps will harm innovation and are the act of a company trying to stifle competition such as NetFlix, Sling and Hulu

[Ticket: # 1241286 - 1 TB data cap by comcast](#)

Date: 10/7/2016 11:28:50 AM

City/State/Zip: Sammamish, Washington 98074

Company Complaining About: Comcast

Description

Limiting the amount of data per month goes against the supreme court ruling that the internet is a free resource; users should not have to pay a premium to get more data. Transfer speed is the main factor of cost for the company, which is why sticking to having faster transfer plans is acceptable.

Ticket: # 1241296 - Comcast Data Caps

Date: 10/7/2016 11:29:44 AM

City/State/Zip: Grand Rapids, Michigan 49508

Company Complaining About: Comcast

Description

This is no different than you local TV station saying 'we are suspending viewership because you have watched too much' even though you're watching it over the air.

Ticket: # 1241385 - Comcast Data Caps

Date: 10/7/2016 11:41:28 AM

City/State/Zip: Santa Rosa, California 95405

Company Complaining About: Comcast

Description

Why is Comcast limiting my internet activity when they pay less than a penny per GB for maintenance? If they actually keep their system upgraded, I could understand charging a decent price, but I cannot receive a gigabit connection from them, so they're not doing that.

I have a 75Mbps connection. That allows me to download just under 4.4GB per minute, or just under 264GB an hour. Why is Comcast allowed to decide that I can only use my internet for under four hours at the maximum speed a month?

It couldn't have anything to do with them also providing TV services and be an attempt to force their customers to spend money on that as well, could it?

[Ticket: # 1244432 - Comcast 1 terabyte data cap](#)

Date: 10/7/2016 5:47:00 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

Comcast has decided to cap data for my home Internet. Internet is a resource that cannot be capped

[Ticket: # 1241401 - Data cap](#)

Date: 10/7/2016 11:42:34 AM

City/State/Zip: Littleton, Colorado 80123

Company Complaining About: Comcast

Description

Comcast implementing a days cap is wrong. I am paying them for internet service and they are limiting how much I can use it.

Ticket: # 1241402 - Internet Data Caps

Date: 10/7/2016 11:42:35 AM

City/State/Zip: Santa Clara, California 95051

Company Complaining About: Comcast

Description

There is absolutely no reason internet usage should be capped at a certain point. Internet should be covered as a utility and be free as much as possible from any organization who may directly or indirectly affect people's rights. Limiting content and usage can limit forward thinking, progression, communication, and overall will promote exclusivity for a service that should be available to everyone.

Ticket: # 1241426 - Comcast Data Caps**Date:** 10/7/2016 11:46:48 AM**City/State/Zip:** Palo Alto, California 94301**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241436 - comcast data caps

Date: 10/7/2016 11:47:49 AM

City/State/Zip: West Jordan, Utah 84084

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241456 - Comcast data caps

Date: 10/7/2016 11:50:12 AM

City/State/Zip: Vacouver, Washington 98685

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

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It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241489 - Comcast Data Cap

Date: 10/7/2016 11:55:02 AM

City/State/Zip: Albuquerque, New Mexico 87123

Company Complaining About: Comcast

Description

I live in new mexico, and I recieved an email last night saying I will have to pay \$50 more to not have the cap. I already have a cap at 150 mb/s. A bit isn't a resource that can be depleted and my use does not matter in non peak times, for example downloading over night.

[Ticket: # 1241458 - Comcast data caps.](#)

Date: 10/7/2016 11:50:25 AM

City/State/Zip: Houston, Texas 77075

Company Complaining About: Comcast

Description

Comcast is going to force me to pay an extra 50 dollars a month for unlimited data over a wireless fixed line. This is clearly a shake down for more money. The price to maintain and upgrade their lines is constantly dropping in price. Shouldn't the consumer be seeing the cost savings benefits of newer and cheaper technologies that Comcast is employing? Comcast is a monopoly. I have no other legitimate option to switch to.

[Ticket: # 1249387 - Comcast](#)

Date: 10/9/2016 1:28:38 PM

City/State/Zip: Renton, Washington 98055

Company Complaining About: Comcast

Description

Violating Net Neutrality and an open internet by limiting Data to 1TB on November 1st 2016

[Ticket: # 1241479 - Comcast adding data cap to California](#)

Date: 10/7/2016 11:53:50 AM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

Comcast is adding a datacap to california which is going to affect thousands of people negatively for almost no benefit. Something needs to be done, this is not acceptable.

Ticket: # 1242188 - Comcast Data Caps

Date: 10/7/2016 1:20:19 PM

City/State/Zip: Oakland, California 94602

Company Complaining About: Comcast

Description

Comcast recently rolled out 1TB Data usage caps. Data usage caps are anticompetitive to online streaming video services, and should not be legally allowed.

Ticket: # 1241527 - Data Caps

Date: 10/7/2016 12:01:03 PM

City/State/Zip: Taylorsville, Utah 84129

Company Complaining About: Comcast

Description

I recently recieved an email from Comcast indicating that my account would soon be subject to overage fees and a 1 TB limit. My average usage is 1.5TB, so reasonably, I called Comcast with the intent of enrolling in their unlimited plan. and was advised that I would get two "courtesy overages" and advised that I wait until those two were used before adding on the unlimited surcharge. I asked for documentation of the policy, and the representative said to hold, and that he would email me the policy. At which point he disconnected the call. I suspect that Comcast is attempting to be anti-competative in a market increasingly leaning towards internet streaming. Furthermore, I believe that they are attempting to get me to pay their overages by citing a policy that does not exist.

Ticket: # 1241536 - Comcast 1TB Data Cap

Date: 10/7/2016 12:02:08 PM

City/State/Zip: League City, Texas 77573

Company Complaining About: Comcast

Description

This is extremely anti-competitive. It's to stop people from streaming shows and movies online and instead pay for Comcast's TV service. Nevermind the fact 1TB of data is extremely small. I regularly download ~400 GBs a month, sometimes more. There is a reason my computer has 7 TB of storage, because 1TB these days is nothing.

Ticket: # 1241564 - Comcast 1TB Internet Data Caps

Date: 10/7/2016 12:05:40 PM

City/State/Zip: Brown Deer, Wisconsin 53223

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241575 - Comcast 1TB Internet Data Caps

Date: 10/7/2016 12:06:47 PM

City/State/Zip: Brown Deer, Wisconsin 53223

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

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Ticket: # 1241584 - Comcast XFINITY Internet Data Usage Plan (Data Cap / Limitation)

Date: 10/7/2016 12:07:44 PM

City/State/Zip: Rochester Hills, Michigan 48307

Company Complaining About: Comcast

Description

Comcast has informed me that starting November 1, they are introducing penalties for exceeding 1 terabyte of data usage per month. This is a limitation that did not exist when I signed up for my service. They are now charging \$50 extra per month for "unlimited" data, which is what I signed up for and have been paying for until now.

They claim that this is in the interest of "fairness". However, this is clearly an anti-consumer policy that is designed to penalize those who choose to receive their digital media through the internet rather than Comcast's television service, as well as to allow Comcast to further delay upgrading their infrastructure to support ever-increasing bandwidth usage.

Additionally, they claim the limit of 1 TB is sufficient for 99% of users. With 4K video becoming available (and standard) in the near future, 1 TB will be a severe limitation on streaming and downloading content.

There are no high-speed alternatives to Comcast in my area, so I have no choice but to comply with this new restriction. Please put an end to these anti-consumer practices and the virtually competition-free environment that facilitates them.

Ticket: # 1241628 - Comcast is starting data limits in my area

Date: 10/7/2016 12:11:42 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

Comcast sent me the attached email this morning notifying me that they are enacting data limits in my area. They are enacted a 1 terabyte limit -- and charging 200\$ (!!!) for any overage, so if I go over by 1kb I get fined 200\$. The base rate for the first terabyte is 69.95\$ (my monthly fee) but 1kb more cost 200\$?

This is clearly an anti consumer practice, especially in light that Comcast also operates a competing television service. This limits exist for 1 reason only -- to protect Comcast's television business from internet streaming competition like Netflix. Comcast feels safe making these anti-competitive changes because they know they have no competition at all in my area, they have a complete monopoly and are exploiting that.

I request that the FCC investigate this practice and if possible put an end to it. I don't mind paying a reasonable amount for the data I use, but 200\$ is unreasonable by any measure for 1kb of data. Please put an end to these anti-consumer practices as soon as possible.

Thank you,

(b) (6)

Ticket: # 1241633 - Comcast 1TB Data Caps

Date: 10/7/2016 12:12:05 PM

City/State/Zip: Houston, Texas 77008

Company Complaining About: Comcast

Description

<https://dataplan.xfinity.com/faq/>

I signed up for a no CAP plan and Comcast is now changing the terms of the service I am paying for. This is unacceptable. Internet is a utility, not a luxury!

[Ticket: # 1241733 - Comcast usage metering](#)

Date: 10/7/2016 12:25:13 PM

City/State/Zip: Sunnyvale, California 94089

Company Complaining About: Comcast

Description

Comcast has started rolling out 1TB tiers for their internet service. This is totally uncalled for, unnecessary, and solidifies their monopoly/business with no regard for their customers.

How is Comcast allowed to do this without viable alternatives in the market? I would expect the FCC to strongly push back on Comcast and defend the consumers on this issue.

[Ticket: # 1241751 - Comcast introducing data cap on existing service](#)

Date: 10/7/2016 12:28:55 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: Comcast

Description

In the middle of my contract Comcast just introduced a cap on monthly data usage on my internet service. I'm locked into a contract, but they can just arbitrarily change the terms of service—it's completely anti-consumer.

Comcast effectively just decided that instead of sticking to the contract, they can either (1) charge me extra or (2) provide a more limited service. And even if there were any other options, the only way out is an early termination fee.

Ticket: # 1241797 - Comcast Data Caps**Date:** 10/7/2016 12:35:02 PM**City/State/Zip:** Houston, Texas 77059**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1241828 - Comcast Data Caps

Date: 10/7/2016 12:40:36 PM

City/State/Zip: Fort Collins, Colorado 80526

Company Complaining About: Comcast

Description

Comcast continues to dramatically expand the company's usage caps, despite having no defensible technical or financial justification for the move.

"Our data plans are based on a principle of fairness," claims Comcast. "Those who use more Internet data, pay more. And those who use less Internet data, pay less."

Except that's not true, and under Comcast's new plan -- everybody ultimately winds up paying more. There's no technical justification for the caps; usage caps aren't a good technical solution to network congestion, and even Comcast's own documents and employees have made it clear congestion isn't a valid excuse for saddling consumers with new limits and fees. It is, however, a great way to take advantage of a lack of competition to erect new barriers to streaming video.

As for "fairness," is charging customers significantly more money to enjoy the same service they had yesterday fair? Heavy users can easily be shoved toward business-class accounts, so why is Comcast imposing new penalties across its entire usage base? Because it's using a lack of broadband competition to protect its legacy cable TV business from the rise of streaming alternatives like Netflix. Comcast can't just come out and say that, so it has to insult our collective intelligence by pretending these new price hikes are somehow a courtesy.

Ticket: # 1241830 - Comcast enforced data usage limits and open internet violations

Date: 10/7/2016 12:41:09 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

Comcast has recently announced that as of November 1, they will be instituting data usage limits in certain markets, of which I am in one. Under this plan - which is not optional - users are limited to 1 terabyte of traffic per month, and overage fees will be assessed at the cost of \$10 per 50 GB, unless we pay an extra \$50/month for unlimited internet usage. Comcast is the only internet provider that I can subscribe to in my area, and the data limit is unreasonable for those, like me, that use heavy amounts of bandwidth for backing up their computer, watching online videos, etc.

It also appears that "Streampix", Comcast's on-demand video service (similar to Netflix), does not count against the data usage limit if viewed through the cable box. This seems to have net neutrality implications, as they are providing favorable treatment to their own service. As it stands, I have no choice but to accept this usage plan, or to increase my monthly bill by 33% for the "unlimited" usage plan.

Ticket: # 1241863 - Comcast 1TB Data Caps

Date: 10/7/2016 12:44:28 PM

City/State/Zip: Mounds View, Minnesota 55112

Company Complaining About: Comcast

Description

This 1TB cap on home internet is unacceptable. My family of four uses almost 1TB every month, what happens when we go over? A big overage charge. With programs like Netflix, you can easily use 100GB of data a day. That is 1/10th of your cap in 24 hours. It should not be easier to get unlimited data on my cell phone than on my home internet. Something needs to be done about this.

Ticket: # 1241867 - Data Caps - Comcast

Date: 10/7/2016 12:44:54 PM

City/State/Zip: Lynchburg, Virginia 24503

Company Complaining About: Comcast

Description

Comcast plans to implement caps and restrictions on how much information I can download and upload per month - given that we live in a digital economy where business and modern entertainment are conducted nearly entirely through the internet, this capping is unacceptable, unethical, and, most importantly, prohibitive to consumers.

Please address this.

Ticket: # 1241908 - Data Cap

Date: 10/7/2016 12:51:11 PM

City/State/Zip: El Cerrito, California 94530-3151

Company Complaining About: Comcast

Description

I pay Comcast for 100 Mbps down and 10 Mbps up service. If I use my service all month, that allows me to download up to 33TB and upload up to 3TB. Starting November 1st, Comcast has lowered this cap to 1TB combined upload and download. That's a 36x reduction, with no change in my monthly rate.

Ticket: # 1241927 - Comcast Xfinity Data Caps

Date: 10/7/2016 12:53:17 PM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: Comcast

Description

It is not acceptable for Xfinity to be able to cap data like they plan to do this November. They are essentially limiting access to the internet, especially for homes such as my own where 7 of us share the wifi.

Ticket: # 1241924 - Comcast 1TB Datacap**Date:** 10/7/2016 12:53:06 PM**City/State/Zip:** Denver, Colorado 80004**Company Complaining About:** Comcast

Description

On November the 1st, Comcast has stated that they will be enforcing a 1TB datacap on all of its users. Datacaps when they are purely for artificial reasons are harmful to consumers in an internet-driven world. But more importantly the datacap in question is unreasonable. With virtually any of the high-speed connects that they offer coupled with constant streaming (i.e. Netflix) you could reasonably reach this datacap by the end of the month. If you streamed non-stop, a few days. To me this datacap is targetting people who stream a lot of video, namely Netflix users, in the hopes of double-dipping on consumer wallets with another significant and superfluous charge on top of their already expensive internet services.

Ticket: # 1245741 - Data Limits

Date: 10/7/2016 8:45:27 PM

City/State/Zip: Sacramento, California 95842

Company Complaining About: Comcast

Description

I do not want a data limit and definitely not a rate increase because they can not manage their systems.

Ticket: # 1241936 - No Internet Service for 1 Year and Phone Service Remains Sporadic

Date: 10/7/2016 12:54:06 PM

City/State/Zip: Manhattan, New York 10001

Company Complaining About: Verizon

Description

The consumer stated that he has a small business account, a wireless account, and a residential account...all with Verizon. He stated that he has an issue with his business account. Since August, 2015, his phone has not worked properly. It is working only sporadically. The consumer also stated that even though he has bundled services, that include phone and internet, he has NOT had internet service for over 1 year! He continues to call Verizon each and every month. He stated that Verizon had provided him with a jet pack to use while Verizon works through these service issues involving the copper service/internet. However, Verizon has now advised him that due to over use, of the jet pack, they turned the wireless/jet pack service off. (Voice Link and the Jet Pack service had been provided as a courtesy while they were repairing the problem). The consumer stated that he is not sure why the service was turned off because he has been a customer for many years and he had unlimited internet access.

The consumer stated there is, apparently, a problem with installing Fiber/FIOS in his area. The consumer has requested a resolution to this issue and requests the service for which he subscribed and for which he pays. He stated that there are 8 apartments in his building and he is the only consumer experiencing these service issues. (He stated that he has been the longest resident and has been in the building over 35 years).

Ticket: # 1241962 - Comcast Data Cap (allowance?)

Date: 10/7/2016 12:56:59 PM

City/State/Zip: Houston, Texas 77066

Company Complaining About: Comcast

Description

To whom it may concern,

The short of it is that Comcast made a contract with me in which it promised to provide me internet with 75Mbps down stream and 5Mbps up stream for a set price each month of \$74.95. That comes out to 75Mbps / 8 bits per Byte * 60 seconds * 60 minutes per hour * 24 hours per day * 31 days per month = 25,110,000 MB per month, or 23.94676208496094 TB per month. 23.94676208496094 TB per month is what Comcast is contracted to provide. That comes out to \$3.13 per TB each month. So, effectively, Comcast has unilaterally opted to terminate my current contract and instate a different one which only gives 1TB per month. That's a 23.94676208496094 times reduction of consumable service for which they expect the same price for. Effectively, that comes out to under 4Mbps. That also now comes out to \$74.95 per 1TB, or a whopping 2395% price increase per 1TB consumable! That is INSANE, and there is no way this is legal!

I have a 5 member family home, and we are constantly streaming media from the internet. My child's Youtube or Disney Jr. streaming (Competitor), my wife's Netflix 4k (a direct competitor with original content), my Mother-in-law's mexico media, and my own work from home of 10-20 install DVDs going in and out to cloud host providers all day long, and some queue'd into the night. All of this, and we can hit 1TB in a matter of days, let alone a full month. This is effectively a monopolistic internet Media Tax that Comcast is imposing on those who consume media through other means than their own TV service, much less my job requirements.

To top all of this off, I have never received the TV channels I was promised for the price I was promised. The bait and switch tactic had them all messing my service up for over 90 days while I called and called spending over 48 hours cumulatively with them on the phone, in person, traveling to the Comcast Xfinity store, and troubleshooting. Finally I ended up being forced to pay 20% more than what I was initially quoted just to get what I was promised over the phone.

The FCC should insure that companies such as Comcast are not allowed to take these kind of monopolistic actions against the american people.

Thank you for your time,

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Ticket: # 1242296 - Comcast Data Limits

Date: 10/7/2016 1:30:16 PM

City/State/Zip: San Francisco, California 94107

Company Complaining About: Comcast

Description

Comcast just emailed me that they are introducing Data Limit Caps to my internet service. This is unfair because they want to charge overage charges for my internet usage.

Ticket: # 1241995 - Data Limits

Date: 10/7/2016 1:00:36 PM

City/State/Zip: Grand Rapids, Michigan 49503

Company Complaining About: Comcast

Description

The only reason Comcast has for doing this (since as they said, only 1% of their customer base uses over 1 TB/month) is to discourage customers from using competing services like Netflix in favor of getting a bundled deal with television.

Ticket: # 1241998 - Comcast introduced limited data in my market in Colorado

Date: 10/7/2016 1:00:48 PM

City/State/Zip: Broomfield, Colorado 80021

Company Complaining About: Comcast

Description

Comcast sent me an email on 10/6/2016 informing me of a policy change where they are limiting the data to 1TB unless you want to pay \$10 for each additional 50GB or an additional \$50 for unlimited data. I only pay \$59.99 for my current 150 mbps plan which had unlimited data at the time offered. This will literally nearly double my current price per month as last month I used 1.47TB of data as I and my roommate stream a lot of video online along with downloading games off of Steam or the PlayStation network. The statistics they sent me were from my last 3 months of service. The first month we barely used any data as we just moved in and were getting our Roku and other equipment setup.

This is unacceptable as I signed a 1 year contract with them 3 months ago.

I've used over 500gb on a wireless network (Sprint) who has more reasons to limit data than a hard wire carrier.

Comcast has also made it harder on their Customer Portal to see how much data you have used for the month compared to their previous website layout which I believe is an extra way to deceive customers by making it more difficult to see how far along they are in terms of data usage.

I also believe they are implementing these changes before 4K streaming becomes more and more popular as it consumes much more data than our current 1080p streaming. By the time it becomes very popular, a majority of consumers will have extra charges and have no idea why until they call into Comcast and ask.

Let's nip this before it becomes a national outrage among consumers.

There a an image attached along with a copy of the original email in .msg format.

If anyone reaches out to me, please leave a voicemail as I work the 3rd shift and sleep during the days.

Thanks,

(b) (6)

Ticket: # 1242003 - Data caps

Date: 10/7/2016 1:01:25 PM

City/State/Zip: New Hope, Minnesota 55428

Company Complaining About: Comcast

Description

Comcast is trying to cap data usage in my area for the internet service I pay for. The fees are astronomical and unjust.

Ticket: # 1242015 - Comcast data caps at 1T while streaming netflix for free on its own set

Date: 10/7/2016 1:02:46 PM

City/State/Zip: Los Altos, California 94024

Company Complaining About: Comcast

Description

Comcast is acting unlawfully on the one hand as a content provider and on the other hand as a commodity provider. It is using its virtual monopoly over broadband in my area to force signup to their content providing service. If I want to use netflix, and pay comcast simply for shipping bits, my internet service as a whole will suffer compared to paying comcast for both internet and content. The lack of competition puts comcast in an unfair position to dictate my content choices.

They could have simply increased the price of internet service while staying neutral about the content they provide in their other plans. Instead they use one part of their business to give their other an advantage, unfairly competing against businesses that provide either content or isp service. The FCC should break up comcast into a content providing and isp service, so that the isp service will remain completely neutral with respect to the source of the bits it ships to customers.

Ticket: # 1242038 - Comcast data caps

Date: 10/7/2016 1:05:23 PM

City/State/Zip: Mountain View, California 94041

Company Complaining About: Comcast

Description

Just another company figuring out how to charge more for the same service. Not sure how we are progressing backwards.

""

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

""

Ticket: # 1242050 - Comcast bringing usage caps to MN:

Date: 10/7/2016 1:06:20 PM

City/State/Zip: Oakdale, Minnesota 55128

Company Complaining About: Comcast

Description

Comcast is bringing internet usage caps to Minnesota. If one goes over this cap, they are charged \$50-\$200. If one wants to continue not having a cap, as has always been the case, Comcast will charge them an extra \$50 each month. This is blatantly anti-consumer and definitely not acceptable.

Ticket: # 1242055 - Comcast internet caps in California

Date: 10/7/2016 1:07:00 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

Comcast will now start charging big overage fees for accounts that use for than 1TB per month. Without going into too much technical detail, this is a business strategy, not based on technological limits of a scarce resource.

Users who go over 1TB per month will be charged overages of \$10 per 50GB or can choose to pony up \$50 per month for "unlimited" data - aka \$50 more to get the same service you have today.

This is a pretty transparently aggressive attempt to battle cord cutters. To put this in perspective, HD Netflix uses about 3GB/hour, so you'd hit this cap at 341 hours assuming you'd use your internet service for literally nothing else. A multi person household with a few devices simply streaming content they paid for will push these limits quickly.

Ticket: # 1242085 - Usage CAP Comcast

Date: 10/7/2016 1:10:32 PM

City/State/Zip: Grandville, Michigan 49418

Company Complaining About: Comcast

Description

(b) (6) internet through Xfinity (Comcast) is now instituting usage CAPs. Usage CAPs have no technical or financial reason for being put in place. Even a 1 TB CAP is unjustified and only imposed to bloat revenues and protect the companies legacy TV business. The only reason Comcast can do so is lack of competition. Increased regulation forcing competition is a must. Forcing subleasing of lines, mandating net neutrality, etc. Please help American consumers who have subsidized the growth of giants like Comcast through easements, tax breaks and incentives and do nothing but prey on us in return.

Ticket: # 1242090 - Comcast Data Caps**Date:** 10/7/2016 1:10:49 PM**City/State/Zip:** Portland, Oregon 97223**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

[Ticket: # 1244728 - Comcast datacap](#)

Date: 10/7/2016 6:25:36 PM

City/State/Zip: Silver Spring, Maryland 20902

Company Complaining About: Comcast

Description

Don't let Comcast put datacaps on their customers. It is unfair and unreasonable, especially now that almost everything, entertainment, media, news, etc, are being delivered through the internet.

Ticket: # 1242095 - Comcast's 1TB Data Limit

Date: 10/7/2016 1:11:22 PM

City/State/Zip: Albuquerque, New Mexico 87121

Company Complaining About: Comcast

Description

There shouldn't be a data limit on internet because it's not a finite source. Some use it more than others for recreation, work or whatever else and that won't ever change. Just because the average person does not even come close to the data limit doesn't mean others who do should be punished.

Ticket: # 1242125 - Comcast 1TB Data Caps are Unacceptable

Date: 10/7/2016 1:14:37 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: Comcast

Description

In November, Comcast will start rolling out a 1TB data limit to all customers nationwide, and will start charging \$10 for every 50GB you go over the limit. With the rise of digitally downloaded games and video streaming services, a house hold can easily go through this in a month. Not to mention that as technologies like 4K video streaming continue to get more mainstream, the average users data consumption will continue to increase.

With these Data Limits, Comcast has created a system where users now either need to pay addition money to take advantage of new technology, or resign themselves to not

[Ticket: # 1242202 - Comcast cap](#)

Date: 10/7/2016 1:21:10 PM

City/State/Zip: Hastings, Minnesota 55033

Company Complaining About: Comcast

Description

There should not be an internet cap. I am a college student that is taking online classes (along with another buddy they does not have internet) and if a cap is implemented then that puts us in an awful place. Comcast already puts the hurt on via their prices, a cap would be insane. STOP ROBBING US

Ticket: # 1242178 - Comcast: Datacaps and restricted speed

Date: 10/7/2016 1:19:52 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: Comcast

Description

How can a ISP restrict the speed of my service and then cap how much I can use? The water bill might restrict the flow from the city into my house but I don't get limited on the amount of water I can use. Same with electricity, I get reduced voltage but not limited on the amount I use. How can my ISP think they can do both? This is so anticompetitive as I have no other option for service in my area that provides consistent speed like comcast. They are the worst company/utility provider ever. On top of the cap, my bill just went up in price with no additional services provided; how is this even legal?!

Ticket: # 1242193 - 1TB internet cap rollout - monopolistic

Date: 10/7/2016 1:20:49 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Comcast's recently announced decision to cap data transfer to 1024gb per month download. As 4K service becomes more and more common as the industry standard format, Comcast is encouraging consumers to pay for their cable service rather than stream 4K videos via the internet service their customers pay for. They are monopolizing 4K video format and discouraging competition. They've never considered making this decision until competitors providing better services came to be detracting from their revenues.

Ticket: # 1242204 - Comcast 1TB Cap in San Francisco

Date: 10/7/2016 1:21:15 PM

City/State/Zip: San Francisco, California 94116

Company Complaining About: Comcast

Description

I regularly use between 1 and 2 TB a month because I stream my television programming from a combination of local and sites like Netflix/Hulu. This cap is illegal and exempts their streaming content, which is anti-competitive. This would not happen if we had actual alternatives for broadband in the SF metro area.

Ticket: # 1242218 - Illegal/Immoral Comcast Bandwidth Caps

Date: 10/7/2016 1:22:22 PM

City/State/Zip: Eugene, Oregon 97404

Company Complaining About: Comcast

Description

Comcast is implementing data usage caps nationwide. These caps only serve to punish the cord cutters and people tired of the cable TV monopoly in this country. With digital distribution being the ONLY way to acquire many things in this modern era its is flat out greedy and evil to charge people EXTRA to access these things.

Medical records, TV, School, Gaming, WORK, and many other things all rely HEAVILY on the internet these days. To put caps on these things is to put control of your livelihood into the hands of a corporation that can change their policies at a moments notice without any punishment or oversight from you or any other agency.

I have written my congressman and senator about this net neutrality issue.

(b) (6)

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[Ticket: # 1242233 - Comcast Datacap](#)

Date: 10/7/2016 1:23:48 PM

City/State/Zip: Aurora, Colorado 80014

Company Complaining About: Comcast

Description

I just received an email about Comcast's datacaps, mid contract. Now I would switch immediately, but my only alternative is 5mbps from Centurylink and I couldn't even do my job on that speed. In essence, Comcast is going to charge me double for internet if I pay for their unlimited option.

[Ticket: # 1242240 - Comcast data caps.](#)

Date: 10/7/2016 1:24:45 PM

City/State/Zip: Columbia, South Carolina 29229

Company Complaining About: Comcast

Description

As an IT professional I use my internet connection every aspect of my home life. I also know that the cost claims Comcast is making are a lie. This is about not wanting competition with their cable TV busoness. The freedom of the internet is possibly the most important domestic issue today. Please force these companies to do the right thing. Please fight for an open internet.

[Ticket: # 1242256 - Comcast Datacap Rollout](#)

Date: 10/7/2016 1:26:30 PM

City/State/Zip: El Cerrito, California 94530

Company Complaining About: Comcast

Description

Starting November Comcast will begin to roll out a one Terabyte datacap nationwide. This is not only is unfair to the consumer by holding an internet connection behind a selective pay wall but also forces consumers to pay whatever Comcast demands due to their incessant effort to stifle competition. For instance in my area Comcast offers the only broadband connection so I am forced to use them as an ISP for work, personal use, and study.

[Ticket: # 1242258 - Comcast Datacap Rollout](#)

Date: 10/7/2016 1:26:47 PM

City/State/Zip: El Cerrito, California 94530

Company Complaining About: Comcast

Description

Starting November Comcast will begin to roll out a one Terabyte datacap nationwide. This is not only is unfair to the consumer by holding an internet connection behind a selective pay wall but also forces consumers to pay whatever Comcast demands due to their incessant effort to stifle competition. For instance in my area Comcast offers the only broadband connection so I am forced to use them as an ISP for work, personal use, and study.

Ticket: # 1243130 - Recent Data Caps will stifle innovation again and add to Comcasts already monopolistic behaviours.

Date: 10/7/2016 3:01:22 PM

City/State/Zip: Prescott, Wisconsin 54021

Company Complaining About: Comcast

Description

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Ticket: # 1242269 - Comcast Data Caps - Or how Comcast decided to make more money from providing NOTHING

Date: 10/7/2016 1:27:41 PM

City/State/Zip: Seatac, Washington 98198

Company Complaining About: Comcast

Description

The simple fact that the FCC hasn't cracked down on broadband providers initiating 'cellphone' rules of data access - to broadband access; is beyond insane to me. Comcast does nothing to upgrade their networks but would rather cook up new schemes to make money off of existing customers. Add to that the distinct lack of ANY competition in my area leaves me with poor service from a scumbag company - that should be treated as a utility.

Ticket: # 1242291 - Usage cap?!?!?!?!?!?!?!?

Date: 10/7/2016 1:30:00 PM

City/State/Zip: Alameda, California 94501

Company Complaining About: Comcast

Description

Comcast can apply usage caps now? What happened to a free-flowing internet?

If I had a choice, I would so leave Comcast in a heart beat, but I have NO other choice when it comes to internet. Can we say monopoly?

Ticket: # 1242329 - Comcast Data Caps in WA

Date: 10/7/2016 1:33:42 PM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: Comcast

Description

Comcast is taking a profit driven approach to capping people's data usage, without any reasonable competition in our service area to show our displeasure by changing to another provider.

Seattle, along with San Francisco, is a major US technology hub. In our household alone, we have 2 IT professionals, and a graphic arts major. If we want to keep the same unlimited access we've had for years, we're suddenly going to be obligated to pay an extra \$50 for the exact same service? This comes after Comcast increasing our bill \$32/month for the exact same service. They can't seem to even keep a stable connection without several instances of dropped service per week.

This becomes a bigger deal, because they will use their regional monopoly to generate data indicating that they aren't losing many customers after the move - something that sets a dangerous precedent, as it encourages other ISPs to do the same thing, overall impacting the internet access for millions of people for the benefit of board members and shareholders of a for-profit company.

America already lags far behind most other major technological world powers (Korea, Japan, etc) in terms of internet access in both speed and pricing. This tactic of placing a cap on usage which doesn't impact Comcast's bottom line in any way is absolutely not going to help.

Aren't we as a country supposed to be fostering more competition between companies, along with improvements to internet access overall? How is this race to the bottom approach helping anything other than increasing Comcast's already multi-billion dollar annual profits?

Ticket: # 1242339 - Comcast Xfinity Caps

Date: 10/7/2016 1:35:17 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: Comcast

Description

Comcast Xfinity recently imposed caps on my Internet usage (1TB per month). This is a clear side-stepping of net neutrality. With the rise of 4k video streaming on popular services such as Netflix, Comcast is forcing their customers to purchase a cable plan for TV channels or pay overage charges for online streaming.

If Internet providers are free to set caps, then the FCC should step in and enforce fair competition in areas where monopolies such as Comcast have exclusive agreements with municipalities. This isn't what we signed up for, and one Internet provider shouldn't be able to stifle innovation and constrict the development of the Internet.

Ticket: # 1242345 - Comcast Data Caps

Date: 10/7/2016 1:35:38 PM

City/State/Zip: San Jose, California 95113

Company Complaining About: Comcast

Description

Just received an email today that starting November 1st data limits will be enabled in my area. I find this unacceptable.

I am a heavy user of the internet at my home and rely on being able to download as much data as I need without worry of being nickel and dimed on going over on a particular month.

I rely on the internet not only for personal use but also for work. Somedays I work from home and need to be able to download large files. Now I will be penalized because these large files will count toward my monthly limit.

Comcast is going to charge \$10 for every 50GB over 1TB that I go over. I have seen months where I have used 1.6TB of data that means I would have been charged an extra \$120 for that month on top of the already high prices I pay.

This is absurd for a country like the United States to allow companies like Comcast to hold their customers at ransom because so many people now rely heavily on the internet for their day to day lives.

Ticket: # 1242367 - Comcast Data cap

Date: 10/7/2016 1:38:19 PM

City/State/Zip: Burnsville, Minnesota 55337

Company Complaining About: Comcast

Description

Due to Comcast having a monopoly on high speed internet access in the area i have no other choice in provider. leveraging their monopoly and deals with local government, they have put in place a cap on how much data i can use. The electric company doesnt charge more if i use more than a certain amount, nor does the water company do so.

there is no logistical reason for Comcast to impose a limit on my data other than to make more money. this is unfair, especially because there are no other providers that have broadband service over 50mb/s in my area.

Ticket: # 1242374 - Datacap is ridiculous

Date: 10/7/2016 1:39:02 PM

City/State/Zip: Woodbury, Minnesota 55125

Company Complaining About: Comcast

Description

I can't believe in this day in age we have such things as datacaps. Data isn't a resource that needs to be replenished, or something a company runs out of. Because I have no other competition in my city I have to now pay \$50 more a month because Comcast decides they're not making enough money off of me. Because they see the writing on the wall, and people jumping shit to get off their archaic cable platform, I'm penalized. This is wrong, and needs to be stopped.

[Ticket: # 1242445 - Comcast unfair anticompetitive pricing](#)

Date: 10/7/2016 1:49:14 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

Comcast have just informed me that they will now be charging for data at \$10 dollar rate for every 50GB above 1TB (1000GB), \$0.20 per GB. My current bill per month is ~\$73.94. That equates to ~\$0.07394 per GB.

This increased fee schedule, from \$0.07394 per GB to \$0.20 per GB is clearly punishment for anyone that doesn't subscribe to their cable or digital products. As those customers will clearly have higher data usage. This is an anticompetitive act against companies like Netflix and Youtube.

Ticket: # 1245744 - Comcast Data Caps

Date: 10/7/2016 8:46:33 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Make this a public utility already. This is definitely Comcast's way of ensuring some future profit. 1TB isn't a huge deal right now, but with tech like 4k becoming more and more popular, expect to pay for data plan "upgrades" soon. Not to mention, demand to stream things vs watching them on cable (cordcutting).

Did you know that receiving bandwidth has zero incremental cost at the ISP level? Absolutely zero. it costs them essentially the same (a few pennies difference in electricity to power processors, lasers, etc) for a data line to sit online but idle as it costs for them to be receiving the max bandwidth capability of that line every second of the month. Zero. Price. Difference.

ISPs get billed for originating data, uploading data does have an incremental price. That is why you used to see in web hosting plans a cap on sending data, or a charge per TB (and before that GB) of bandwidth used per month, etc.

Most major ISPs have provisions in their peering agreements that state that they won't bill each other for sending data because they declare that it will even out over time.

Now for an entity like netflix, it isn't going to even out over time. That is why they offer those CDN appliances to ISPs. Say Comcast has one of those boxes sitting here in seattle [I bet they don't, see later], that means all of their seattle area customers get served all their netflix data locally - improving performance all around (netflix's real servers don't get hit as hard, comcast's peering points experience less congestion, etc). It also makes it cheaper for netflix (significantly) and comcast (very marginally). It also means that netflix isn't sending bandwidth from one ISPs (Theirs) network to another (comcasts) - its all local data. Zero bandwidth fees

Now.. I bet comcast has refused to accept these from netflix for the simple reason is that it erodes their anti-consumer (make no mistake - bandwidth caps are anticonsumer) arguments in front of the FCC.

Ticket: # 1242396 - Comcast data caps no gb/s service in Sacramento change in service and contract without auth

Date: 10/7/2016 1:43:01 PM

City/State/Zip: Rancho Cordova, California 95670

Company Complaining About: Comcast

Description

Information about a New Terabyte
Internet Data Usage Plan

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

For the past three months, your average data usage was only 200 GB. Based on your usage history, you can still stream, surf, game, download and do whatever you want to do online, worry free.

One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month. However, we still want to make sure you understand your options and choose the Data Usage Plan that works best for you. If you believe you will need more data, an Unlimited Data option is available. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less.

One Terabyte Plan and Unlimited Data option:

One Terabyte (TB) included/month If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month \$200 overage charge limit - no matter how much data is used

Unlimited Data Additional \$50/month No overage charges — no matter how much data is used each month

You can also track and manage your usage so there are never any surprises about how much data you use. Here are a few tools you can use:

Data Usage meter – Monitor how much data your household has used with our Data Usage Meter.

Data Usage Estimator - Estimate your data usage with our

Estimator Tool. Simply enter how your household typically uses the Internet and the tool will estimate your monthly data usage.

Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email. You can also elect to receive notifications at specific usage thresholds and set up mobile text notifications. Learn more about notifications here. Usage notifications will not be sent to customers who enroll in the Unlimited Data option.

For the less than 1% of customers who do exceed one terabyte of data usage, we're offering two courtesy months, so customers will not be charged the first two times they exceed one terabyte while they are getting comfortable with the new plan.

If you have any questions about the new Data Usage Plan, please visit (b) (6)

Thank you for being an XFINITY Internet customer.

Sincerely,

(b) (6)

Ticket: # 1242402 - Comcast Data Cap

Date: 10/7/2016 1:43:42 PM

City/State/Zip: St. Charles, Illinois 60174

Company Complaining About: Comcast

Description

My submission:

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1242417 - Comcast implementing cap on my internet

Date: 10/7/2016 1:44:44 PM

City/State/Zip: Fort Collins, Colorado 80524

Company Complaining About: Comcast

Description

Me and my girlfriend signed up for Comcast and understood that we had a speed limit on our internet. We did not understand that we would be limited in amount of data as well, and there is no way to avoid this new cap without doubling our internet costs. I have a 4K TV and have been streaming more and more large video files from Netflix and other services. This cap will directly impact my ability to stream 4K shows and download video games, some of which are over 100 GB a piece. Comcast is making it hard to use the internet in the way that I thought I was entitled to when we signed up for their service, and there is no other provider of fast internet other than slow DSL in my area. They have me completely at their mercy and I think this cap in addition to the speed limit is unfair and uncompetitive. Eventually 1 TB will not be enough for the average consumer, and Comcast will be under no regulation or motivation to raise it, meaning I guess I'll have to subscribe to their video services instead or pay them to start limiting my internet by speed only again.

Ticket: # 1242418 - Comcast caps

Date: 10/7/2016 1:45:01 PM

City/State/Zip: Lacey, Washington 98516

Company Complaining About: Comcast

Description

The caps on internet Comcast is rolling through in Nov suck. It's a way for a company already making record profits to get around the internet being a utility. No one has a cap on energy, gas, of water and yet Comcast gets to gouge anyone going over their limits, likely created with the intent to just make more money.

Ticket: # 1242446 - Comcast implementing data caps

Date: 10/7/2016 1:49:15 PM

City/State/Zip: San Jose, California 95120

Company Complaining About: Comcast

Description

Due to the absence of competition across the majority of the country, caused both by local government granted monopoly rights as well as collusion with competitors, Comcast is currently increasing fees and decreasing service to pad it's bottom line. Customers in many areas have no recourse if they want to maintain internet service of an acceptable level.

In the absence of free market choice allowed to consumers, it is the duty of the government to step in and restrain businesses providing essential services from profiteering off of the citizenry.

Ticket: # 1242541 - Comcast data caps

Date: 10/7/2016 2:00:10 PM

City/State/Zip: Agawam, Massachusetts 01001

Company Complaining About: Comcast

Description

It is unfair for Comcast to be providing speeds below advertised amount. It is also unfair that they are limiting how many gigabytes they allow customers to use.

Ticket: # 1242456 - Comcast Data Cap

Date: 10/7/2016 1:50:21 PM

City/State/Zip: Dublin, California 94568

Company Complaining About: Comcast

Description

I received an email today from Comcast, telling me that they would be capping my internet usage to 1TB per month.

I rarely use this much data in a single month, however I do not feel that this is acceptable - the US is rapidly falling behind other countries with regards to internet access, and this is just a shameless moneygrab.

I would also like to add that when I signed up with Comcast, I was not informed, nor did I agree to any cap. I feel that this is a violation of my contract.

[Ticket: # 1242468 - Comcast data limit](#)

Date: 10/7/2016 1:51:37 PM

City/State/Zip: Sandia Park, New Mexico 87047

Company Complaining About: Comcast

Description

Comcast notified me that effective November 1st, they will be capping data usage at 1 terabyte of data, and charging a \$200 overage fee if that data is exceeded. This is completely unacceptable

[Ticket: # 1242477 - Comcast datacap](#)

Date: 10/7/2016 1:52:40 PM

City/State/Zip: Westminster, Colorado 80021

Company Complaining About: Comcast

Description

Comcast has instituted a datacap for all of their customers. As a photographer, I am constantly uploading images to my website and backups. I should not have to choose between streaming movies and backing up work data. Furthermore, we do not have any additional options as Comcast is the only cable provider in the area and all of the other ISPs are far too slow as they use older tech. The claim that using more data costs them more money is bullshit.

Ticket: # 1242733 - Data caps are anticompetitive to online streaming video services.

Date: 10/7/2016 2:17:56 PM

City/State/Zip: Arvada, Colorado 80004

Company Complaining About: Comcast

Description

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1242487 - Comcast Bandwidth Caps**Date:** 10/7/2016 1:54:18 PM**City/State/Zip:** Kentwood, Michigan 49548**Company Complaining About:** Comcast

Description

Putting bandwidth caps on infrastructure that already exist doesn't make sense. We're limited in our bandwidth provider choices due to local monopolies. All this does is limit the way we use the internet and force people to buy into their tv packages if they want to stream video entertainment. Other telecoms companies should have the ability to offer competing services. Such as fiber optic or other technologies. Please don't let Comcast control our internet freedoms.

Ticket: # 1242490 - Comcast One Terabyte (TB) Cap

Date: 10/7/2016 1:54:39 PM

City/State/Zip: Grand Rapids, Michigan 49503

Company Complaining About: Comcast

Description

I received an email of an upcoming change to my account that limits my usage of the internet and violates net neutrality.

[Ticket: # 1242536 - Comcast data cap](#)

Date: 10/7/2016 1:59:36 PM

City/State/Zip: Arvada, Colorado 80004

Company Complaining About: Comcast

Description

How can Comcast charge extra for something that I already pay for? The internet being free is one of the stables of modern American society! This is ridiculous

Ticket: # 1242641 - Comcast implementing data caps in my area starting Nov 1st

Date: 10/7/2016 2:09:18 PM

City/State/Zip: Happy Valley, Oregon 97086

Company Complaining About: Comcast

Description

I'm not currently hitting the proposed cap but may soon as I'm thinking of buying a cheap 4k television. Streaming content in 4k takes close to 4x more bandwidth. I can see this becoming a serious problem for myself and many other people in the near future.

Ticket: # 1242598 - Comcast 1TB cap now enforced

Date: 10/7/2016 2:04:53 PM

City/State/Zip: San Jose, California 95134

Company Complaining About: Comcast

Description

I signed up for a 12 month contract when there still wasn't any cap. Now they just change the terms mid-contract.

Besides, I think this is violating net neutrality as now I cannot access Netflix if I use more than 1TB of data. Also, modifying my data while I am browsing sounds shady as well (the Notification Insertion).

Ticket: # 1242614 - Metered Data for Comcast**Date:** 10/7/2016 2:06:30 PM**City/State/Zip:** Littleton, Colorado 80128**Company Complaining About:** Comcast

Description

I have just been informed we are receiving metered data for a max of 1 Terabyte per month with large increase in pay(\$50 per month) to go back to what they have always provided. My household use Netflix and other services that carry higher data loads. This is a joke and the FCC should do something about this. If they are allowed to meter it should be like all utilities and get a real cost of providing data on a per gig basis and then a real useful meter. The price will drop substantially, as you and they well know. Please help us with this obvious money grab and destruction of their competition. They are too powerful and you are at fault for letting them get away with this. Please stop the greedy pigs now or regulate them like the utility they are trying to say they are.

Ticket: # 1243624 - Comcast's Data Caps-- ABSURD

Date: 10/7/2016 4:01:39 PM

City/State/Zip: Washington, District Of Columbia 20009

Company Complaining About: Comcast

Description

Datacaps are antithetical to a free internet and impose a direct and immediate threat to net neutrality.

Ticket: # 1242748 - Data caps

Date: 10/7/2016 2:20:03 PM

City/State/Zip: Franklin Park, Illinois 60131

Company Complaining About: Comcast

Description

Hello,

I am a comcast customer from franklin park il and am now under a restrictive cap. This is very bad for any customer. This is anti competitive as now it limits the amount i can watch netflix while not subscribed to cable. I have no other cable option around me.

Ticket: # 1242752 - Comcast 1TB Datacap

Date: 10/7/2016 2:20:24 PM

City/State/Zip: Paker, Colorado 80134

Company Complaining About: Comcast

Description

Comcast just emailed me saying that I 'shouldn't worry' that I am getting datacapped because I only use "498 GB" a month of data.

Comcast and other similar companies (AT&T) have a giant stranglehold on the internet provider market (due to high cost of entry because of right-of-way) etc. We, the people, typically have NO CHOICE in our provider. This is terrible.

Ticket: # 1242773 - Comcast's Data-caps

Date: 10/7/2016 2:22:31 PM

City/State/Zip: Baltimore, Maryland 21220

Company Complaining About: Comcast

Description

I believe Comcast's policy of data-caps and tiered networking packages are detrimental to consumers. I'm wholeheartedly against data-caps and internet "fast lanes" and i'd like to make my opinions known to the FCC. Thank you.

Ticket: # 1242802 - Data caps are anticompetitive to online streaming video services

Date: 10/7/2016 2:26:58 PM

City/State/Zip: St. Louis, Missouri 63139

Company Complaining About: Comcast

Description

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1242829 - Comcast Data Caps

Date: 10/7/2016 2:29:06 PM

City/State/Zip: Salem, Oregon 97306

Company Complaining About: Comcast

Description

I seriously can't even believe this is a thing. Like there's a limited amount of internet out there and Comcast is protecting their supply... how stupid is that? FCC, do your job and stop them from limiting us.

Ticket: # 1242838 - Comcast/Xfinity Houston, TX anti-competitive data caps

Date: 10/7/2016 2:30:46 PM

City/State/Zip: Humble, Texas 77396

Company Complaining About: Comcast

Description

I was notified of a modification of my contract with Xfinity applying a 1TB cap to my data. I have no other option for high speed internet in my area. I feel this cap is needlessly imposed to push me toward using Xfinity's streaming services over other options I already enjoy. They offer questionable rates in which I would not exceed the cap streaming HD video but we all know 4k is on the way. These caps are clearly meant to stifle expansion of third parties into 4k streaming competition with Comcast.

Ticket: # 1242876 - Comcast Data Caps

Date: 10/7/2016 2:35:38 PM

City/State/Zip: Albany, Oregon 97322

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1242905 - Comcast's new 1TB Data Limit on Their Internet Offerings**Date:** 10/7/2016 2:38:17 PM**City/State/Zip:** Salt Lake City, Utah 84106**Company Complaining About:** Comcast

Description

Comcast has imposed a limit of 1TB in downloads per month for their home cable internet service. For extra \$50 a month that limit can be lifted. If one doesn't pay the \$50 ransom, then overage charges are applied per every gigabyte over the 1TB that is downloaded. Meanwhile, Comcast's own video services are "zero rated." This is clearly a move to punish cord-cutters who have a competing (Netflix, Hulu, Amazon Prime, etc.) account and no cable TV service. The FCC must act now and stop these clearly unlawful practices. Internet access is a fundamental utility in this day an age and imposing any such limits are anti-consumer. Please investigate this matter as soon as possible and take action to fix this problem, not just with Comcast but with all internet service providers.

Ticket: # 1242947 - Data Cap Introduction

Date: 10/7/2016 2:41:28 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Comcast

Description

Comcast has decided to increase the price of my plan by \$50 to include unlimited data for no reason. They have not improved the performance of my connection. They have not provided any additional services. They have merely required I pay \$50 more for unlimited data, even though they are already charging me a premium for the data speed I'm receiving. This type of practice is completely unacceptable in today's market, especially when they are improving their services en masse when competition enters the area (see: Google Fiber).

Ticket: # 1243005 - Comcast Useage Cap

Date: 10/7/2016 2:47:08 PM

City/State/Zip: Puyallup, Washington 98373

Company Complaining About: Comcast

Description

Comcast is now capping the amount of data I use per month. I regularly use quite a bit for my small business. This is unacceptable and would like the internet to remain open and free, and not just to the higher paying customers.

Ticket: # 1243027 - Comcast's monopolistic abuses

Date: 10/7/2016 2:49:58 PM

City/State/Zip: Oakland, California 94610

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1245180 - Comcast putting a cap on our internet data effective Nov 1st

Date: 10/7/2016 7:21:42 PM

City/State/Zip: Albuquerque, New Mexico 87106

Company Complaining About: Comcast

Description

In Albuquerque, NM every Comcast customer is getting an email that reads as follows:

Information about a New Terabyte Internet Data Usage Plan

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

For the past three months, your average data usage was only 358 GB (My data). Based on your usage history, you can still stream, surf, game, download and do whatever you want to do online, worry free.

One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month. However, we still want to make sure you understand your options and choose the Data Usage Plan that works best for you. If you believe you will need more data, an Unlimited Data option is available. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less.

One Terabyte Plan and Unlimited Data option: One Terabyte (TB) included/month If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month \$200 overage charge limit - no matter how much data is used Unlimited Data Additional \$50/month No overage charges — no matter how much data is used each month You can also track and manage your usage so there are never any surprises about how much data you use. Here are a few tools you can use: Data Usage meter – Monitor how much data your household has used with our Data Usage Meter. Data Usage Estimator - Estimate your data usage with our Estimator Tool. Simply enter how your household typically uses the Internet and the tool will estimate your monthly data usage. Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email. You can also elect to receive notifications at specific usage thresholds and set up mobile text notifications. Learn more about notifications here. Usage notifications will not be sent to customers who enroll in the Unlimited Data option. For the less than 1% of customers who do exceed one terabyte of data usage, we're offering two courtesy months, so customers will not be charged the first two times they exceed one terabyte while they are getting comfortable with the new plan.

If you have any questions about the new Data Usage Plan, please visit <http://dataplan.xfinity.com/>. Thank you for being an XFINITY Internet customer.

Sincerely,

Rich Jennings Regional Senior Vice President of Comcast's Mountain West Region

This business practice is anti-consumer. It is the product of a lack of competition and will soon hamper our ability to progress in innovation, business, and education.

Ticket: # 1244849 - Lack of internet options

Date: 10/7/2016 6:38:15 PM

City/State/Zip: Muncie, Indiana 47304

Company Complaining About: Comcast

Description

Comcast is the only service available in my area and has now imposed download limits. This is not a value added service I'm being charged for. American internet lags far behind the rest of the world's.

[Ticket: # 1243055 - comcast data limit](#)

Date: 10/7/2016 2:52:46 PM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: Comcast

Description

Comcast has capped data to 1tb a month in several states, including mine. This

Ticket: # 1243062 - Comcast Datacaps

Date: 10/7/2016 2:53:52 PM

City/State/Zip: Evanston, Illinois 60202

Company Complaining About: Comcast

Description

We are being limited to 1TB/month of internet downloads. This is not acceptable as it is an arbitrary limit imposed on us for no real reason other than for monetary gain of the ISP. Since they are the ONLY ISP that we can use for our apartment building, we are being unfairly capped with no other options available to us. This is monopolistic behavior that benefits only the single ISP in our area. If there were competition, I guarantee that this datacap would be gone quickly since no one would willfully choose to limit themselves to such a small amount of data. We don't get limited amounts of water that we can use, we don't get limited amounts of electrical power delivered to our apartment, so how can limited data be justified? If all of these services are now mandated to be public utilities, why are they not regulated in a consistent fashion?

Ticket: # 1243083 - Comcast cap on data usage

Date: 10/7/2016 2:55:56 PM

City/State/Zip: Belmont, California 94002

Company Complaining About: Comcast

Description

I have no alternative Comcast where I live. (Dial Up 28kpbs does not count).

I use the Internet for voting information, education, and work.

I already pay a monthly fee for bandwidth which is measured in Megabits per second which is the speed of delivering content of services like Netflix and Youtube.

Now they are creating a new "usage cap" to charge me twice: once for the "speed" of the service and a second time for the content created by others.

This has nothing to do with congestion! (How would they guarantee anybody who hit the cap would do it at the same time as other users?)

They describe their new rule with a "meter" which to me means they want to be a Utility.

They need to be regulated because I don't understand how a monopoly will:

1. not lower the cap later to extract more profit from locked in customers
2. expect that in 2 years time 300GB or 1TB will keep up with increased content sizes (4K content, virtual reality education, etc.)

They need competition (allowing resellers on their infrastructure, cities to provide fiber, google and other private firms to not be blocked in deploying fiber, etc.)

Ticket: # 1243110 - Comcast new 1TB limit

Date: 10/7/2016 2:59:14 PM

City/State/Zip: San Francisco, California 94108

Company Complaining About: Comcast

Description

This is simply unacceptable. This is nothing but a cash-grab. Them sending an email saying "look, not even 1% of your consumers even use that much!" is just disgusting. If 1/100th of your customers don't even break your cap, why do you have the cap in the first place?

Internet services should NOT be capped in any way or form. It's already bad enough that Comcast has a monopoly over many regions in America due to lack of competition, but they are really pushing it when it comes to squeezing every last cent out of their customers just because there's nothing us consumers can do about it because there are NO ALTERNATIVES FOR MOST PEOPLE.

Ticket: # 1243121 - Data caps

Date: 10/7/2016 3:00:27 PM

City/State/Zip: Spokane, Washington 99205

Company Complaining About: Comcast

Description

Comcast is implimenting a 1TB data limit for users and charging additional for overages, or an additional charge to have unlimited data.

They state that only 1% of customers go over 1TB of data so most people shouldn't be effected.

This is just a money grabbing tactic as the amount of data used has no impact on their network. More and more people are changing their habits and streaming video will start to consume more and more internet data, but comcast will not change their stance on this as people slowly start to use more and more data.

These days also with cloud storage, people are constantly uploading data that will go against that 1Tb of data, and in the event of a disaster recovery and someone has to download hundereds of gigabytes or even more depending on the failure, they are going to be heavily charged for getting their stuff back for a failure they did not even cause.

[Ticket: # 1243128 - Datacap on Comcast in Utah](#)

Date: 10/7/2016 3:01:09 PM

City/State/Zip: Lehi, Utah 84043

Company Complaining About: Comcast

Description

Comcast introduced datacaps in my area when I was initially paying for unlimited.

Ticket: # 1243146 - Comcast Internet Usage Cap

Date: 10/7/2016 3:03:06 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: Comcast

Description

Comcast will soon be implementing a 1TB online data usage cap in my area. I pay a flat \$120 for 50MB/s download, 5-10 MB/s upload already. This rate is not reduced if I encounter outages and is not prorated against data I do NOT use under my cap. On average I use 150GB/mo, which is ~1/9 of my cap, but under this plan I would not be charged any less. Comcast should charge either based on usage or a subscription fee, but NOT both, and not only when it is advantageous to them.

Ticket: # 1243160 - Bandwidth cap

Date: 10/7/2016 3:04:40 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Comcast

Description

With just less than a month's notice, we are suddenly being limited on our bandwidth for a service that we have paid for for a long time. In 2016, there are countries where internet access is a basic human right, and here we are getting new limitations on this service. In addition, I have no alternatives to switch to. There are no other internet providers in my area, which seems like a monopoly to me.

This is the issue in question:

(b) (6)

Ticket: # 1243185 - Comcast's data cap

Date: 10/7/2016 3:07:52 PM

City/State/Zip: Troy, Michigan 48084

Company Complaining About: Comcast

Description

This is outrageous. I believe this company has too much control, as far as internet service goes. There are not nearly enough competitors in the area. They are already over charging the elderly and those who are not "computer savvy". I really think their should be a limit to what they are allowed to do.

Ticket: # 1243220 - Comcast Data Limits

Date: 10/7/2016 3:12:56 PM

City/State/Zip: Hooper, Utah 84315

Company Complaining About: Comcast

Description

It is not fair for them to cap, limit, or penalize use of the internet. They provide access but should not have a say on my use of content outside of their control. All they are doing is taking advantage of their customers and are trying to profit off of a free resource.

Ticket: # 1243186 - Comcast data caps

Date: 10/7/2016 3:07:53 PM

City/State/Zip: Battle Creek, Michigan 49015

Company Complaining About: Comcast

Description

Allowing Comcast (and frankly any thinly veiled monopoly) to limit the exact service they are supposed to supply is absurd. This is akin to the states only allowing individuals to drive 1000 miles a month on the highway. The highway is there, it has been there, the highway is constantly upgraded for these exact purposes. I'm sure Comcast will refute this complaint with a comment along the lines of "but only 1% of our customers use 1TB a month, this won't effect you." If only 1% of your customers use that much data then why do you need to limit it? If I recall the US government gave subsidizes to these companies 20 years in order to better our infrastructure and bring it into the fiber age, that has obviously not yet happened.

Ticket: # 1243196 - Internet data regulation

Date: 10/7/2016 3:10:00 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

Allowing companies with de facto monopolies to treat internet data as if it were a limited resource is encouraging corporate gouging of citizens for whom internet access is essentially required to function in this day and age. Companies like Comcast want to be treated like public utilities when it benefits them, and like a private 'entertainment' provider at other times. The FCC has been far too willing to bend over backwards to allow corporate profit that is directly opposed to the public good. I urge the FCC to change course on regulation of internet providers to better support the public.

Allowing metered service of an intangible encourages corporations to cheat the customer and leaves no recourse except the individual attempting to record usage on their own, and then settling matters in the courts. Allowing this in virtual monopoly situations is criminal, and with the UN recognizing internet access as a human right puts the FCC in the position of defending corporate crimes against humanity.

Ticket: # 1243212 - Comcast Data Cap

Date: 10/7/2016 3:11:17 PM

City/State/Zip: Grand Rapids, Michigan 49534

Company Complaining About: Comcast

Description

I just received a Comcast email informing me that my internet usage is now being capped by data limits of 1 TB. I believe that the internet is not to be used as a utility and is a service. Please review my case and most likely thousands of others that will be coming in.

[Ticket: # 1243232 - Comcast datacap](#)

Date: 10/7/2016 3:14:16 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

This is bullshit. Capping data is a money grab. They are the biggest ISP in the US and they think they still need to squeeze out another dime?

[Ticket: # 1243255 - Comcast data cap](#)

Date: 10/7/2016 3:17:34 PM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: Comcast

Description

I am complaining about Comcast limiting the amount of data transfer in my market.

Ticket: # 1243259 - Comcast 1TB DataCap

Date: 10/7/2016 3:18:01 PM

City/State/Zip: Fairfield, California 94534

Company Complaining About: Comcast

Description

Hello,

I own a small business in Fairfield, CA. I only have two provider choices, Comcast for AT&T. I run a IT consulting company, so I must have high bandwidth for routine file copies, backups and server deployments to my customers. I currently have comcast home service called "blast" at 150down/10up. I also have 6 other family members that stream video, play games and use the internet for school and college. This datacap will force me to downgrade my speed and switch to business class, impacting my work productivity. The business class is over \$200/month for 50/5mb service.

As a Small business I can not afford these price hikes in an effort for comcast to "relieve congestion". They have more than enough money to expand and grow their infrastructure to accomadate the growing demands of today's digital needs.

I demand that you re-establish net neutrality - as this is a direct result of the commission's inability to regulate the industry.

Ticket: # 1243314 - Florida Broadband Shut Down Their Broadband Network/Services prior to Hurricane Matthew

Date: 10/7/2016 3:22:52 PM

City/State/Zip: Okeechobee, Florida 34972

Company Complaining About: Florida Broadband

Description

The consumer called to make an inquiry. He wanted to know if the service providers....specifically Broadband have any sort of duty to stay up and running during storms/emergencies. Stated his service provider, is Florida Broadband, and they are shutting down services stating that it is too dangerous to keep equipment up and cannot expect their people to go out and maintain services (They are a wireless broadband provider). Consumer stated that he had advised that customers would not expect them to climb towers, etc. - however, he wanted to know about people that listen to internet radio, other emergency notifications using the internet, etc. - Stated that their Facebook page shows that they have taken the broadband services down. A review of the service provider's web page indicates that they are in the process of bringing "digital voice" to their customers. When this matter was researched in order to respond to the consumer, this CAMS discovered that I could not call the consumer back. I continued to receive a fast busy signal. (Therefore, it would appear that the consumer may have a VoIP provider, for phone service, and he cannot be reached until Florida Broadband makes their service operational again. Did not have the opportunity to provide the 214 Authority requirements mandated if voice services exist/information indicating that non-voice providers/broadband (only) companies were not included in the requirement

Tried to call this consumer back - receiving fast busy signal. It appears that the consumer may have VoIP services that run off of this broadband service ?

Ticket: # 1243355 - Comcast Datacaps in Houston

Date: 10/7/2016 3:28:32 PM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

This is in violation of Net Neutrality rules adopted by the FCC. Comcast in Houston has set my data usage to 1TB and prevents competition because I don't have an alternative company that I can go to. For 4 months straight they told me to replace my modem, router, Cox cable, ethernet cable, but it was really their fault for having a faulty wire outside my house. They are prioritizing their own internet traffic (cable tv) and not counting it towards your datacap.

Ticket: # 1243358 - Comcast implementing data caps in Seattle area

Date: 10/7/2016 3:28:45 PM

City/State/Zip: Renton, Washington 98056

Company Complaining About: Comcast

Description

I wish I had another option for fast internet besides Comcast, I'd drop them so fast along with everyone else in the Seattle area. Their whole argument is based on false pretenses...bandwidth isn't some exhaustible resource. If they can't properly manage the amount of bandwidth they have available at any given time, especially peak times, they should use the government subsidies and tax breaks they get to improve their network to...I don't know...actually improve their network? Furthermore, the tools they give you on their website to track bandwidth usage are inaccurate and misleading, often reporting much higher usage than reality.

[Ticket: # 1243408 - Data Caps!](#)

Date: 10/7/2016 3:34:47 PM

City/State/Zip: Dayton, Minnesota 55369

Company Complaining About: Comcast

Description

Please don't let this become a thing! Make it utility soon!

Ticket: # 1243791 - Data Cap for Xfinity/Comcast

Date: 10/7/2016 4:22:16 PM

City/State/Zip: Westminster, Colorado 80030

Company Complaining About: Comcast

Description

Received an email that Xfinity is going to be putting a cap on my internet usage and will charge for anything over 1TB at \$10 per 2GB or I can pay an additional \$50.00 for unlimited. I find this ridiculous as this was never a problem before.

Ticket: # 1243420 - Comcast's New and Arbitrary Data Caps

Date: 10/7/2016 3:35:40 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Comcast

Description

Hello FCC,

I strongly believe that Comcast's newly implemented caps are a direct attempt to stifle competition and very clearly violate the principles of network neutrality.

In addition to this, they stifle the adoption and progress in many technologies that are crucial to the high tech industries of the US - everything from telemedicine, to cloud computing, to remote backups, to gaming and video streaming services.

In addition to this, I am very concerned that they will abuse their position as both content creator (since they purchased NBC) and distributor to give their own content an unfair advantage on the marketplace.

Further, this is a direct affront to the network neutrality promised that they made which were required for their purchase of NBC.

Please use your position as a steward of the overall interests of the country and prevent Comcast or any other internet service provider from imposing these anti-competitive and economically stifling policies.

Ticket: # 1243438 - Data Caps In Houston

Date: 10/7/2016 3:37:35 PM

City/State/Zip: Houston, Texas 77005

Company Complaining About: Comcast

Description

Comcast is changing the naturl of my internet plan and installing an illegal 1 tera byte limit per month.

[Ticket: # 1243457 - Comcast internet meter](#)

Date: 10/7/2016 3:39:05 PM

City/State/Zip: Millbrae, California 94030

Company Complaining About: Comcast

Description

Comcast is enacting a internet meter to cap the amount of data.

[Ticket: # 1243458 - Inability to access email](#)

Date: 10/7/2016 3:39:06 PM

City/State/Zip: East Orange, New Jersey 07017-1241

Company Complaining About: Verizon

Description

Verizon constantly changes my web page arbitrarily. When this happens, my password no longer works. They insist that I must choose a new password each time this occurs. Whatever I do does not work, even when I try to use temporary passwords that they provide. My efforts to get a resolution to date have been unsuccessful.

[Ticket: # 1243493 - Comcast data limits](#)

Date: 10/7/2016 3:43:28 PM

City/State/Zip: Lafayette, Colorado 80026

Company Complaining About: Comcast

Description

Comcast is placing a monthly limit on the amount of data that a customer can access. I think this may be price gouging in anticipation of the changing nature of internet use (e.g., high resolution video downloads), made possible by their effective monopoly.

Ticket: # 1243515 - Comcast rolling out data usage caps to home internet services

Date: 10/7/2016 3:46:42 PM

City/State/Zip: Indiana, Pennsylvania 15701

Company Complaining About: Comcast

Description

Starting in November, most of Comcast's subscribers will be subject to one-terabyte caps. While there are quite a few regions dealing with such caps right now, Comcast is set to implement that cap in many more regions on November 1.

Go over twice in a 12-month period and nothing will happen in those first two instances. However, on the third time going over that 1TB cap, Comcast will charge \$10 per 50GB in overages. Overage charges will halt at \$200, and if you already know that this 1TB cap will be problematic, you can pay an extra \$50 per month to have unlimited internet.

This type of behavior by Comcast is absolutely ridiculous. Please consider some form of legislator to prevent this type of abuse.

Ticket: # 1243527 - Comcast Data Cap Policy

Date: 10/7/2016 3:48:33 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast notified me of a change in their policy that will begin November 1st, establishing data-caps of 1TB with punitive fees if the user goes over. While I do not typically use 1TB of data each month, I view the cap and fees unreasonable since they target users that stream content from their competitors.

Ticket: # 1243531 - Comcast 1TB data cap

Date: 10/7/2016 3:48:50 PM

City/State/Zip: Vancouver, Washington 98663

Company Complaining About: Comcast

Description

I just got an email from Comcast saying that they are capping my data at 1tb per month. This is hugely anti-competitive and my roommate is a videographer who needs to upload/download Terabytes of 4k video footage to and from the internet. I have a 4k tv and we watch 4k netflix streams regularly. This will rapidly eat through that 1Tb/month. Feel free to contact me/email me/call me if you want a copy of the email or any other relevant information.

Ticket: # 1243541 - Comcast 1TB limit

Date: 10/7/2016 3:50:45 PM

City/State/Zip: Vallejo, California 94590

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB limit on their internet service, this is unacceptable.

Ticket: # 1243548 - Data Caps

Date: 10/7/2016 3:51:53 PM

City/State/Zip: The Woodlands, Texas 77382

Company Complaining About: Comcast

Description

Monopolistic companies should not be allowed to set restraints on data and access when the government has granted a monopoly situation. Either force regulation that provides unrestricted access or enable the free market.

Ticket: # 1243560 - Comcast Data Caps

Date: 10/7/2016 3:54:33 PM

City/State/Zip: Muncie, Indiana 47303

Company Complaining About: Comcast

Description

To whom it may concern,

Restrictions on data and information being transferred is the pure definition of a totalitarian regime. It's completely unethical and un-American that our government is allowing it with sanctioned monopolies across the country. I'm extremely disappointed in my own government.

(b) (6)

Ticket: # 1243569 - Comcast Caps

Date: 10/7/2016 3:55:17 PM

City/State/Zip: Denver, Colorado 80219

Company Complaining About: Comcast

Description

I am extremely disturbed by a recent email Comcast sent me letting me know they would be capping my internet connection.

The logic? Those who use more, should pay more. Those who use less, should pay less.

HOWEVER, that is NOT the case!! If I use less, is Comcast going to lower my bill? Hell no. The only way to get a lower bill is to go with the paltry 6gb cap, and I hear that's only \$5/mo cheaper. So is Comcast saying 1tb only costs them \$5? Why would they charge \$10 for 50gb on the overages then?

This is an obvious money-grab - people are cutting cords and becoming increasingly dependent on fast, always-on connections. People working from home, like myself, are extremely dependent on reliable home internet service.

Comcast trying to equate bandwidth to water or electricity is simply false. Also, if Comcast wants to be treated like a water or electricity company - let them also be regulated like one. The 'meter' Comcast uses to determine whether or not I have gone over my cap is not subject to ANY third party scrutiny. What recourse do I have as a customer if they say I went over the cap, but my router proves I didn't? These caps should NOT be allowed, unless there is some serious oversight on how they are applied.

Ticket: # 1243600 - Data Caps by Comcast

Date: 10/7/2016 3:58:19 PM

City/State/Zip: Corvallis, Oregon 97330

Company Complaining About: Comcast

Description

Though I may not use as much data to hit the cap, I do believe that arbitrary caps are a slippery slope to less freedom on the internet and all of this falls onto the customer's shoulders. Internet should be a utility and not controlled by monopolistic corporations that only care about profit. Comcast has continually proven they do exactly that. Would love if they were broken up like Bell was in order to allow other business to compete in an actual capitalistic way.

Thanks

Ticket: # 1243718 - Comcast DataCap

Date: 10/7/2016 4:14:20 PM

City/State/Zip: Bolingbrook, Illinois 60440

Company Complaining About: Comcast

Description

Comcast implementation of datacap of any form

[Ticket: # 1243656 - Comcast data limit](#)

Date: 10/7/2016 4:07:01 PM

City/State/Zip: Clearfield, Utah 84015

Company Complaining About: Comcast

Description

The internet should be unlimited the fact we pay a set price and they just alter and cap a global committee is not fair!

Ticket: # 1243768 - Comcast 1TB caps.

Date: 10/7/2016 4:20:15 PM

City/State/Zip: Grand Blanc, Michigan 48439

Company Complaining About: Comcast

Description

Why don't you guys do your job, for once? Either break up these monopolies or give us a competitor. I'm tired of these cocksuckers at comcast increasing their prices while trying to fuck me. I have no recourse other than hope incompetent agencies (like yours) do something about it.

Ticket: # 1243770 - Comcast Usage Caps**Date:** 10/7/2016 4:20:24 PM**City/State/Zip:** Covington, Washington 98042**Company Complaining About:** Comcast

Description

Comcast has been working around the system for quite some time to retain customers, rather than innovating and excelling. For years, they've charged excessive rates for internet connectivity and then offering discounts to keep TV subscriptions and artificially inflate their television userbase to stymie the perception that cable TV is bleeding customers (\$85 per month for a 50mbps connection, but \$55 if you also get their basic TV package for \$10), but now they are impeding competition and services with rising popularity to better control their distribution make up. If their TV service was offered via internet bandwidth, but was whitelisted, this would violate net neutrality; however, since it's a technologically different offering, they're able to get away with it. And that's unfortunate.

This complaint is in regards to their new 1TB data plan specifically. We as consumers are not afforded options for the home internet service we are provided, so any change the #1 carrier in the US wants to make to "stick it to the consumer" we have to live with or forego any decent internet connectivity. This to me seems unacceptable.

Ticket: # 1243781 - Comcast Data Cap**Date:** 10/7/2016 4:21:17 PM**City/State/Zip:** Berkeley, California 94707**Company Complaining About:** Comcast

Description

There is no valid technical reason for Comcast to force this data usage cap on their customers and it is a transparent money grab and attempt to stifle competition from streaming services. Data is not a commodity that should be metered and doing so will stifle the broadband streaming market. I already use multiple streaming services at home and the growth of data consumption will outstretch this arbitrary 1TB cap they will be implementing. I have no valid broadband competition in my area and this is the only reason they will be implementing this. Think Comcast will be capping user data in areas where they compete with Google Fiber?

Ticket: # 1243823 - Comcast internet cap

Date: 10/7/2016 4:24:54 PM

City/State/Zip: Bellevue, Washington 98004

Company Complaining About: Comcast

Description

Comcast without my consent changed to terms of my internet subscription. Changing my account and placing a cap on the amount of data that I am allowed to use. Their continued regional monopoly must end. I'm tired of Comcast's blatant disregard for their customers that are forced to use their service because there is no one else in the area. If comcast is willing to do this then where will it end? The tax payers paid for them to lay most of their cables down and they should be held accountable for their actions. Make the internet a right, not something they can play around with whenever they want to.

Ticket: # 1243845 - Data Caps

Date: 10/7/2016 4:26:50 PM

City/State/Zip: Richmond, Texas 77469

Company Complaining About: Comcast

Description

I was recently issued an e-mail stating an unlimited service I had signed a contract with is now going to be limited. Data should not be limited to anyone anywhere.

Everyone knows Comcast is doing this to increase their profits. If there was more competition for internet access I would never sign up for Comcast's internet.

Ticket: # 1243909 - Data caps are anticompetitive to online streaming video services.

Date: 10/7/2016 4:33:49 PM

City/State/Zip: Aurora, Colorado 80013

Company Complaining About: Comcast

Description

I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality.

Ticket: # 1243947 - Comcast Data Caps

Date: 10/7/2016 4:38:45 PM

City/State/Zip: Canton, Michigan 48188

Company Complaining About: Comcast

Description

Hello,

I just recently received an email from Comcast that they are capping my data. The internet should be open to everyone, without caps. But what's especially infuriating is I have a 2 year contract with comcast and to change the agreement, while in the middle of a contract is not ethical.

Ticket: # 1243963 - Arbitrary data cap implemented by Comcast

Date: 10/7/2016 4:40:54 PM

City/State/Zip: Denver, Colorado 80216

Company Complaining About: Comcast

Description

Comcast is using their near monopoly on internet service to enforce limiting data on their customers. I have no reasonable alternative recourses because of the previously mentioned monopoly.

They started out with caps in "limited markets" so-as to reduce the potential for a mass uprising that might force the you guys', the FTC's and Congress' hands. It also let them collect lots of information to try to determine the public's "pain point", which is why they went to a 1TB cap instead of sticking with 350GB.

They know absolutely perfectly well that a 1TB cap won't rile up massive defections and outcry right at this moment -- yet will be insufficient bandwidth within the next 5 to 10 years, whereupon they can then rake in massive overage fees.

This is a long con, and you guys are the only people who can do anything about it.

[Ticket: # 1248625 - internet cap](#)

Date: 10/8/2016 5:53:04 PM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 1243976 - Comcast Xfinity Data Cap

Date: 10/7/2016 4:44:00 PM

City/State/Zip: Clinton, Utah 84015

Company Complaining About: Comcast

Description

Comcast is, as I'm sure you're well aware, putting data limits on their customers in several states, including here in Utah. This is unacceptable.

(b) (6)



This was not included in the contract I signed for my internet service.

Ticket: # 1243977 - New Terabyte Internet Data Usage Plan

Date: 10/7/2016 4:44:24 PM

City/State/Zip: Longview, Washington 98632

Company Complaining About: Comcast

Description

New Terabyte

Internet Data Usage Plan

Hello,

I received this morning an email informing me that my internet service would change from unlimited per month to only 1 TB per month with unlimited requiring an extra \$50 per month. When I signed up for internet less than a year ago I was promised unlimited and this feels like an egregious attempt to nickel and dime consumers by attempting to limit their usage of bandwidth intensive applications such as Netflix, Amazon Prime, Steam, and other services that require a large amount of data. It seems that Comcast is attempting to strong arm their customers into using their cable/tv service as opposed to competitors such as Netflix and other streaming sites that consume bandwidth. I'm attempting to file a complaint and rectify this situation before I'm forced to cancel my services for changing the terms of the contract.

Ticket: # 1244027 - Comcast "xfinity" data caps

Date: 10/7/2016 4:52:46 PM

City/State/Zip: Sugar Land, Texas 77479

Company Complaining About: Comcast

Description

Just received this notice from Comcast:

Information about a New Terabyte
Internet Data Usage Plan

<--begin-->

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

<--end-->

I believe this is a violation of Net Neutrality rules adopted by the FCC.
Please take appropriate action.

Ticket: # 1244048 - Comcast Data Caps**Date:** 10/7/2016 4:55:36 PM**City/State/Zip:** Puyallup, Washington 98372**Company Complaining About:** Comcast

Description

The internet needs to be a utility. This is anti-competitive to online streaming in order to make more from customers who choose not to watch as much cable. There is no other legitimate internet company in my area, so I have no choice but to give them even more money to use the same service come this time November. This is the textbook definition of monopolistic and anti-competitive business practices.

Ticket: # 1244534 - Comcast data caps

Date: 10/7/2016 6:02:49 PM

City/State/Zip: Des Moines, Washington 98198

Company Complaining About: Comcast

Description

I will be required to pay for something that was preciously free and I have not negotiated a new deal with them. They are limiting my access to the internet

Ticket: # 1244040 - Comcast data limits

Date: 10/7/2016 4:54:01 PM

City/State/Zip: Tallahassee, Florida 32303

Company Complaining About: Comcast

Description

a 1TB data limit in this day and age is preposterous. all these isps have refused to upgrade and constantly try and impose restrictions.

fix this

Ticket: # 1244067 - Comcast data caps

Date: 10/7/2016 4:58:23 PM

City/State/Zip: Covington, Washington 98042

Company Complaining About: Comcast

Description

Comcast should not be able to put a cap on data usage for customers. The internet should be a that's free for all to use as much as they want. Please stop Comcast from limiting the amount a person can use the internet.

[Ticket: # 1244284 - Comcast data caps](#)

Date: 10/7/2016 5:26:25 PM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

This is clearly a greedy cash grab that serves no purpose other than to hurt tech savvy and cable cutting individuals.

The internet is no longer a luxury. We already pay plenty and should not be charged extra for using competing services to the ISPs.

[Ticket: # 1244099 - Comcast will be changing my service to internet data cap](#)

Date: 10/7/2016 5:02:42 PM

City/State/Zip: Fort Wayne, Indiana 46808

Company Complaining About: Comcast

Description

It is not right to switch someones service with less than a month notice to being capped. 1tb is not enough for home internet for a family that has 4k devices streaming. They need to raise it to a reasonable amount or keep it unlimited. Or give back for unused data each month or reduce prices. I paid for unlimited and i'm not getting a discount for the cap. This could lead to them buying unlimited data for their chosen websites and worse issues down the road.

Ticket: # 1244092 - Comcast 1TB Data Cap

Date: 10/7/2016 5:02:00 PM

City/State/Zip: Vacaville, California 95687

Company Complaining About: Comcast

Description

To whom it may concern,

I am writing you to complain about a new policy I was just notified about via email from Comcast regarding my broadband internet subscription. I recently renewed my contract with them and no more than a month later am being told I can only use 1TB a month or face overage fees?

What justification do they have to implement these caps?

Why is it that Comcast On-Demand does not count toward the cap but Netflix does?

I have zero options to switch to another carrier besides satellite or dialup and even if I did, I am locked into a contract for which the terms have been changed with less than 30 days notice.

I believe that Comcast is implementing these caps in a misguided effort to secure their profits for cable television by stifling the growth of competitors like Netflix. It has been proven that there is no technical reason for the caps other than to influence user behavior for their benefit.

Thank you for your time,

(b) (6)

[Ticket: # 1244146 - Comcast nationwide internet usage caps](#)

Date: 10/7/2016 5:08:59 PM

City/State/Zip: Alameda, California 94501

Company Complaining About: Comcast

Description

Comcast is rolling out nationwide caps on internet usage starting in November.

[Ticket: # 1244194 - Comcast data cap](#)

Date: 10/7/2016 5:13:55 PM

City/State/Zip: Portland, Oregon 97222

Company Complaining About: Comcast

Description

Heard rumors comcast was capping data at 1 TB and charging a fee to go over. This bullshit and criminal. The fee is \$200 and is 400% what I pay monthly.

Ticket: # 1244315 - Cap limits

Date: 10/7/2016 5:30:12 PM

City/State/Zip: Fort Collins, Colorado 80521

Company Complaining About: Comcast

Description

Cap limits are ruining the internet. We need city fiber. This is ridiculous.

Thank you.

[Ticket: # 1244287 - Comcast data cap](#)

Date: 10/7/2016 5:26:44 PM

City/State/Zip: Normandy Park, Washington 98166

Company Complaining About: Comcast

Description

The US lags behind most other first world countries in internet connectivity. Our internet service is terrible and yet price goes up every year. Internet is essential to daily life now similar to a utility. Either internet providers need to be regulated like a utility or more competition should be introduced into marketplace. The current situation is very bad for consumers. I pay more every year. Internet is cheaper and cheaper to provide. And now Comcast wants to limit my service? Ridiculous.

Ticket: # 1244317 - Comcast Datacaps - Open Internet

Date: 10/7/2016 5:30:48 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1244342 - Internet Data caps

Date: 10/7/2016 5:34:23 PM

City/State/Zip: Antioch, California 94531

Company Complaining About: Comcast

Description

Comcast will be starting to limit the amount of data used in their monthly cable internet plan. By doing so, they are forcing you to watch their cable TV service instead of online streaming services which are being paid for. Comcast is raising the price of their internet services, then imposing a limit on to how much can be used in a month, charging an incredibly large fee for going over that limit.

Ticket: # 1244351 - Comcast Data Cap

Date: 10/7/2016 5:35:49 PM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: Comcast

Description

At the start of next month, Comcast will be providing me with the same service, but charging me if I go over 1 TB of data used in one month. As a college student living with 2 other students, it is not uncommon for us to get near this total. As 4k streaming for shows and movie become more readily available, I suspect it is only a matter of time until we start going over this number. It seems unfair to limit both the speed of my Internet and the amount of data that I can consume. This seems like the start of a growing problem that I hope does not become the norm.

Ticket: # 1244378 - Comcast Data Cap is an unreasonable, artificial limitation on an otherwise virtually unlimited resource

Date: 10/7/2016 5:38:29 PM

City/State/Zip: Rancho Cordova, California 95670

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

[Ticket: # 1244379 - Comcast 1TB internet cap](#)

Date: 10/7/2016 5:38:35 PM

City/State/Zip: San Mateo, California 94402

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB internet cap. This is unfair - the quantity of data transferred should be irrelevant to service. We already experience (and live with) fluctuations in speeds during high traffic periods - this traffic should not be capped as well.

[Ticket: # 1244389 - Comcast Data Caps](#)

Date: 10/7/2016 5:41:06 PM

City/State/Zip: Houston, Texas 77062-5914

Company Complaining About: Comcast

Description

Effective November 1st my internet data usage will be limited. The cap amount is irrelevant. I believe that if there was competition in my area this would not happen and that Comcast is taking advantage of their monopoly.

[Ticket: # 1244391 - Comcast data surcharges](#)

Date: 10/7/2016 5:41:24 PM

City/State/Zip: Portland, Oregon 97202

Company Complaining About: Comcast

Description

Comcast has installed a limit to my data usage, with overage charges for exceeding a specified cap. This applies only to broadband data and not to their television services. I believe this to be a violation of 47 § 202 (1934) and request investigation of the practice.

[Ticket: # 1244394 - Upcoming Comcast Limits](#)**Date:** 10/7/2016 5:42:08 PM**City/State/Zip:** Seattle, Washington 98126**Company Complaining About:** Comcast

Description

Comcast has recently announced that they will enforce a 1 TB limit in many markets. It's ridiculous that there are limits in 2016, and ridiculous that my service, which previously had no limit, is now being modified to have a limit. This change restricts my ability to use the internet freely, and it will make me less likely to engage in internet activity because I'll constantly be worried about my data usage. In fact, the Comcast website does not even allow me to see my usage (the feature is non-functional), so I can't even plan correctly. I have no reasonable competition in my area (Seattle) because of anti-competitive deals with the city. Please find a way to get the US into the modern world without anti-competitiveness restricting our access.

Ticket: # 1244401 - Comcast 1TB Internet Usage Plan

Date: 10/7/2016 5:43:42 PM

City/State/Zip: Layton, Utah 84041

Company Complaining About: Comcast

Description

I am not happy with the idea of Comcast putting a 1TB cap on my internet usage (beginning 11/1/16.) I work in the video game industry, and use my internet service to facilitate my business; and this would put a huge damper on my ability to be online.

Ticket: # 1244403 - Comcast's 1TB Internet Cap

Date: 10/7/2016 5:44:03 PM

City/State/Zip: Vancouver, Washington 98662

Company Complaining About: Comcast

Description

Comcast sent me an email about their new 1TB Internet Usage cap. They informed me that I am averaging 850 GB a month and that I would have to pay more for every GB over. This is a HUGE breach of my use of Internet!

Ticket: # 1244415 - Comcast Capping of Data

Date: 10/7/2016 5:45:12 PM

City/State/Zip: Boulder, Colorado 80301

Company Complaining About: Comcast

Description

I just received an email from Comcast saying they are going to cap my data usage on an account that I explicitly understood was unlimited. Is this allowed? Why am I being capped in my data usage?

[Ticket: # 1244428 - Comcast Fraud](#)

Date: 10/7/2016 5:46:18 PM

City/State/Zip: Castle Rock, Colorado 80109

Company Complaining About: Comcast

Description

I received an e-mail from Comcast saying they will begin to charge me for data usage over 1GB. They are acting monopolistic, and something needs to be done about this.

Ticket: # 1244445 - Data Caps with Comcast

Date: 10/7/2016 5:49:21 PM

City/State/Zip: Warrenville, Illinois 60555

Company Complaining About: Comcast

Description

Comcast has added a 1TB cap to my internet service. In this day and age of higher quality media and downloads being much more common the idea of limiting Internet access seems ridiculous. The internet is not some limited resource and it should not be treated as such.

Ticket: # 1244506 - Comcast imposing data cap on existing service

Date: 10/7/2016 5:58:53 PM

City/State/Zip: Castle Rock, Colorado 80108

Company Complaining About: Comcast

Description

As a long time Comcast Internet customer (not by choice, but because of monopolistic practices) - I have recently been informed that without changing my service, I will now be limited to how much data I can use each month. I have not received any price reduction or service improvement, so I can't help but realize that this is a blatant abuse by a monopoly. As the head of a 5 person household, I am very aware how how much data we use on a monthly basis. I find it very "convenient" how Comcast's own streaming TV service is exempt from caps, but not competitor's services like Netflix, or Amazon Prime Video.

Ticket: # 1244511 - Comcast Internet cap in the Denver Metro

Date: 10/7/2016 5:59:26 PM

City/State/Zip: Aurora, Colorado 80014

Company Complaining About: Comcast

Description

Comcast Internet will begin capping internet usage at one terabyte. In a household with multiple people, and as bandwidth usage of internet sites and applications increase this limit is unfair. 4k video uses much more bandwidth than standard hd video, and often quality cannot be controlled or is difficult to control for people with little technical skills.

Ticket: # 1244518 - Comcast to Cap Data Usage

Date: 10/7/2016 6:00:46 PM

City/State/Zip: Fairview, Oregon 97024

Company Complaining About: Comcast

Description

Comcast has announced expansion of their data usage caps. I feel this is an unfair practice that disproportionately disadvantages people who choose to stream their news and entertainment from sources other than Comcast's own cable television offerings. They are using their monopoly to engage in unfair and anticompetitive business practices that will harm consumers and stifle innovation.

Ticket: # 1244524 - Comcast Monopoly on Internet

Date: 10/7/2016 6:01:42 PM

City/State/Zip: Lake Oswego, Oregon 97034

Company Complaining About: Comcast

Description

Comcast is putting a limit on data (1 TB). I would like to choose another internet provider, but have no choices, because Comcast has a monopoly over the Internet in my area (Lake Oswego, OR). It would be great if the FCC would step in and break up the Comcast monopoly. Thank you..

Ticket: # 1244535 - Download Limit Restrictions

Date: 10/7/2016 6:02:50 PM

City/State/Zip: Hillsboro, Oregon 97123

Company Complaining About: Comcast

Description

Not sure this is more of a billing or net neutrality complaint... could probably go either way, but seems more like a net neutrality issue.

Basically the provider is imposing data limits and charging excessive money for overages.

Ticket: # 1244538 - Data Caps

Date: 10/7/2016 6:03:13 PM

City/State/Zip: Kentwood, Michigan 49548

Company Complaining About: Comcast

Description

Comcast this week introduced a 1TB cap on the usage of data on my internet service. This cap previously did not exist as part of my service contract with them.

I would switch service providers, but since Comcast is the only provider at my home, I have no choice but to continue service with them.

I am extremely fearful of overage charges now. My household has 3 extremely active internet users. We play games, stream video, and telecommute for our occupations.

I am already paying for their highest available speeds, at a rate of \$79.95/mo. I'm told if I wish to continue receiving unlimited data, I would have to start paying \$129.95/mo. That is a 63% increase to my bill just to retain the level of service I had before the change.

Because of this, I feel I cannot fully utilize the online streaming video that I pay for from Netflix, Amazon, and streaming my own library out to my mobile device. When I asked a representative about this, their response was that I could get TV service with DVR instead of Netflix to watch shows.

This feels directly like Comcast is imposing these new data restrictions in an effort to curb people from cutting the cable cord and going to competitors such as Netflix or Amazon Prime Video.

Ticket: # 1244571 - Comcast Internet Caps

Date: 10/7/2016 6:06:50 PM

City/State/Zip: Monument, Colorado 80132

Company Complaining About: Comcast

Description

Comcast is implementing Internet caps on their customers. This is a violation of Net Neutrality and affects many US citizens who have little to no choice of Internet carrier in their area. Please restrict their ability to cap Internet bandwidth and usage or allow more competition and / or allow community Internet options to be provided unhindered.

Ticket: # 1244601 - Comcast Quotas and Price Increases**Date:** 10/7/2016 6:10:30 PM**City/State/Zip:** Lafayette, California 94549**Company Complaining About:** Comcast

Description

Comcast, which has a de facto monopoly of Internet access services in my residential area, has just informed residents that it is introduces data quotas to its existing customer plans. It offers an "opt out" of the quota for \$50/mo. This is essentially a \$50/mo price increase for the same service level. This should not be allowed in a regulated utility environment and where there are no competitive alternatives to the same level of service. This is a blatant attempt to constrain customers from using competitive services as Netflix and coerce customers to use non-quota services from Comcast. It also begs the question why Comcast is not willing to reduce the prices for customers who operate UNDER the quota instead of increasing the cost for those who accepted the "unlimited Internet" attribute of Comcast's existing offering.

Ticket: # 1244634 - Comcast Bandwidth Caps**Date:** 10/7/2016 6:13:19 PM**City/State/Zip:** Rock Falls, Illinois 61071**Company Complaining About:** Comcast

Description

My ISP (Comcast) is imposing a 1TB bandwidth cap on my account. Everyone knows that bandwidth caps for wired broadband are not needed and are only used for money grabs. As someone who uses a lot of streaming services and downloads games, this is a problem for me. I work in the tech field and I know there is no real justification for a bandwidth cap on a wired connection, it only hurts the end-user. Comcast is trying to save customers by limiting their ability to stream videos from Netflix, Hulu, etc. \$70 a month should get me unlimited Internet, it does if you have Google.

Ticket: # 1244687 - Comcast Limiting Internet Availability

Date: 10/7/2016 6:20:23 PM

City/State/Zip: Conroe, Texas 77385

Company Complaining About: Comcast

Description

Comcast, without permission or negotiation of contract, is going to begin limiting my capabilities with my purchased internet connection from them starting November 1st.

This clearly seems to be a push from Comcast to push customers who use services they now own, like Netflix, from their set-top cable box's instead of the internet. As I am not a subscriber to Cable service and have no intention on getting Cable, and Netflix is otherwise available on the open internet, I believe this is a violation of the Net Neutrality initiatives.

I should not have to resort to purchasing additional services from my carrier in supplement to the internet as a result of these changes - which seems exactly what Comcast intends to do.

[Ticket: # 1244691 - Comcast data caps in Seattle, wa are blatant money grabs designed to stifle innovation](#)

Date: 10/7/2016 6:20:47 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

These caps are an unreasonable extra cost, based on double dipping after we have already paid a fixed rate that should include any data downloaded in that time. Its a money grab, pure and simple, and will force third party companies into an untenable position as they dont have the same verticals aligned. Please outlaw datacaps, as it is a purely punitive action on a companies part that will only stifle innovation.

[Ticket: # 1244703 - Comcast Datacaps.](#)

Date: 10/7/2016 6:22:25 PM

City/State/Zip: Hanahan, South Carolina 29410

Company Complaining About: Comcast

Description

Comcast has datacaps, I am cable cord cutter, between Netflix, iTunes, Amazon Prime Video, HBO Now (Go?) I routinely go over Comcasts caps. They are nothing but a sham, and money grab.

[Ticket: # 1244924 - Data caps](#)

Date: 10/7/2016 6:49:01 PM

City/State/Zip: Bloomington, Indiana 47403

Company Complaining About: Comcast

Description

Comcast recently began capping our cable internet data.

Ticket: # 1244785 - Comcast data limits

Date: 10/7/2016 6:31:11 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

I oppose the comcast 1 TB data limit

this limit violates net neutrality for the following reasons:

Lack of consumer choice due to local monopoly - century link is not available on my street

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service I've always paid for,.

Ticket: # 1244760 - Comcast data caps are a violation of net neutrality

Date: 10/7/2016 6:28:45 PM

City/State/Zip: Oregon City, Oregon 97045

Company Complaining About: Comcast

Description

I've recently been informed that my internet usage will be capped at 1TB with a \$200 overage fee if I happen to go over by even a megabit. This is a huge issue for me as I watch 1080p video on netflix, amazon prime, hulu and youtube, and buy digital content from Steam, Humble bundle, origin and google play. If this is allowed to continue I simply will not be able to continue making purchases for fear of being slapped with a huge fee simply for using a service that should be a basic human right. This is bad for business, this is bad for people and it's bad for content creators.

[Ticket: # 1244794 - Comcast XFINITY 1TB data cap](#)

Date: 10/7/2016 6:32:20 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast today informed me via an email that my home internet subscription terms had been changed unilaterally to a 1TeraByte/Month cap. While this may be OK in the near-term, additional services such as 4K video will soon cause this limit to be a serious impediment to content access for me and my family.

[Ticket: # 1244816 - Comcast data caps](#)

Date: 10/7/2016 6:33:41 PM

City/State/Zip: Sammamish, Washington 98075

Company Complaining About: Comcast

Description

I'm afraid that the FCC won't do anything about this until after the election, which is probably why Comcast is making their move now. I recently upgraded to a 4K TV, and the only other broadband provider in my area (CenturyLink) can only provide 15Mbps, not enough for 4K streaming. So now I'm looking at an extra \$50 a month to not stress about bandwidth caps from Comcast, and without any competition in the market I have no alternatives. Please protect consumers from the monopolies that have been created for ISPs.

Ticket: # 1244825 - Comcast Data Cap

Date: 10/7/2016 6:34:38 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

Hello,

I am writing because Comcast will be introducing data-caps almost nationwide starting Nov 1st. They claim to be doing this for fairness, those who use more internet pay more, those who use less pay less. If this we're remotley true, they would bill per mega/gigabyte used. If you don't use your full cap, you still pay the same price. This is not a sliding scale. This is simply a money grab.

We are in a region with 0 competition. There are no other internet providers. The internet is not a finite resource and should not be capped. Lets use a water-pipe analogy. Say we have a pipe that can feed 5 gallons per minute. Putting a cap on how much total water the pipe can move through it does nothing to regulate the speed of water moving through the pipe.

If Comcast wishes to bill us like a utility, then then must be regulated as a public utility.

Ticket: # 1244827 - Comcast 1TB Data Limits in Minnesota!

Date: 10/7/2016 6:34:55 PM

City/State/Zip: Coon Rapids, Minnesota 55448

Company Complaining About: Comcast

Description

This limitation is horrible. As our dependency on the Internet continues to increase, Comcast hopes to bully us into an expecting of future overages. It would be one thing if I had any other choice of cable company in my area, but the current status quo limits that as well! Comcast should not be able to get away with this. Usage will continue to go up for all customers and they should not be able to abuse and take advantage of us.

[Ticket: # 1245805 - Comcast unethical business practices](#)

Date: 10/7/2016 8:59:29 PM

City/State/Zip: Minnetonka, Minnesota 55343

Company Complaining About: Comcast

Description

Comcast is about to enable a city-wide 1tb limit on data all across my city of minneapolis, WHILE giving less than months notice.

Ticket: # 1244854 - Comcast Data Caps

Date: 10/7/2016 6:39:23 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

I feel that this change is a violation of net neutrality and that it fundamentally changes the long-established structure of internet pricing. I'm afraid that Comcast will begin allowing data-free streaming from some services and not others (similar to how T-Mobile treats Spotify/YouTube/et al) which I believe violates the principles of net neutrality. Additionally, I feel that this puts Comcast in an unfair position as a media provider to limit their competition in the future.

Ticket: # 1244875 - Comcast's monopoly over the internet is unconstitutional and they should not be allowed to cap a commodity

Date: 10/7/2016 6:43:23 PM

City/State/Zip: Denver, Colorado 80207

Company Complaining About: Comcast

Description

I just received notice that my area will now be capped to 1 TB of data usage a month. When looking to switch to a new ISP, I basically have no other option than Comcast. I now pay the same amount for a service that was unlimited and empowered the foundation of the open internet. Now I am forced to pay more if I want that same service, or I must sit at a cap each month.

I request that the FCC does something to prevent Comcast from abusing their power as a monopoly and force them to offer unlimited data.

Ticket: # 1244880 - Comcast Data Cap

Date: 10/7/2016 6:44:18 PM

City/State/Zip: Portland, Oregon 97239

Company Complaining About: Comcast

Description

Comcast is free to change my contract at will and I have no other serious competition in my market place. Why isn't internet classified as a utility in order to protect the customer from the conflict of interest of companies like comcast who are blatantly using their monopoly of internet provision in order to force people to buy their TV packages instead of going to online entertainment providers?

Ticket: # 1244927 - Comcast Data Cap**Date:** 10/7/2016 6:49:23 PM**City/State/Zip:** Seattle, Washington 98103**Company Complaining About:** Comcast

Description

Comcast is adding a 1TByte data limit to their plans. The simple math is, at a 100Gbit/sec connection (equal to 12.5GBytes per second), which is one of the highest and most expensive they offer in my area, that is only 22 hours of full usage of their services per month. Me and my family definitely watch more than 60hours of high definition video a month. This is undeniably an anti competitive move by Comcast to keep people watching their TV service over streaming like Netflix and Amazon instant video. With no internet alternative, I find this completely unacceptable.

Ticket: # 1244966 - Comcast Data Caps

Date: 10/7/2016 6:54:45 PM

City/State/Zip: Grand Rapids, Michigan 49503

Company Complaining About: Comcast

Description

Comcast should not be able to put caps on the internet. They already hold a near monopoly, this is just a cash grab.

Ticket: # 1245005 - Comcast Data Caps**Date:** 10/7/2016 6:59:54 PM**City/State/Zip:** Sana Rosa, California 95403**Company Complaining About:** Comcast

Description

Comcast just announced they will be capping data to 1TB in my area starting next month. Which essentially ruins a number of things for me. I pay good money for cloud backup service. If I need to backup a computer, that will now use my entire monthly data allotment, or even cause an overage and thus extra fees. If I need to restore a computer from cloud backup, same thing applies. Comcast keeps saying how a small percentage of users need more than 1TB. I am not sure how that's possible as my modest family burns through about 1TB every month and we are not abnormal users my any means. This is an unfair practice - I am now paying double what I paid a few years ago, and yet I have a cap which was never there before. It makes no sense.

Ticket: # 1245095 - Comcast packet modification and data caps

Date: 10/7/2016 7:10:38 PM

City/State/Zip: Ukiah, California 95482

Company Complaining About: Comcast

Description

Comcast has notified me that they are enacting a cap on my home internet connection with no advanced warning and less than thirty days' notice. Additionally comcast has stated that they will send an "in browser" notification if that cap is being reached, which can only be done by modifying packets in transmission.

Ticket: # 1245105 - Comcast Caps

Date: 10/7/2016 7:11:40 PM

City/State/Zip: San Jose, California 95132

Company Complaining About: Comcast

Description

I pay for "unlimited" internet, and use Netflix and Chromecast a lot. If there's a cap, I won't be able to use any of those services that I'm paying for, which is ridiculous

Ticket: # 1245150 - Comcast data caps and speed issues

Date: 10/7/2016 7:17:18 PM

City/State/Zip: Vancouver, Washington 98682

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy.

Expected to pay hundreds of dollars a month for a service that is unreliable and comes in much lower speeds than what is being billed.

I or my wife constantly call about the Internet connection. We pay for over 150mbps down and receive maybe 86 on a good day.

Constantly needing a tech to come over to fix the same issues no less than 5xs in the last 6 months.

[Ticket: # 1245216 - data caps](#)

Date: 10/7/2016 7:26:08 PM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Comcast

Description

My ISP already charges for using their service and the speed of my data. Why would I be limited or charged again?

Ticket: # 1245226 - Data Cap

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

City/State/Zip: Marina, California 93933

Company Complaining About: Comcast

Description

I recently discovered that my Internet usage is going to be metered and capped. There is no comparable Internet service provider in my area. The cap and meter is not optional.

Ticket: # 1245243 - Comcast 1TB data cap

Date: 10/7/2016 7:29:48 PM

City/State/Zip: Edmonds, Washington 98026

Company Complaining About: Comcast

Description

Add me to the list of people who consider the Comcast monopoly's cap on data a violation of their SLA. Customers pay for a certain internet speed - the understanding being that this speed * seconds per month should be the true "cap" on our data. Capping both throughput and data is an attack on customers - and, effectively, price gouging.

Ticket: # 1245238 - Comcast is imposing a data limit on my internet service**Date:** 10/7/2016 7:29:05 PM**City/State/Zip:** Monterey, California 93940**Company Complaining About:** Comcast

Description

I received an email from Xfinity Comcast this morning informing me that my network service will have a limit of 1 TB/mo. starting Nov. 1st. This is not adding anything to my service, it is only imposing a limit on something that I have already been paying for. I would switch to another ISP in my area to avoid this limit, but there are no other ISPs in my area. I am a computer student and as such I frequently need to download large files for assignments and research. Imposing a limit and fining me for using the data that I have previously only been charged for by speed seems unfair. If they are going to sell outrageously priced internet packages based on connection speed, they should not be allowed to also impose limits on the amount of data I use over that connection.

Ticket: # 1245249 - Comcast/Xfinity Data Caps

Date: 10/7/2016 7:30:13 PM

City/State/Zip: Kent, Washington 98042

Company Complaining About: Comcast

Description

Comcast has stated at the end of November they will be rolling out a data limit on my internet connection after years of never having one. This is not a value added feature. This feature hinders my right to use the internet freely and Comcast had done nothing to innovate or expand internet access.

Ticket: # 1245250 - Comcast trying to throttle data usage

Date: 10/7/2016 7:30:23 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: Comcast

Description

Hello,

I have been a customer of Comcast's internet service for over a year now. I recently(July) entered a 12 month agreement with Comcast which promised 200 mbps of connection speed and no data limit. The sales people and customer service personnel repeatedly promised that there will not be any restriction to my data usage. Today, I woke up to an email from Comcast stating that a 1 TB limit has been placed on my account and I would have to pay \$50 more for unlimited data. The other option is to pay \$10 for every 50 GB that I use on top of the 1 TB limit. I find this practice of Comcast arbitrarily changing agreements and terms and conditions highly unethical and anti customer. In an age where e commerce is driving our nation's economic fortune and is generating millions of jobs, companies like Comcast are trying to take advantage of their market monopoly to crush small businesses and consumers. I hope the FCC will look into this and take appropriate action to protect customers and businesses.

Ticket: # 1245252 - Comcast data caps

Date: 10/7/2016 7:30:40 PM

City/State/Zip: Tacoma, Washington 98446

Company Complaining About: Comcast

Description

Comcast charging and putting limits on data is completely ridiculous. They have a monopoly on the ability to create a new ISP provider, gain government subsidies and don't follow through with what they say they are going to do.

We are tired of corrupt organizations such as Comcast double dipping and constantly providing horrible service, as well as horrible customer service. We are DONE. FIX THIS.

[Ticket: # 1245257 - Comcast added data caps to my existing service, altering my contract without the option of cancelation](#)

Date: 10/7/2016 7:32:19 PM

City/State/Zip: San Francisco, California 94105

Company Complaining About: Comcast

Description

I'm currently under a two-year service agreement with Comcast for Xfinity Internet, and I was recently informed that my previously uncapped, contracted service would be subject to a 1TB cap beginning November 1st. This is a drastic alteration to the service contract, and there is no method by which I can cancel or renegotiate the contract (although they have a local monopoly so I doubt I would realistically be able to anyway).

It's really frustrating to see Comcast gleefully ignoring the efforts of the FCC to modernize and maintain our communications infrastructure :-/

[Ticket: # 1245274 - Data usage cap](#)

Date: 10/7/2016 7:34:21 PM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Comcast

Description

Comcast has instituted a data usage cap on my internet service, this is pointless and unacceptable. It is just another method of charging more for an already outrageously priced product.

Ticket: # 1245286 - Comcast Transfer Limit

Date: 10/7/2016 7:35:53 PM

City/State/Zip: San Jose, California 95119

Company Complaining About: Comcast

Description

Comcast is implementing a 1TB monthly transfer limit effective November 1st. Limits for home users these days are completely insane. Everybody has subscriptions to multiple streaming services, and video game services such as Steam and Sony's PSN use far more bandwidth. 1TB can easily be reached long before the end of the month. Comcast has to be stopped.

Ticket: # 1245290 - Comcast 1TB data limit

Date: 10/7/2016 7:36:32 PM

City/State/Zip: Montecito, California 93108

Company Complaining About: Comcast

Description

The Comcast 1tb data limit is unfair to consumers who live in a monopolized area. Additionally their in browser alerts qualify as package modification and are illegal. Much of their help website also results in 404 not found notices

Ticket: # 1245300 - Comcast Terabyte plan

Date: 10/7/2016 7:38:03 PM

City/State/Zip: Shelby Township, Michigan 48317

Company Complaining About: Comcast

Description

I pay over \$100 a month for internet that I use at home for work. I am constantly uploading files. I also pay this to enjoy gaming with my friends. I should not be limited on my usage of what I pay. They don't limit how long I watch TV, so the amount of internet I use shouldn't be limited either.

Ticket: # 1245328 - Comcast Data-Caps**Date:** 10/7/2016 7:42:00 PM**City/State/Zip:** Grand Rapids, Michigan 49503**Company Complaining About:** Comcast

Description

Comcast will be imposing nation-wide data-caps on their customers. These limits on the amount of data a household can consume will drastically reduce innovation and competition for internet networks and online streaming services.

First, we, as consumers, will not receive any increase in the amount of service that Comcast provides us monthly. However, we will begin paying the price in several ways. For example, many internet users utilize cloud storage which could easily push their data usage well over the cap by simply backing up the files they currently have. Video streaming services have begun introducing their programs in 4k resolution which also require a larger amount of bandwidth and data.

Secondly, having a data-cap limits competition for video streaming services that are in direct competition with Comcast's cable network programming. Users will be forced to use Comcast's services exclusively in order to avoid exceeding their data-cap.

If these data-caps are finally imposed by Comcast, the company will be strangling innovation and directly shutting out their competition. I believe these actions by Comcast are in direct conflict with Network Neutrality and must be reversed.

The internet, such an integral tool in our society, must not be governed by a greedy few. It must be open for the public at large to exchange information freely. We are on the cusp of a new age, and without this tool, we will surely falter as a society.

Ticket: # 1245382 - Comcast Data Caps/Price Gouging

Date: 10/7/2016 7:52:48 PM

City/State/Zip: Chicago, Illinois 60605

Company Complaining About: Comcast

Description

comcast is using price gouging to limit data usage.

[Ticket: # 1245533 - Comcast 1TB cap](#)

Date: 10/7/2016 8:15:39 PM

City/State/Zip: Houston, Texas 77083

Company Complaining About: Comcast

Description

This is very unacceptable and is a violation of net neutrality. The internet is an important medium to give and receive information, and this without a doubt limits the information that can be given and received on the internet. A vote against net neutrality is a vote for American ignorance and that is unconstitutional.

[Ticket: # 1245346 - Comcast data caps](#)

Date: 10/7/2016 7:45:37 PM

City/State/Zip: Niles, Illinois 56625

Company Complaining About: Comcast

Description

There is a lack of consumer choices in there company because of their monopoly, They are one of the main reasons we lag behind for broadband speeds with the rest of the world, Paying more for a service without agreeing to it

Ticket: # 1245369 - Data Caps in Downtown Seattle WA

Date: 10/7/2016 7:50:32 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: Comcast

Description

Comcast has announced data usage plans of 1TB with overages if you go over on top of charging for various speed levels. In todays world 1TB is not much with Netflix Streaming, 4k content, youtube red, and everything else us cable cutters use to consume content.

Ticket: # 1245396 - Comcast Data Caps

Date: 10/7/2016 7:53:45 PM

City/State/Zip: Fremont, California 94539

Company Complaining About: Comcast

Description

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

[Ticket: # 1245465 - New Comcast 1TB data cap](#)

Date: 10/7/2016 8:05:59 PM

City/State/Zip: Grandville, Michigan 49418

Company Complaining About: Comcast

Description

Comcast would like everyone to believe that they are still receiving the same level of service and claim that 1TB/mo is more than anyone would use. This is simply not true. Many people like myself depend on dependable internet without constrictive caps for working from home as well for services like netflix, spotify, etc. Comcast is trying to force people out of 3rd party entertainment services in favor of their own, more expensive services. This is not OK. Comcast should not be allowed constrict use of a service which is supposed to be neutral to force people to buy their other services.

[Ticket: # 1245466 - Comcast Internet usage cap](#)

Date: 10/7/2016 8:06:02 PM

City/State/Zip: Burlingame, California 94010

Company Complaining About: Comcast

Description

Comcast has given me less than a months notice that they will be implementing an internet usage cap. This is about one month after I agreed to a new contract with them. This definitely would have affected my decision to stay with them as a customer and I think it is dishonest.

[Ticket: # 1245468 - Comcast changing plan when I just signed a 1 year contract](#)

Date: 10/7/2016 8:06:19 PM

City/State/Zip: Lake Oswego, Oregon 97035

Company Complaining About: Comcast

Description

Comcast is now going to limit our overall data usage and this is not what I signed up for with my contract. This is completely unfair and if true we should all be able to cancel our plans immediately with no fees.

Ticket: # 1245488 - Comcast Data Caps

Date: 10/7/2016 8:09:53 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: Comcast

Description

I find the new Comcast plan to cap data at 1TB per month to be abhorrent. As a photographer, I use the internet to send large files to clients, as well as accessing my archive of files (which is currently over 5TB of data stored on a NAS drive). I already pay a premium for fast internet, and unfortunately my apartment building is only wired for Comcast. Don't let Comcast hold users hostage.

Ticket: # 1245494 - Comcast just imposed a cap on my unlimited internet plan, and I am in a contract!

Date: 10/7/2016 8:10:36 PM

City/State/Zip: San Ramon, California 94583

Company Complaining About: Comcast

Description

I just got an email from Comcast/Xfinity, my internet service provider. Up until now, I have had unlimited high-speed internet, with no cap. They unilaterally informed me that there is now a 1GB cap, and I am within a 2-year contract.

Comcast has a local near-monopoly on internet service, so it is all but impossible to choose another provider. Placing a cap on internet usage serves no business purpose. The amount of data used does not impact the amount of data available...that is not how cable internet works!

I believe the FCC should investigate this, considering Comcast's status as a monopoly, the lack of consumer benefit to such a cap, and the fact that I am still in a contract and this change is being imposed without my permission.

[Ticket: # 1245596 - Comcast imposing data caps](#)

Date: 10/7/2016 8:25:06 PM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service we've always paid for, and now we're being forced to pay more for it.

Ticket: # 1245618 - DNS violations by T-Mobile

Date: 10/7/2016 8:28:05 PM

City/State/Zip: San Francisco, California 94109

Company Complaining About: T Mobile

Description

If a user enters a non-resolvable URL for browsing into a client app, and a DNS error is returned for the URL, T-Mobile does not pass through the "name not found" error and instead displays a T-Mobile advertisement.

Clearly, T-Mobile is intercepting and/or inspecting DNS traffic, and breaking the open internet by injecting their own content.

Ticket: # 1245648 - Comcast 1TB cap

Date: 10/7/2016 8:31:29 PM

City/State/Zip: Minneapolis, Minnesota 55405

Company Complaining About: Comcast

Description

I don't have access to any other provider where I live even though I'm close to downtown. Comcast already has huge margins and is just trying to squeeze more money out of their monopoly.

Ticket: # 1245631 - Comcast Imposing Data caps

Date: 10/7/2016 8:30:13 PM

City/State/Zip: Saratoga Springs, Utah 84045

Company Complaining About: Comcast

Description

They are wanting to cap my data because we stream out entertainment through Netflix, Hulu, Amazon, etc. They want me to pay extra now for additional bandwidth to accommodate these services.

Ticket: # 1245634 - Comcast Data Capital for Oregon consumers

Date: 10/7/2016 8:30:29 PM

City/State/Zip: Beaverton, Oregon 97008

Company Complaining About: Comcast

Description

It is not okay to impose a cap on Internet bandwidth. I think this is a very poor decision and will only lead to future restrictions on our Internet freedoms. This needs to stop, please.

[Ticket: # 1245646 - Comcast DataCaps.](#)

Date: 10/7/2016 8:31:15 PM

City/State/Zip: Muskegon, Michigan 49445

Company Complaining About: Comcast

Description

"Unlimited" doesn't mean what it used to. Comcast is stifling innovation in America's heartland.

Ticket: # 1245661 - Not value-added.

Date: 10/7/2016 8:35:09 PM

City/State/Zip: Cedar Lake, Indiana 46303

Company Complaining About: Comcast

Description

Comcast has decided that even though I pay for unlimited, they're going to cap my service at 1TB and ask that I pay more if I would like unlimited service.

This is not value-added, I pay for unlimited and I don't get unlimited.

As their email said, i'm in the "1%" of customers that they are doing this to, because I went over the 1TB limit during my unlimited service.

So they were forcing a cap on unlimited, even if I paid for it to BE unlimited.

Comcast is the only available service in my area.

Ticket: # 1245700 - Do not allow Comcast to Limit Data

Date: 10/7/2016 8:40:10 PM

City/State/Zip: Murrysville, Pennsylvania 15668

Company Complaining About: Comcast

Description

With the growing amount of data usage, limiting it could have severe consequences. This would put a major divide between the upper class and lower class by removing possible opportunities of online schooling, employment and entertainment.

Ticket: # 1245685 - Comcast Data Limit

Date: 10/7/2016 8:37:59 PM

City/State/Zip: Castro Valley, California 94546

Company Complaining About: Comcast

Description

Comcast has just implemented a policy to cap the data usage in my home. According to the new policy, home data usage is now capped at 1 terabyte per month. While this is more than enough data to get through the average month in the average household, this is unlawful because internet is a utility. There is no internet shortage, no circumstances that call for this practice of rationing data. As it is a utility, it should be provided as needed and paid for as it is used unless there is a need to regulate it otherwise.

Ticket: # 1245688 - Comcast Data Limits

Date: 10/7/2016 8:38:37 PM

City/State/Zip: Bloomington, Illinois 61704

Company Complaining About: Comcast

Description

Recently Comcast as imposed a data transfer limit on my families account. The price we pay each month is the same as before, but instead of unlimited data we are limited to 1 TB per month.

We had a signed agreement and they have changed the terms while charging the same price.

[Ticket: # 1245720 - Comcast data caps and throttling](#)

Date: 10/7/2016 8:42:45 PM

City/State/Zip: Brentwood, Tennessee 37027

Company Complaining About: Comcast

Description

To whomever is reading this,

I'm sure you know what this is about. In my area there is no real alternative to Comcast. It's an Oligopoly. You know this is wrong, I do, Comcast does too, so why is it happening?

Ticket: # 1245705 - Comcast data limits

Date: 10/7/2016 8:40:58 PM

City/State/Zip: San Francisco, California 94107

Company Complaining About: Comcast

Description

Comcast has arbitrarily decided to add a 1TB limit to mine and many other consumers internet. This decision is very anti-consumer and puts a burden on people who used their internet service to stream media instead of purchasing additional TV packages. With the emergence of higher quality media and more and more data using applications it is unreasonable that internet caps are being introduced and not removed especially since quality of service has not been an issue. Comcast states that less than 1% of their users use more than 1TB and that it affects their ability to deliver service, it is hard to believe that adding caps to that 1% could have a significant effect on their network. I received notification of this change on October 6th, with my service changing on November 1st, less than a months notice.

Ticket: # 1245709 - Comcast data cap

Date: 10/7/2016 8:41:19 PM

City/State/Zip: Plymouth, Minnesota 55441

Company Complaining About: Comcast

Description

I find it ludacris Comcast is limiting the amount of data I receive as a subscriber especially for the amount of money we spend monthly for sub par service (yes I have called and they come out and fix nothing). Please address this issue with Comcast as they are only doing this to make money.

Ticket: # 1245729 - Comcast 1TB cap

Date: 10/7/2016 8:43:33 PM

City/State/Zip: Woodinville, Washington 98072

Company Complaining About: Comcast

Description

This is a clear abuse of power, especially since many areas have no other option for high speed internet (where I live). Moreover, it is an attack on new mediums that threaten Comcast's parent company (e.g. streaming media). With the advent of streaming 4k, downloadable video games and more, 1TB will clearly be one easier to go over as time marches forward. Comcast is not informing people accurately and worse, excludes their content from the cap. This is a clear abuse of monopolistic power and I beg the FTC to get involved at a policy level. thanks

[Ticket: # 1245962 - Internet cap](#)

Date: 10/7/2016 9:31:31 PM

City/State/Zip: Mchenry, Illinois 60050

Company Complaining About: Comcast

Description

Comcast put an internet cap on my services just to make more money. It costs them minimal to send data.

Ticket: # 1245766 - Comcast data limit

Date: 10/7/2016 8:50:35 PM

City/State/Zip: Aurora, Colorado 80015

Company Complaining About: Comcast

Description

I feel that Comcast is taking advantage of us by trying to make more money with their data limit in Denver. They are stopping the advancement of technology like 4k streaming. This limit is hurting other businesses like Netflix and online gaming that rely on Internet connection. How can a company be allowed to have a monopoly and use that monopoly to hurt other businesses.

Ticket: # 1245799 - Data Caps

Date: 10/7/2016 8:57:50 PM

City/State/Zip: Portland, Oregon 97229

Company Complaining About: Comcast

Description

Comcast is solving a problem that doesn't exist by capping data on their internet service plans. These limits provide no benefits to consumers, many of whom have no choice of ISP due to Comcast's dominance of the market, and are a blatant tool to create greater revenue without changing or upgrading existing systems. Internet connections are essential in today's society and should be available without restrictions to all people.

Ticket: # 1245806 - Comcast Data Cap in Washington State

Date: 10/7/2016 8:59:39 PM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

I believe this practice to be misleading to the common consumer and unethical in the extreme. Comcast has pushed an agenda that represents "data" as a falsely scarce commodity. This is not the case.

In addition to the deception, I have no other choice of service in my area that meets my needs. All other competitors are sub-par by a large margin and Comcast has altered an agreement that was previously established.

I am a technology professional and I require internet service not only as a quality of life but as a matter of supporting myself.

I request the FCC take immediate action to block this practice on behalf of the customers Comcast is misleading.

[Ticket: # 1245849 - Data Usage Limits](#)

Date: 10/7/2016 9:08:15 PM

City/State/Zip: Saint Paul, Minnesota 55130

Company Complaining About: Comcast

Description

Comcast has implemented a data usage cap and I believe this is a violation of net neutrality. I already pay more for my internet service based on speed tiers and now they are looking to wring more money from me by charging me by another tier of data usage. This is not fair considering they have a monopoly in my area and I have no other ISP to turn to.

Ticket: # 1245867 - Comcast data cap

Date: 10/7/2016 9:11:59 PM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Less than a month ago I made a deal with Comcast for unlimited data for \$49/month for 1 year. They just sent me an email saying that my data as of Nov 1st will be capped at 1 tb/month.

Ticket: # 1249220 - Comcast/Xfinity internet service

Date: 10/9/2016 10:17:32 AM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Comcast

Description

They sent a letter stating they are implementing streaming caps except for their own TV service.
Copy of the email:

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

We're writing to let you know that we will be activating a new XFINITY Internet Data Usage Plan in your area. Effective November 1, 2016, your XFINITY Internet service will include one terabyte (that's 1,024 GB) of data usage per month. With a terabyte of data you can stream between 600 and 700 hours of HD video, play more than 12,000 hours of online games, or download 60,000 high-res photos in a month.

For the past three months, your average data usage was only 322 GB. Based on your usage history, you can still stream, surf, game, download and do whatever you want to do online, worry free.

One terabyte is a massive amount of data – less than 1% of our customers use that amount in a month. However, we still want to make sure you understand your options and choose the Data Usage Plan that works best for you. If you believe you will need more data, an Unlimited Data option is available. Our data plans are based on a principle of fairness. Those who use more Internet data, pay more. And those who use less Internet data, pay less.

One Terabyte Plan and Unlimited Data option:

One Terabyte (TB) included/month If one TB is exceeded, \$10 is charged for each additional data block of up to 50 GB/month \$200 overage charge limit - no matter how much data is used

Unlimited Data Additional \$50/month No overage charges — no matter how much data is used each month

You can also track and manage your usage so there are never any surprises about how much data you use. Here are a few tools you can use:

Data Usage meter – Monitor how much data your household has used with our Data Usage Meter.

Data Usage Estimator - Estimate your data usage with our

Estimator Tool. Simply enter how your household typically uses the Internet and the tool will estimate your monthly data usage.

Notifications - If you approach, reach or exceed one terabyte of data usage, we will send you a courtesy "in-browser" notice as well as an email. You can also elect to receive notifications at specific

usage thresholds and set up mobile text notifications. Learn more about notifications [here](#). Usage notifications will not be sent to customers who enroll in the Unlimited Data option. For the less than 1% of customers who do exceed one terabyte of data usage, we're offering two courtesy months, so customers will not be charged the first two times they exceed one terabyte while they are getting comfortable with the new plan.

If you have any questions about the new Data Usage Plan, please visit <http://dataplan.xfinity.com/> or call us at 1-877-807-6581 between the hours of 6 AM - 2 AM EST.

Thank you for being an XFINITY Internet customer.

Sincerely,

Hank Fore
Regional Senior Vice President of Comcast's California Region

Ticket: # 1245882 - Comcast Data Caps

Date: 10/7/2016 9:16:11 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Comcast has changed their policy on internet data usage in the middle of a contract. We must now remain under 1TB of usage unless we agree to double (!) our monthly rate. This is not a "value-added" service. It's the same service we've always paid for, and now we're being forced to pay more for it.

Due to their monopoly on the Seattle fiber optic network there are no available alternatives for internet in much of this region. Children need internet access for school assignments. I need internet access for remote connections to my work place.

Ticket: # 1245891 - Data caps

Date: 10/7/2016 9:17:49 PM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

Comcast in Eugene oregon is going to be putting caps on my service. And I have big issues with this. I have limited data with Verizon. And have no other options here due to the monopoly. It's comcast or bust. For the love of God if we don't stop this cap then the terrorists win.

Ticket: # 1245901 - Comcast Data Caps

Date: 10/7/2016 9:20:05 PM

City/State/Zip: San Ramon, California 94583

Company Complaining About: Comcast

Description

I pay for internet at a speed. If I can't use the internet at that speed then I'm not getting the real internet. I'm getting a filtered version of it. I'm able to get the junk tv that they want me to see. I'm not able to get the unfiltered internet that I want.

That is contrary to what the internet is supposed to be.

[Ticket: # 1245927 - Comcast Data caps](#)

Date: 10/7/2016 9:24:28 PM

City/State/Zip: Waterbury, Connecticut 06708

Company Complaining About: Comcast

Description

Comcast is a local monopoly with no competition, and poses a threat to the open internet as we know it.

[Ticket: # 1245947 - Data usage cap introduced by Comcast](#)

Date: 10/7/2016 9:29:30 PM

City/State/Zip: Chico, California 95973

Company Complaining About: Comcast

Description

Comcast has just announced that they are introducing a usage cap in my area, less than a month before it is supposed to begin. A 1 TB usage cap is not necessary, as the amount of data being used does not affect the expenses of the ISP, and is simply a way to extort more money from customers.

Ticket: # 1245955 - Comcast Data Cap

Date: 10/7/2016 9:30:27 PM

City/State/Zip: Chesterton, Indiana 46304

Company Complaining About: Comcast

Description

Comcasts lack of consumer choice due to local monopoly, Lagging behind the rest of the world in broadband availability and cost to consumers, doesn't acknowledge the importance of the internet for children to participate in school and for everyday people to participate in the modern economy. This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it.

[Ticket: # 1245965 - Comcast implementing data caps](#)

Date: 10/7/2016 9:31:49 PM

City/State/Zip: Portland, Oregon 97225

Company Complaining About: Comcast

Description

I received an email from Comcast today stating that I would now be limited to 1TB of data usage per month before getting charged an overage fee. This was not part of the terms when I signed up with them. Comcast holds a monopoly on reasonably fast internet in my area so I feel that it's quite unfair for them to dictate what I do with my connection, especially with the rise of high quality video streaming services. It seems like a measure to force customers into their own streaming services and cable options.

Ticket: # 1245977 - Comcast Data Cap

Date: 10/7/2016 9:34:35 PM

City/State/Zip: Shakopee, Minnesota 55379

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

Ticket: # 1245981 - Crapcast 1TB "data plan"

Date: 10/7/2016 9:35:07 PM

City/State/Zip: Slc, Utah 84106

Company Complaining About: Comcast

Description

This is not because of unavailable bandwidth, this will 100% lead to overcharging people in the future for tiered "data plans", just like wireless phone services have. Why should I have to pay \$50 more for a service I already had, and know they can already easily provide? If they want to meter usage like water or electric utilities and charge more for however much you use after the "cap", why aren't they treated the same as those kinds of utilities?

Ticket: # 1246034 - Data Caps

Date: 10/7/2016 9:42:00 PM

City/State/Zip: Dekalb, Illinois 60115

Company Complaining About: Comcast

Description

Comcast/Xfinity is putting a 1 TB cap on Internet usage! This shouldn't be allowed to happen as technology is growing and data usage is growing along with it.

Ticket: # 1246108 - Comcast data caps

Date: 10/7/2016 9:55:31 PM

City/State/Zip: Harleysville, Pennsylvania 19438

Company Complaining About: Comcast

Description

Comcast will be imposing a data limit on my connection on Nov 1st. They are not changing the service in any way just charging more for it. Due to a local monopoly I don't have a viable competitor in my market. Internet access is important for my work and these caps will damage my ability to do so.

[Ticket: # 1246122 - Data plan CAp](#)

Date: 10/7/2016 9:56:44 PM

City/State/Zip: Kent, Washington 98032

Company Complaining About: Comcast

Description

You have a monopoly on our internet and now you're capping our data so you can make a little more money. Thanks Comcast.

Ticket: # 1246139 - Comcast data caps in America

Date: 10/7/2016 10:01:11 PM

City/State/Zip: Seattle, Washington 98125

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1246162 - Comcast Data Limits**Date:** 10/7/2016 10:07:27 PM**City/State/Zip:** Evanston, Illinois 60201**Company Complaining About:** Comcast

Description

Internet is a utility and should be quantified as such. There should be no limit on consumption of this utility, just as there are no limits on electrical or natural gas consumption. Beginning November 1st, 2016, Comcast intends on imposing a 1TB limit to the amount of data used to access the internet. This is unconstitutional and is a movement to further gouge consumers as much as possible. When political figures take "campaign contributions" from Comcast, there is an inherent conflict of interest in passing consumer-friendly laws to have the internet regulated as any other utility is. Because of this, it is up to the FCC to stand up for consumers and declare such restrictive policies unconstitutional.

Thank you for your time.

Ticket: # 1246170 - Comcast XFINITY Data caps

Date: 10/7/2016 10:09:11 PM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Comcast

Description

Reasons why I am abhorrently opposed to the 1 TB/month data limit Comcast has placed on my account:

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

Comcast is billing this data limit as "more than you will ever need" and for the most part, they are right. 1 TB/month is more than most people will need.... in October 2016. By this time next year or two years from now, 4K video will be much more common, eating up more data to stream through services like Netflix and Amazon, and I'm sure Comcast and others will be happy to serve us more than 1 TB/month of data for an additional fee. There is absolutely no technical reason for this cap other than to force consumers to pay more for the same service.

Ticket: # 1246225 - Comcast Complaint**Date:** 10/7/2016 10:20:10 PM**City/State/Zip:** Tallahassee, Florida 32309**Company Complaining About:** Comcast

Description

Comcast has notified me today, being 10/07/2016 at 10:15pm less than one month before the start of this horrific plan to start charging customers per data use. This is unfair practices because there is no other competition and they are charging more for bandwidth when there is no real bandwidth scarcity. The little people are being stomped upon with no recourse of action. Our options are to just accept the change with less than a months notice or drop comcast. This is unreasonable as many people rely on internet services for a job. Also the UN has classified internet access as a basic human right and Comcast is profiteering on this necessity.

Ticket: # 1246258 - No internet competition

Date: 10/7/2016 10:25:53 PM

City/State/Zip: Monte Sereno, California 95030

Company Complaining About: Comcast

Description

I am a Comcast customer. There is nothing else I could be and still be employed. The service is slow, and caps are going in? Why are we behind the rest of the developed world in internet? This is maddening. Do your jobs! It is a utility, like water or power. Treat it as such or force them to accept competition for access.

Ticket: # 1246268 - Comcast Data Cap**Date:** 10/7/2016 10:26:56 PM**City/State/Zip:** Novato, California 94949**Company Complaining About:** Comcast

Description

For as long as I have had internet I've never had to worry about how much data I've used, only how fast it got to me. Now all of the sudden Comcast has decided to put a cap on how much data I can use and wants a ransom fee of an additional \$50 a month on top of the premium prices they already charge. Comcast has an effective monopoly in my area for internet above 1MbPS. There's no competition from other internet companies to force them to offer better prices or services and it appears none of the government agencies are willing to fight for us (the consumers) and force them to be more fair. Comcast posts billions in profits and doesn't NEED to do any of this, but the executives at that company are doing it because they CAN. If this is allowed to be dropped on our heads un-opposed, then this is another major step towards total control of all the information outlets in this country by major corporations.

Ticket: # 1246292 - Comcast 1TB Data Cap

Date: 10/7/2016 10:31:05 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Comcast

Description

Comcast is issuing a 1TB monthly cap in my area, which severely impacts my usage. There is no competitive alternative at my location. Internet usage should never be restricted, especially since there is no competition.

Ticket: # 1246311 - Comcast Data Usage Restriction

Date: 10/7/2016 10:34:11 PM

City/State/Zip: Newark, California 94560

Company Complaining About: Comcast

Description

Comcast sent out an email today to its customers nationwide stating that a data limit is being placed on residential internet services and that users would have to pay \$10 for every 50 GB that they use on top of that limit.

In this day and age, internet and data usage should not be arbitrarily controlled by a company just because they have a monopoly in the industry. Internet is a commodity that cannot be subjected to price fixing by a bunch of dinosaurs in suits.

Ticket: # 1246317 - Comcast has a monopoly in my area

Date: 10/7/2016 10:35:35 PM

City/State/Zip: Oak Park, Illinois 60302

Company Complaining About: Comcast

Description

I have to subscribe to Comcast in order to connect to the internet and communicate with friends, family, and co-workers, which I believe is a basic right. They raised my rate from \$49 a month to \$89 a month for the same service and I can't change to any other provider. They have no competition so they can price their internet as high as they want.

Ticket: # 1246334 - Comcast's New 1TB Bandwidth Cap**Date:** 10/7/2016 10:39:25 PM**City/State/Zip:** Vernon Hills, Illinois 60061**Company Complaining About:** Comcast

Description

Recently Comcast has launched the new 1TB bandwidth cap in my area (suburb outside of Chicago). This limits my family's entertainment because since I live in a house with many frequent Internet users, the cap has stopped us from enjoying the Internet for what it is. We are afraid to watch anything in high quality because it could risk us going over the cap, resulting in a \$50 fine for everyone 10GB over we go. I use a lot of my time on the Internet in order to further my education, and with caps like these, it is really affecting my opportunity to learn.

[Ticket: # 1246368 - Comcast data cap](#)

Date: 10/7/2016 10:44:34 PM

City/State/Zip: Boulder, Colorado 80305

Company Complaining About: Comcast

Description

Comcast is our only option for internet and they are exploiting their monopoly to force us into capped data plans for home internet. There is no need for it, our network infrastructure despite being terribly behind most of the world, can still handle our data usage and putting caps on our plans is setting up a false scarcity for a cash grab.

[Ticket: # 1246446 - Comcast Internet Data Cap](#)

Date: 10/7/2016 10:59:34 PM

City/State/Zip: Sacramento, California 95816

Company Complaining About: Comcast

Description

Stop Comcast from Capping my Internet DATA.

[Ticket: # 1246384 - Comcast data caps](#)

Date: 10/7/2016 10:48:10 PM

City/State/Zip: Mount Vernon, Washington 98273

Company Complaining About: Comcast

Description

Comcast has notified me they will be starting to cap data on my internet plan next month. This is unacceptable on a resource like the internet that is sustainable and essentially limitless.

Ticket: # 1246398 - Xfinity Terabyte Internet Data Usage Plan

Date: 10/7/2016 10:50:26 PM

City/State/Zip: South Saint Paul, Minnesota 55075

Company Complaining About: Comcast

Description

Limiting customers to the amount of data their household uses is egregious. Customers already pay a tremendous amount of money each month for suspect service. Essentially holding the public back from staying informed and capping their knowledge; Internet should be an open market for ideas and concepts not a purely for profit access point to information. Comcast has a monopoly and frankly in my eyes this new plan is unconstitutional.

Ticket: # 1246400 - Comcast usage data caps

Date: 10/7/2016 10:50:33 PM

City/State/Zip: Woodinville, Washington 98077

Company Complaining About: Comcast

Description

Introducing restrictions of data consumption in addition to the tiered speed packages that have been the standard for consumer internet for years is unacceptable. Comcast's action to cap their customer's data will prevent competition to their cable service by penalizing alternative video services operating over the internet. While it may seem like a terabyte of data is a lot, this will shrink to nothing in the upcoming years with the advent of UHD (4k) streaming and other, unforeseeable growth in technology. It also gives them the opportunity to exempt their services from the cap, allowing them to leverage their local monopolies for market dominance. There is no technical reason to cap bandwidth with current usage. The infrastructure is fundamentally different from things like mobile carriers in which these caps are more necessary with the current networks. This is strictly a money grab allowable only because their customers, like me, have no viable alternatives. The FCC alone holds the power to guide the course of the ISP giants away from these anti-consumer restrictions.

Ticket: # 1246402 - Unfair reduction on service due to comcast monopoly

Date: 10/7/2016 10:51:03 PM

City/State/Zip: Slc, Utah 84102

Company Complaining About: Comcast

Description

Comcast is leveraging their effective monopoly to limit internet availability in my area. Their new policy has no opt-out and either limits my internet availability or will incur \$200/month penalties.

I was told Google Fiber will be unavailable in my apartment complex (and other nearby buildings) because Comcast had pressured the building into signing an exclusivity deal, preventing competition from entering the building. Despite the agreement, Comcast is already providing poor, inconsistent service, and has regularly raised prices without improving quality.

This new change will effectively raise my internet bill by \$50 - \$200 extra per month, even though I'm receiving the same poor level of service I always have.

[Ticket: # 1246458 - Comcast imposing data caps in Los Gatos](#)

Date: 10/7/2016 11:01:45 PM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Comcast

Description

Comcast is capping internet speeds in our area. Comcast exempted their own streaming TV service from the cap, which appears to violate FCC regs on net neutrality. Adding the cap to existing agreement may violate consumer protections as well. Are more rate hikes next?

[Ticket: # 1246538 - Comcast internet cap](#)

Date: 10/7/2016 11:15:57 PM

City/State/Zip: Yuba City, California 95993

Company Complaining About: Comcast

Description

Change in service while I'm under contract , implementation of a limit, while I'm under a unlimited contract.

[Ticket: # 1246455 - No data caps from Comcast](#)

Date: 10/7/2016 11:01:00 PM

City/State/Zip: Peachtree Corners, Georgia 30092-1817

Company Complaining About: Comcast

Description

Data limits give cable companies an advantage because they discourage people from using competitors like Dish Network's Sling TV or on-demand services like Hulu and Netflix.

[Ticket: # 1246494 - Pending Cap of internet in Oregon](#)

Date: 10/7/2016 11:08:16 PM

City/State/Zip: Portland, Oregon 97217

Company Complaining About: Comcast

Description

Comcast has announced that they are going to limit internet usage, I ask that regulations be instated that prevents the capping of internet usage via any access level.

[Ticket: # 1246499 - Comcast data caps](#)

Date: 10/7/2016 11:09:37 PM

City/State/Zip: San Jose, California 95127

Company Complaining About: Comcast

Description

Comcast has planned to cap Internet data available to its subscribers. With no viable alternatives in the market, this is essentially limiting access to free information for customers in their service area. Aggressive, trust-like behaviors such as these take advantage of people who need the information the most.

Ticket: # 1246529 - Data caps

Date: 10/7/2016 11:15:13 PM

City/State/Zip: Auburn Hills, Michigan 48326

Company Complaining About: Comcast

Description

I use streaming services, and I am a gamer and a software developer. The new cap may be higher than before but this is a ploy to bilk their customers out of money. As their cable usage is dropping off. Keep the tech growth moving forward and stop the caps.

Ticket: # 1246615 - Comcast internet limit

Date: 10/7/2016 11:28:30 PM

City/State/Zip: Arvada, Colorado 80005

Company Complaining About: Comcast

Description

We're paying for an internet speed not an internet bandwidth. How is Comcast getting away with putting a cap on bandwidth?

Ticket: # 1246617 - Imposed data caps

Date: 10/7/2016 11:28:40 PM

City/State/Zip: Vancouver, Washington 98664

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service you've always paid for, and now you're being forced to pay more for it

Ticket: # 1246640 - Malicious Monopoly practice

Date: 10/7/2016 11:32:44 PM

City/State/Zip: Issaquah, Washington 98029

Company Complaining About: Comcast

Description

Comcast is expanding it's "datacaps" to more and more cities to choke hold competitors and punish cord cutters. This is anti competitive, anti net neutrality and is a plain cash grab. The FCC needs to STOP THIS NOW! This is the "MaBell" of the internet era. If they continue to try to push this through, they need to be forcefully split up into smaller companies. It's absurd they've been able to carry on with their business despite them being the most despised (see: number of complaints) company in the United States. This is absolutely absurd.

Ticket: # 1246650 - Comcast data caps

Date: 10/7/2016 11:34:14 PM

City/State/Zip: Tewksbury, Massachusetts 01876

Company Complaining About: Comcast

Description

Comcast is doing a major disservice to its customers by imposing unnecessary caps on its Internet service. The idea of having a limit of a major, household commodity such as the Internet in this day and age is analogous to stating I could only use so much water in a given month. We live in a world that runs on the Internet. It's a breach of net neutrality to limit access to Internet access.

Also, the usage of in browser notifications of breaching these packets constitutes packet manipulation, which is illegal.

Ticket: # 1246669 - Comcast imposing data caps with no warning

Date: 10/7/2016 11:38:02 PM

City/State/Zip: Sterling Heights, Michigan 48312

Company Complaining About: Comcast

Description

I received an email today that told me that my unlimited internet that I had signed a contract to that effect was being changed. Now I will have a 1 TB cap imposed, with no formal acknowledgement to a change in my contract. If I were to decide to move to a competitor (which there really isn't, which lends credence to the monopolistic aspect of cable internet currently in my area), I would be required to pay extra money to break the contract. It is extremely unfair that they can change the contract with no punishment, but I would be liable for monetary repercussions.

[Ticket: # 1246684 - comcast internet](#)

Date: 10/7/2016 11:39:29 PM

City/State/Zip: Sacramento, California 95824

Company Complaining About: Comcast

Description

Comcast's Internet cap is deplorable

Ticket: # 1246689 - Comcast Data Caps

Date: 10/7/2016 11:41:25 PM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: Comcast

Description

Comcast has a monopoly on my area and now are limited my internet

Ticket: # 1246699 - Comcast data caps.

Date: 10/7/2016 11:43:00 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Please address the fact that the only ISP usable in my region is now limiting the amount of data that I will be able to use over my cable internet.

The premise is utterly bullshit, as the amount I use in a month does not congest the data, as it is not a limited resource. The speed of my line at any one time is the congestion, not the total amount of data I use in a month.

This will affect my first amendment rights to free speech, and I hope that soon I'll be granted more protections by having the FCC classify broadband as a utility.

Ticket: # 1246708 - Blatant Step Towards Tiered Internet Service by Comcast**Date:** 10/7/2016 11:45:00 PM**City/State/Zip:** Ann Arbor, Michigan 48104**Company Complaining About:** Comcast

Description

I received an email today from Comcast notifying me that beginning November 1st of this year (2016) my internet service will be restricted to 1TB of data per month without paying additional fees. While they spin this to seem like a blessing and that they are being such a gracious provider, the reality is at my speed of 50Mbps I could theoretically use more than 1000TB of streaming content and data in a month's time if I were to take full use of my service. While 1TB may seem like a reasonable amount of data to use per month, the advent of 4k television and streaming devices will certainly make that thought an illusion of the past.

By taking this step, Comcast is blatantly posing itself to impose future restrictions on its provided internet service, just as current cellular carriers do with tiered plans. This is unhealthy for consumers and will only serve as a breeding ground for future degradation of a neutral and accessible internet as technology continues to advance. I urge the FCC to take action against this imposition on the consumer.

Ticket: # 1246718 - Comcast data caps

Date: 10/7/2016 11:46:16 PM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: Comcast

Description

After securing a monopoly in most of the markets they operate in, Comcast is now engaging in monopolist practices by forcing an unconscionable contract change on its customers.

"Unconscionability is a doctrine in contract law that describes terms that are so extremely unjust, or overwhelmingly one-sided in favor of the party who has the superior bargaining power, that they are contrary to good conscience. Typically, an unconscionable contract is held to be unenforceable because no reasonable or informed person would otherwise agree to it. The perpetrator of the conduct is not allowed to benefit, because the consideration offered is lacking, or is so obviously inadequate, that to enforce the contract would be unfair to the party seeking to escape the contract." (<https://en.wikipedia.org/wiki/Unconscionability>)

For absolutely no consideration they are altering the terms of our data plan and there is no alternate provider in my area. The FCC needs to step in and stop cable providers from leveraging their monopolies and gouging customers by forcing unconscionable contracts on their customers.

Ticket: # 1246765 - Comcast data caps uncompetitive, stifle innovation in one of the US most competitive sectors

Date: 10/7/2016 11:54:49 PM

City/State/Zip: Albany, Oregon 97322

Company Complaining About: Comcast

Description

Comcast has recently announced that they will begin capping users at 1tb of data, and charging overages at \$10/50gb of data past that with a maximum charge of \$200, or \$50 for unlimited data.

Comcast claims that less than 1% of users exceed this cap. They claimed similarly when it was just 300gb. <http://time.com/money/4143682/comcast-data-caps-internet/> There isn't any reason to expect that internet usage in the US will not similarly increase, and that soon 1tb of usage will be commonplace, if allowed.

Further, there is no technical reason for this charge. (b) (6)

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Though many of us would choose to protest this change by switching to another provider, most of us have no other provider to choose from. In my area, my option for internet is Comcast or Century Link. Century Link, who's infrastructure is built on antiquated DSL, simply can't compete, and due to local and federal regulation, Comcast often finds no competition in the markets it's in.

This decision also represents a clear conflict of interest - Comcast's primary business is selling cable TV, and cable TV is on the decline. <http://www.businessinsider.com/cable-companies-lose-more-subscribers-as-cord-cutters-grow-2016-5> In order to prop up their failing business, Comcast has decided to punish cordcutters by instituting caps, who are currently those most likely to be affected by this cap. I have a family of 5. My daughter and son love Youtube, we stream shows during the day and in bed, music streams to help get the kids to sleep. My 3 year old son loves watching Bubble Guppies over and over through streaming. Though plenty of Americans use their TV and cable service similarly (without a cap on usage) Comcast chooses to punish those of us that don't subscribe to Cable by implementing caps on those that choose to use the internet to its potential today. z

But this doesn't affect those that simply get their entertainment through the internet. Many American companies have blossomed around the internet, and in much the same way that the telephone changed the way that the people of America communicate. FaceTime, Skype Video, Hangouts, and other services use significant amounts of data. Imagine if during the days of 56k internet, caps were placed based on average usage. These technologies would not be possible today, and many innovators in this field would not be able to ever exist. Netflix is the easiest example, but companies like Amazon, Google, Apple, and Microsoft have significant interest in a cap-less internet, even today, and especially in the case of Google, would never have made it to where they are now if a cap had been placed.

Though Comcast claims that 1% is a very small number of customers. it's easily extrapolated that this is over 200k people, and growing rapidly. <http://arstechnica.com/business/2016/02/comcast-shrugs->

off-years-of-cord-cutting-losses-adds-89k-tv-customers/ This article also highlights reasons why Comcast would want to prop up it's failing cable business - it's profitable.

In summary, because of a lack of competition in the market, no actual reason related to infrastructure or scarcity to institute a cap, and for the benefit of the American economy, Comcast should not be allowed to institute this cap. Or any cap.

Ticket: # 1246778 - Comcast Data Cap

Date: 10/7/2016 11:57:22 PM

City/State/Zip: Castle Rock, Colorado 80108

Company Complaining About: Comcast

Description

Comcast's planned 1TB data-cap undermines net neutrality and threatens to diminish America's competitive stance in an interconnected world.

As a Comcast user and programmer I'm deeply worried by the precedent that Comcast will be setting.

[Ticket: # 1246787 - Comcast enacting data caps.](#)

Date: 10/8/2016 12:00:56 AM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly.

Lagging behind the rest of the world in broadband availability and cost to consumers.

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy.

This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

Ticket: # 1246801 - Comcast data caps in Minnesota

Date: 10/8/2016 12:05:41 AM

City/State/Zip: Plymouth, Minnesota 55446

Company Complaining About: Comcast

Description

Comcast, in the 1st of November, is implementing a data usage cap on my internet package of 1TB / month. This is going to be implemented for all customers.

For me and others the implementation of this cap is to ensure they keep getting either more money from a consumer, or leveraging their internet to make me sign up for their cable.

I do not have cable. I have HBO Go, Hulu, and Netflix, and I stream all of my entertainment content. I also have an Xbox one, and only buy games digitally.

Now, if I stream too much or play too many new games I will have to pay Comcast \$50 more a month, for the same service I've had. However, if I bundle their TV option, using their cable service to stream shows (DVR, etc) that I would on Hulu, it now doesn't count against a cap.

They are trying to force me into a cable subscription to protect their revenue stream from cord cutters like myself. This is a terrible, dangerous precedent ... use our services, and pay more for the same services you used to! This is a clear play to get money back from Hulu, Netflix, etc, back to Comcast.

I could not be more displeased with this company.

Ticket: # 1246802 - Comcast data caps

Date: 10/8/2016 12:06:04 AM

City/State/Zip: San Mateo, California 94403

Company Complaining About: Comcast

Description

Lack of consumer choice due to local monopoly

Lagging behind the rest of the world in broadband availability and cost to consumers

Importance of the internet for children to participate in school and for everyday people to participate in the modern economy

This is not a "value-added" service. It's the same service I've always paid for, and now I'm being forced to pay more for it.

Ticket: # 1247288 - COMAST DATA CAPS -- UNETHICAL

Date: 10/8/2016 2:03:55 AM

City/State/Zip: Memphis, Tennessee 38111

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

I used this format that a friend sent in. I am a computer science student at University of Memphis. I use EASILY 500gb alone in data uploading, downloading, and sharing projects with school students... I live with 3 other people who use less, but similar data to me. Comcast is monopolizing my area (Memphis TN) and AT&T is not real competition. They both price similarly to force you into one of the others. They won't even let Google install new lines. This is UNETHICAL.

[Ticket: # 1246826 - My provider just capped my internet](#)

Date: 10/8/2016 12:10:17 AM

City/State/Zip: Menlo Park, California 94025

Company Complaining About: Comcast

Description

My internet provider, Comcast, capped my internet at 1TB. They are the ONLY high speed internet option in my town of Menlo Park, California.

With 4K video and today's electronic information getting better, this action to cap data is the opposite of progress!

How is this legal? Internet data isn't tangible matter, it's data- it should be unlimited.

Please let Comcast know this is unacceptable!

[Ticket: # 1246857 - Data caps](#)

Date: 10/8/2016 12:13:52 AM

City/State/Zip: Bothell, Washington 98021

Company Complaining About: Comcast

Description

Comcast is now capping all data at 1Tb per month.

Ticket: # 1246865 - Comcast Data Caps

Date: 10/8/2016 12:15:43 AM

City/State/Zip: Bountiful, Utah 84010

Company Complaining About: Comcast

Description

This is unnecessary and an abuse to Comcast customers. There are way too many factors to give accurate read, giving an opportunity to incorrectly bill customers. There is no technical need for caps at all.

Ticket: # 1246897 - COMCAST REGULATION ON DATA LIMITS

Date: 10/8/2016 12:23:36 AM

City/State/Zip: Colorado Springs, Colorado 80923

Company Complaining About: Comcast

Description

FYI 250 mbit (Comcasts max offering in CO for most areas) service used to capacity for a month would be 81 terabytes of data.

$250 \text{ mbits} * 3600 \text{ secs} * 24 \text{ hrs} * 30 \text{ days} / 8 \text{ bits to byte} = 81 \text{ terrabytes.}$

I've argued before that I think reasonable expectations for resedential use is 70% of pipe for 5-8 hours a day (lower than that and to me that's fraud)

so $250 \text{ mbits} * .7 * 3600 * 5 * 30 / 8 \text{ bits to byte} = 14.5 \text{ terbytes.}$

They're limiting at 1.

This is such unholy bullshit it's unbelievable. They're telling you if you use more than 1.2% of the max of what they sell on a 250 mbit connection then they will fine you. In fact if you use more then 6.9% of what I think most people would consider a reasonable compromise they will fine you.

They are selling a service and refusing to let you use even 10% of what they are advertising, they should be dragged into the street and shot.

Ticket: # 1247010 - Comcast

Date: 10/8/2016 12:54:38 AM

City/State/Zip: Oakland, California 94605

Company Complaining About: Comcast

Description

They are imposing a cap on my service. They don't have an approved meter that can be audited or tested.

With 4k right around the corner these limits are quickly going to be quite low, and they know it.

[Ticket: # 1246917 - Comcast data cap](#)

Date: 10/8/2016 12:28:49 AM

City/State/Zip: Eden Prairie, Minnesota 55346

Company Complaining About: Comcast

Description

Internet access was recently declared a utility. Utility companies can't hand out arbitrary caps. Imagine the outrage if the power companies attempted this ludicrous behavior.

Ticket: # 1246932 - Comcast implementing internet data usage limit

Date: 10/8/2016 12:33:43 AM

City/State/Zip: Marysville, California 95901

Company Complaining About: Comcast

Description

I currently have unlimited internet usage for \$93.70 per month. I just received an email stating starting 1 Nov (less than 30 day notice) I will have a data usage limit and if I pay \$50 more per month I can get what I am currently paying for. This is unacceptable. The internet is no longer a want, it is a necessity. If I want to apply for a job, I need to fill out an application/submit my resume online. I currently go to online school because I work full time and couldn't go to school to better myself otherwise. These classes require me to watch instructional videos. Also, I shouldn't have to pay \$50 more to get the same service that isn't costing the company any more money to provide me. This is greed, plain and simple.

Ticket: # 1246939 - Comcast Illegally Throttling Internet Bandwidth

Date: 10/8/2016 12:35:22 AM

City/State/Zip: Loveland, Colorado 80538

Company Complaining About: Comcast

Description

Comcast, on 10/06/16 sent an email stating that they will be capping bandwidth usage at 1TB/mo, and if exceeded overage fees will apply up to an additional \$200/mo. Their reasoning? "1TB is plenty for most users". The full email announcement is attached.

1TB/mo is incredibly easy to use when watching any kind of HD video content through Netflix or another streaming service. Also, I worry this notice is in violation of the June 14th, 2016 ruling No. 15-1063

UNITED STATES TELECOM ASSOCIATION, ET AL.,
PETITIONERS

v.

FEDERAL COMMUNICATIONS COMMISSION AND UNITED
STATES OF AMERICA,
RESPONDENTS

INDEPENDENT TELEPHONE & TELECOMMUNICATIONS
ALLIANCE, ET AL.,
INTERVENORS

Ref:

(b) (6)

Ticket: # 1246957 - Imposed data cap by Comcast

Date: 10/8/2016 12:39:00 AM

City/State/Zip: Spokane, Washington 99224

Company Complaining About: Comcast

Description

This is not a value-added service as I am receiving the same exact service I have been paying for, just now have to pay even more if I actually use it.

I have no choice in my internet provider because of a local monopoly. The only other ISP has a maximum speed of 6 mbps for my address.

I think having reasonable broadband internet is extremely important and we are lagging behind the rest of the world. Please don't allow Comcast to grab more money from American citizens.

Ticket: # 1246966 - Internet data caps

Date: 10/8/2016 12:39:46 AM

City/State/Zip: Suisun City, California 94585

Company Complaining About: Comcast

Description

This is ridiculous. As a country we are leaders in innovation and you are putting a cap on internet usage. It truly makes no sense. Seems like a company is only trying to find a way to get richer. It's not fair and should be illegal. I want to change my providers because of it.

Ticket: # 1247027 - New data caps being implemented

Date: 10/8/2016 1:00:06 AM

City/State/Zip: Missouri City, Texas 77459

Company Complaining About: Comcast

Description

Due to business practices put into place by Comcast and similar businesses, there are effective monopolies in my area, strangling consumer choice. Despite receiving funds from the government to due so, cable compies have failed to upgrade networks to allow for faster and more stable communication. By squandering this money, our nation's networks lag seriously behind other developed nations in terms of technology and cost to consumers. The internet has become a necessity, not a luxury. Children in school today require the internet to participate. Without the internet, most, if not all, people cannot participate in the economy. This is not a "value-added" service. It's the same service we've always paid for, and now you're being forced to pay more for it.

Ticket: # 1247028 - Comcast Implementing Data Caps

Date: 10/8/2016 1:00:08 AM

City/State/Zip: Arvada, Colorado 80003

Company Complaining About: Comcast

Description

I have recently received an email from Comcast stating that my previously unlimited internet will be capped at 1Tb a month. The world is moving forward with broadband internet, and monopolies like Comcast are setting the United States back with their greed. The internet is becoming the place where more and more happens, with children doing a lot of their work online and employees working remotely. A cap on data usage that was never there before is not adding any value when the infrastructure of local internet lines is failing and decrepit in places.

Ticket: # 1247033 - Comcast

Date: 10/8/2016 1:02:25 AM

City/State/Zip: San Jose, California 95124

Company Complaining About: Comcast

Description

Comcast will impose caps

Ticket: # 1247049 - Internet Access and Performance Complaint**Date:** 10/8/2016 1:05:51 AM**City/State/Zip:** Onalaksa, Washington 98570**Company Complaining About:** Tds

Description

Internet service in rural area is intermittent and often below advertised speeds, even as low as they are promised. My connection is supposed to be a 1MBPS/sec DSL connection but during peak usage times it routinely drops to less than half of that with ping times over over 300ms. I have been informed that the area infrastructure hasn't been updated in years and there are no plans to update in the near future so I am stuck with substandard internet access that doesn't even provide the level of service I am paying for. This problem is common where I live because of old lines and the distance from the existing DSL hub.

Ticket: # 1247051 - Internet Access and Performance Complaint**Date:** 10/8/2016 1:06:12 AM**City/State/Zip:** Onalaska, Washington 98570**Company Complaining About:** Tds

Description

Internet service in rural area is intermittent and often below advertised speeds, even as low as they are promised. My connection is supposed to be a 1MBPS/sec DSL connection but during peak usage times it routinely drops to less than half of that with ping times over over 300ms. I have been informed that the area infrastructure hasn't been updated in years and there are no plans to update in the near future so I am stuck with substandard internet access that doesn't even provide the level of service I am paying for. This problem is common where I live because of old lines and the distance from the existing DSL hub.

Ticket: # 1254527 - New Comcast Data Usage Cap

Date: 10/11/2016 8:50:18 PM

City/State/Zip: Battle Ground, Washington 98604

Company Complaining About: Comcast

Description

(b) (6)

[Ticket: # 1249559 - Xfinity is unjustly bringing data caps to my city, infringing on Net Neutrality](#)

Date: 10/9/2016 4:13:47 PM

City/State/Zip: Houston, Texas 77077

Company Complaining About: Comcast

Description

Comcast breaching Net Neutrality

Ticket: # 1247084 - Comcast Data Cap

Date: 10/8/2016 1:18:04 AM

City/State/Zip: Oakdale, Minnesota 55128

Company Complaining About: Comcast

Description

As I'm sure you're aware, Comcast is rolling out nationwide caps. If I have to explain why this is a terrible anticompetitive practice to the FCC, then I am wasting my time.

Ticket: # 1247184 - This terabyte data limit should be illegal!

Date: 10/8/2016 1:37:38 AM

City/State/Zip: Burlington, Washington 98233

Company Complaining About: Comcast

Description

With the introduction more and more 4k media, them introducing this limit IN ADDITION to download speed plans is insane! Please don't let them do this!

Ticket: # 1247138 - Stupid much?

Date: 10/8/2016 1:28:24 AM

City/State/Zip: No Comcast City, Utah 84114

Company Complaining About: Comcast

Description

Who ever at comcast that made the desicion to put a cap on internet should be immediately fired. Are you all stupid. Youve lost my support for life and i guarantee you i will drag your name in the mud for as long as i live. Have a nice day

Ticket: # 1247178 - Comcast data limit

Date: 10/8/2016 1:36:18 AM

City/State/Zip: Monument, Colorado 80132

Company Complaining About: Comcast

Description

Comcast is enacting a 1tb data limit on consumers in colorado springs and surrounding areas. It is simply unacceptable due to the deals they have cut that are borderline monopolistic with other isps. There are no other options to turn to except century link which offers terrible speeds. This is a serious issue and Comcast must be stopped.

[Ticket: # 1247166 - Recent 1 Tb data cap announcement](#)

Date: 10/8/2016 1:33:24 AM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Comcast is violating net neutrality by imposing caps across there platform. this behavior stops innovation.

Ticket: # 1247230 - xfinity cap

Date: 10/8/2016 1:48:13 AM

City/State/Zip: Houston, Texas 77063

Company Complaining About: Comcast

Description

Comcasts new 1 TB limitation placed is unnecessary and purely a money grab from people who can't choose between competitive services. If I pay for a data rate, I should have the right to run it as long as is like.

Ticket: # 1247188 - Capped Data by Comcast

Date: 10/8/2016 1:39:35 AM

City/State/Zip: Jacksonville, Florida 32207

Company Complaining About: Comcast

Description

It is unfathomable that a service I pay for can be limited in both speed and amount, when neither really dictate what the service ought to cost. This is a perfect example of unfriendly consumer tactics. I seriously hope the FCC understands how frustrating Comcast's services is, and for it to be now limited not only behind the scenes but directly to our faces is pathetic.

Ticket: # 1247291 - Comcast Data Caps

Date: 10/8/2016 2:04:56 AM

City/State/Zip: Sacramento, California 95828

Company Complaining About: Comcast

Description

It isn't fair to force people to stay under a threshold that was never there in the first place. This company is allowed to do what they do because they run a monopoly on the country's Internet. They are setting us up to pay and pay monthly for overage charges so they can make more in the long run. Stop them please, you'll save so many people money in the end.

Ticket: # 1247310 - Comcast Xfinity Data Caps

Date: 10/8/2016 2:10:19 AM

City/State/Zip: Bellingham, Washington 98229

Company Complaining About: Comcast

Description

My data is being capped and I was sent an email from Comcast notifying me of the change. I telecommute for work and my wife is a student with online classes. There is no viable alternative to Comcast in my area with the only other internet offering being 1.5mbps from CenturyLink. This is absolutely unacceptable and may put my employment in jeopardy.

Ticket: # 1247355 - Comcast Data Cap

Date: 10/8/2016 2:23:15 AM

City/State/Zip: San Jose, California 95128

Company Complaining About: Comcast

Description

Comcast is capping my data to 1 TB per month even though I am simply paying for a constant speed. Internet is/should be considered by all a utility and should not be limited by total usage. Please enforce this.

[Ticket: # 1247374 - Data caps comcast](#)

Date: 10/8/2016 2:34:52 AM

City/State/Zip: Cedar Hills, Utah 84062

Company Complaining About: Comcast

Description

Very disappointing that corporate greed is ruining the internet. We have great service through Comcast now, but if you implement that 1tb cap we will be forced to look for a new provider, regardless of if we use it or not. Just bad politics.

Ticket: # 1247967 - Comcast Cable Internet Caps

Date: 10/8/2016 11:44:50 AM

City/State/Zip: Portland, Oregon 97239

Company Complaining About: Comcast

Description

Please stop Comcast and any other company from capping wired data connections. It will inhibit growth for America in the future.

[Ticket: # 1247409 - 1 TB cap limit is unacceptable](#)

Date: 10/8/2016 2:50:45 AM

City/State/Zip: Kentwood, Michigan 49508

Company Complaining About: Comcast

Description

I can't believe that Comcast is able to cap data now. They might as well just hold everything hostage unless we give them half our paychecks a week. This is getting ridiculous by every standard. Please do something about this issue.

Ticket: # 1247501 - Comcast 1tb cap

Date: 10/8/2016 4:01:13 AM

City/State/Zip: Baltimore, Maryland 21231

Company Complaining About: Comcast

Description

I was under the assumption that internet usage had been regulated as something similar to electricity and other forms of needed usage. Comcast's new regulations on my internet usage is illegal and prohibits my ability to function as a small business. Does our government do or mean anything anymore or are you just in the pockets of corporations?

Ticket: # 1247472 - Comcast data cap

Date: 10/8/2016 3:30:19 AM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

comcast after years of providing unlimited data service in metropolitan areas like seattle will inact a data use limit. As a free market consumer I have no other options in my area of seattle because of the comcast monopoly on the coax lines to my neighborhood. I would choose a comcast competitor like Wave, but they have been restricted by comcast to a smaller portion of Seattle. So now comcast can change my service agreement with "features" I would not agree to subscribe to, with no other options available to me for a information technology that should be a public service as has been backed by public funds (I worked for At&t in the late 90s, I upgraded these coax lines and know where the grants came from)

Ticket: # 1247477 - Data Caps

Date: 10/8/2016 3:44:16 AM

City/State/Zip: Vineyard, Utah 84058

Company Complaining About: Comcast

Description

There is no reason we should have to suddenly start paying more for the amount of Internet we use. Forcing this change on us has absolutely zero benefit for consumers and puts us in a very awkward spot about what Internet providers can get away with once they have you locked in a contract. They proved they can afford to do this for years so what's changed?

Ticket: # 1247488 - Comcast 1TB limit

Date: 10/8/2016 3:50:51 AM

City/State/Zip: Federal Way, Washington 98003

Company Complaining About: Comcast

Description

I have a year contract with Comcast. I don't necessarily even get close to hitting the 1TB, but I entered this contract just two months ago, and now I'm having this limit forced onto me. I actually checked into the data limit in the TOS prior to signing up for a year, and I was not in a geographical location where the limit was imposed. Now they are rolling it out nationwide, which completely violates the contract I signed with them. This is with comcast/XFinity. I did receive a letter informing me, of which if needed, can be scanned and sent in to provide further documentation.

[Ticket: # 1247516 - I signed a new contract with Comcast on Wednesday...](#)

Date: 10/8/2016 4:15:46 AM

City/State/Zip: Milton, Washington 98354

Company Complaining About: Comcast

Description

On Friday they changed the terms of my contract by initiating a 1TB cap on my usage. I'm penalized if I cancel, and there's no alternative in my area. This seems absolutely wrong!

[Ticket: # 1247536 - Comcast data cap](#)

Date: 10/8/2016 5:07:24 AM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

I live in Michigan and have chosen to cut the cable cord, so to speak. I pay good money for Internet and I believe it is wrong to limit my browsing to any data size as it shouldn't be limited at all. Please stop them from doing this.

[Ticket: # 1247557 - Comcast is instilling an internet data limit in my area](#)

Date: 10/8/2016 5:40:15 AM

City/State/Zip: Albuquerque, New Mexico 87107

Company Complaining About: Comcast

Description

Beginning November 1st, Comcast stated that they will be switching my internet plan to a 1TB Data Plan. They also said that they were offering an unlimited data option for an additional \$50 a month. There is no other reason to place this cap on my internet usage than to make money, as Comcast has admitted themselves. There should be no caps on hardwired internet infrastructure, and I should not have to monitor my own internet bandwidth to satisfy a business need of Comcast's.

Ticket: # 1247600 - Comcast Data Caps

Date: 10/8/2016 7:29:34 AM

City/State/Zip: Eugene, Oregon 97402

Company Complaining About: Comcast

Description

I recently received a notice that Comcast will be calling my data on a monthly basis. This is a clear violation of net neutrality and clearly meant to stifle competition and punish those of us that have decided not to pay for expensive cable packages. The government needs to step up and stop this behavior.

Ticket: # 1247645 - Comcast placing 1TB cap on Internet

Date: 10/8/2016 8:39:21 AM

City/State/Zip: Cottage Grove, Minnesota 55016

Company Complaining About: Comcast

Description

As internet gets faster and faster, and the files of video gets bigger and better, it's extremely easy to see the GB per month rise sharply. Comcast has just placed a 1TB per month on our service here in Cottage Grove, MN. I think this is unfair as this isn't what I signed up for.

Ticket: # 1247662 - Comcast data caps

Date: 10/8/2016 9:06:18 AM

City/State/Zip: Dickinson, Texas 77539

Company Complaining About: Comcast

Description

My internet usage should not be restricted as both I and my wife use it as our means of Education in achieving our graduate and undergraduate degrees (respectively). Restrictions on days would be similar to restricting people on how much TV they could watch or water they could use it electricity they are entitled to. It would also like and impact online businesses by cutting into their freedom of use.

Ticket: # 1247694 - Comcast data limit

Date: 10/8/2016 9:23:02 AM

City/State/Zip: Jacksonville, Florida 32207

Company Complaining About: Comcast

Description

Currently Comcast is imposing data limits on customers which is likely due to Comcasts almost monopoly on most areas. In North Florida for example there are no options for many besides Comcast. Their monopoly on these regions allow them to extort their customers, such as me, in to paying higher prices for services they were provided before. Comcast can not be allowed to extort customers in a non competitive market and must be regulated or an alternative option must be provided.

Ticket: # 1247783 - comcasts new 1 terabyte limit

Date: 10/8/2016 10:13:38 AM

City/State/Zip: Seattle, Washington 98146

Company Complaining About: Comcast

Description

I have no choice but to use Comcast Internet at my home and they are now imposing a 1 terabyte limit to my service. How do I know that they are going to fairly measure my data usage. What kind of regulations are in place to protect me the consumer from the potential for a mistake on their end to cost me hundreds of dollars in overages?

[Ticket: # 1247829 - Data caps are unfair and shouldn't be allowed](#)

Date: 10/8/2016 10:40:47 AM

City/State/Zip: San Francisco, California 94108

Company Complaining About: Comcast

Description

Comcast shouldn't have the ability to cap the internet, which is essentially a public utility. Soon, they'll start regulating which traffic counts against the cap and will exempt their services. Alternately, the cap won't be raised over time limiting innovation in media delivery.

Ticket: # 1247845 - Comcast Data Cap Monopoly

Date: 10/8/2016 10:49:34 AM

City/State/Zip: No, Indiana 55555

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1247889 - Comcast data restrictions**Date:** 10/8/2016 11:06:39 AM**City/State/Zip:** Parker, Colorado 80134**Company Complaining About:** Comcast

Description

Comcast has announced that they are imposing a 1TB data limit on residential internet service in our area. While telecommunications technology has continued to get faster and less expensive, Comcast has continually increased prices in our area, and now they intend to limit the service we can receive for those prices as well. I believe they are taking these actions because they have no broadband competition in this market and the FCC has taken no steps to prevent them from doing so.

Their abuse of their monopoly is unfair to consumers and is stifling innovation and the growth of technology in our region. I believe the FCC needs to intervene by either regulating Comcast's ability to abuse its monopoly, or doing something else to significantly open up our residential broadband market to competition.

Ticket: # 1247965 - Data Limits on Comcast

Date: 10/8/2016 11:44:31 AM

City/State/Zip: Saint Paul, Minnesota 55113

Company Complaining About: Comcast

Description

I am a Comcast internet subscriber and was recently informed that I will have limits placed on the amount of data I can use. This is not a "value added" service; I have in the past had no limits on my data, and now I am forced to pay more for the same service. I receive nothing more, and pay extra.

The internet is not just some way to waste time anymore. I pay my bills, purchase things that generate tax revenue, communicate with family members across the globe, and it is impossible to attend college without it.

Comcast has an effective monopoly in my area. There is no viable alternative for costumers to switch to in situations like this.

[Ticket: # 1248029 - Xfinity data cap](#)

Date: 10/8/2016 12:12:33 PM

City/State/Zip: Fort Collins, Colorado 80526

Company Complaining About: Comcast

Description

I just received a letter from Comcast saying that they're going to start limiting the amount of data I'm allowed to use. They added this to my account without warning or reason. I'm paying the same price for worse service without any recourse.

Ticket: # 1248053 - Comcast 1TB Data Cap

Date: 10/8/2016 12:22:43 PM

City/State/Zip: Seattle, Washington 98105

Company Complaining About: Comcast

Description

Comcast essentially has a monopoly in my area. I regularly go over 1TB of data per month, I have no choice but to add +\$200 extra on my bill which has already gone up in price 3 times in the last year! This is a joke as there is no way it costs Comcast that much more to send me extra data; \$5 \$10 \$20 I could see but \$50 per an extra 50GB after you cross the 1TB threshold is a joke! Please do something about this FCC and help the American Citizen from getting fucked in the ass by these huge corporations!

Ticket: # 1248058 - Comcasst Unilaterally Imposing Internet Data Cap

Date: 10/8/2016 12:25:05 PM

City/State/Zip: Los Gatos, California 95032

Company Complaining About: Comcast

Description

We received an email from Comcast today in which they advised us that they will be introducing a limit to our plan for internet usage. We currently have an unlimited plan and a non-cancellable contract for 2 years. Comcast are imposing the cap effective immediately.

Ticket: # 1248073 - Data Caps**Date:** 10/8/2016 12:33:17 PM**City/State/Zip:** Lompoc, California 93436**Company Complaining About:** Comcast

Description

Comcast recently messaged me to inform me they are imposing a cap on Internet usage in my area. The limit, 1TB is higher than I have used, although I certainly can envision in a few years time many people using more than this.

Their claim is this is about fairness, but it clearly seems to be an attack on people, like myself, who have decided that Internet video services are superior to cable. Rather than compete, the caps ensure video streamers will eventually be caught with an expensive \$50 unlimited add. This creates an incentive to just sign back up for cable instead of using the competition for TV services - since likely this will result in their cable/internet bundle being cheaper.

In my area there are no other options for Internet, and this is similar to many Americans. This move seems unlikely in a world where there is choice in Internet providers and to me this is the ideal solution. Failing this, Comcast and other cable providers ought to be treated and regulated like monopolies. If they would like to impose significant changes or price increases they should be forced to justify it and ask permission. Things like caps should require certified forms of measurement, rather than "trust me - we have the right number for your usage".

Ticket: # 1248088 - Comcast Xfinity Data Cap**Date:** 10/8/2016 12:39:48 PM**City/State/Zip:** Bellingham, Washington 98229**Company Complaining About:** Comcast

Description

I was notified my internet provider, Comcast, is imposing a cap on data usage. I already pay for the top tier speed, but now I'll have to pay an extra \$50 per month if I actually want to use the speed I'm paying for, otherwise I'll go over the data limit. This will become an even greater problem as 4k streaming becomes more popular. Internet is a utility, and should be treated as such by the law, and corporate regulators. Comcast will have to find some other way to offset losses due to people cancelling overpriced TV packages due to a much better user experience streaming video online.

Ticket: # 1248127 - Comcast Data Limits

Date: 10/8/2016 12:56:32 PM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: Comcast

Description

We just recently agreed to a new plan through Comcast only to find out today that Comcast is adding data limits to the plans or charging an additional \$50.00 per month for unlimited data. This was not disclosed when the new contract was signed a month ago. Our contract states we have unlimited internet usage.

Ticket: # 1248102 - Comcast data cap: 1 TB

Date: 10/8/2016 12:44:31 PM

City/State/Zip: Saint Paul, Minnesota 55104

Company Complaining About: Comcast

Description

I live in Saint Paul MN, and Comcast is saying they are introducing a data limit of one tb. This could lead me to serious overcharges if I use a lot of internet and it is specifically punishing a portion of users that purchased this service originally with no caps. This is not okay.

Ticket: # 1248117 - Comcast data caps cripple the internet

Date: 10/8/2016 12:52:32 PM

City/State/Zip: Bloomington, Indiana 47404

Company Complaining About: Comcast

Description

Comcast has just announced that my household will be limited to 1TB of data beginning November. As a household without cable television, streaming video makes up a bulk of our entertainment and there have been many months where we have used much more than 1TB of data. My household has been a comcast customer for years, but not by choice. Comcast is the only provider of broadband speeds in my neighborhood, the only other option, AT&T DSL , which can only provide enough bandwidth for a single HD video stream.

With 4k becoming more affordable and game downloads getting constantly larger a 1TB cap is not right.

[Ticket: # 1248149 - Comcast cap](#)

Date: 10/8/2016 1:07:44 PM

City/State/Zip: Barrow, Alaska 99723

Company Complaining About: Comcast

Description

This isn't right. How can Comcast justify capping internet usage based on a free market if they hold a monopoly in many areas. This should never be allowed. What about when technology increases? How large is a 4k video? What about 4k vr? Smart houses? All of these will soon be more common. Comcast is clearly making an early move to abuse their monopoly on internet service that they hold for many.

Ticket: # 1248250 - Comcast 1T Limit on Data

Date: 10/8/2016 2:14:54 PM

City/State/Zip: Abingdon, Maryland 21009

Company Complaining About: Comcast

Description

I understand Comcast is going to start charging extra for data usage over 1T and I find that totally unacceptable. We have only two Internet providers, in our area, and their rates seem to be set in collusion so that people end up paying the same regardless of provider. Other areas, of the country, only have one provider and if Comcast is allowed to do this other Internet Providers will jump on the bandwagon. This needs to be stopped now.

Ticket: # 1253651 - Comcast Bandwidth Caps

Date: 10/11/2016 4:29:49 PM

City/State/Zip: Ann Arbor, Michigan 48108

Company Complaining About: Comcast

Description

Comcast has added an artificial bandwidth cap with usurious rates for exceeding them. They have effectively doubled the price of the same service with no additional benefits. The fee structure is built to get people to decide whether to commit to a higher flat price each month (on a 12 month commitment) or gamble with their Internet usage and pay \$10/50Gb over the limit, up to \$200. If Comcast was really doing this cap in the name of service reliability, they would cap the "risky" limit at no more than the flat rate, or do as wireless providers do and reduce the speed when the cap is exceeded. Gambling with data usage is not for service reliability, it is for Comcast's financial gain.

These caps enable Comcast to prevent me from gaining open access to competitive streaming TV content services by excessively pricing the bandwidth needed to do so. Comcast's own TV service over cable is at an unfair advantage because watching it does not trigger the bandwidth usage.

Also, there is no way to hard limit the data to be stopped at the cap, and therefore no way to prevent overage charges. Notifications exist from Comcast, but they are done in a way that is insecure, by injecting Comcast packets into my non-Comcast web usage, thus breaking into the conversations I am having with others that they are not a part of. This is not acceptable means of notification based on the security and privacy principles of the Internet. This raises concern if Comcast are inserting other content, such as advertisements or illegal tracking tokens to use for advertising sales.

Additionally, when inquiring about getting an alternative offer to the newly-added AT&T Gigapower service to the area, the agent I spoke with looked up my address, saw that I was not directly served by Gigapower and then indicated that because there was no AT&T competition at my address, that I was not able to get any additional pricing offers. That Comcast uses pricing that is based on competition and keeps prices high when there is no competition reeks of monopoly behaviour.

This is unacceptable behaviour for a service provider that gives access to a critical resource such as the Internet. Artificial caps for anti-competitive gains and price gouging for overages making the use of the Internet both cost prohibitive and reduce the effectiveness of the ubiquitous vehicle of free speech.

[Ticket: # 1248345 - Comcast Limiting internet](#)

Date: 10/8/2016 3:01:55 PM

City/State/Zip: Kent, Washington 98031

Company Complaining About: Comcast

Description

Comcast Corp has without my consent limited the amount of data I am allowed to use on their network. Any overage will result in monetary penalties

Ticket: # 1248346 - Not Yourbusiness

Date: 10/8/2016 3:02:01 PM

City/State/Zip: Vacouver, Washington 98685

Company Complaining About: Comcast

Description

Comcast has recently changed their policy related to internet service data usage without customer authorization. They have put a cap on how much data customers can use. They have done this to existing customers under contract which if customers don't like it they can get out of their contract without paying penalties. Comcast is changing the agreed upon rules of the game in the middle and customers are on the loosing side. They want more money are are squeezing people under the guise of it being legal because they get to change their contract terms whenever they want. Where is the customers rights to agree to changes before they are implemented; or change the contract terms for themselves? Please stop Comcast and other ISP's from becoming internet dictators and enslaving customers to their will.

Ticket: # 1248421 - COMCAST 1TB DATA PLAN**Date:** 10/8/2016 3:35:33 PM**City/State/Zip:** Lafayette, Indiana 47905**Company Complaining About:** Comcast

Description

Comcast just put a data restriction on my house and we use much more than a terabyte in a month. We use it to communicate with our loved ones in Mexico. We just find this plan awful and very unfair we have no other options or we would totally leave this company. If you are capable of doing something about this you would not only be doing my family a great service, but many of other families a great service because I am sure we are not the only family in the same boat. If anyone reads this please consider it. Thank you

Ticket: # 1248426 - comcast imposing a 1TB cap.

Date: 10/8/2016 3:36:40 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

See the attached file. Comcast is blatantly attempting to extort more money out of people by making them pay for an unlimited \$50 extra or get hit with a \$200 fee. I already pay for 150Mbps internet service and my bill is close to \$200 a month as is. My understanding is when I signed up for comcast that I was already paying for unlimited internet service. How is this not a breach of contract?

Ticket: # 1248432 - American Airlines wifi limits competing video services

Date: 10/8/2016 3:38:43 PM

City/State/Zip: Las Vegas, Nevada 89144

Company Complaining About: American Airlines

Description

Yesterday (10/7/2016) I flew on american airlines and paid to use their wifi service, gogo in flight, and was surprised they appear to be limiting some video streaming services such as netflix or twitch.tv, but the download bandwidth is more than enough to handle it (10 mbps as tested with speedtest android app by ookla). I tried adjusting the quality settings with no effect. At the same time the video streaming services provided through american airlines recommended app works just fine. I believe this issue should be investigated by the fcc as it would violate open internet regulations.

Ticket: # 1248557 - No Data Limits!

Date: 10/8/2016 5:04:30 PM

City/State/Zip: Seattle, Washington 98133

Company Complaining About: Comcast

Description

Please do not cap our data! I will instantly stop being a customer if you do that. Your prices are already exorbitant and there is no reason for it. I will happy invest in a new modem that is compatible with Century Link.

Ticket: # 1248571 - Imposed data caps on home internet service

Date: 10/8/2016 5:11:18 PM

City/State/Zip: Kent, Washington 98031

Company Complaining About: Comcast

Description

Comcast/Xfinity is now sending emails to customers indicating that they are going to start enforcing a 1TB data transfer limit on home Internet service starting November 1, with additional fees being charged of \$10 for every 50GB of transfer (Up to \$200). The option of avoiding these overages for a fee of \$50/mo was also presented.

The email also included an example of my data transfer usage for the last 3 months (summer months). During the summer, I, like most users, are outdoors more often, on vacation, or working from home less.

Comcast has intentionally timed this change to take place just before the winter months, where people start using their Internet connections more frequently, or work from home, or when students are doing homework and research online.

I suspect that Comcast customers are going to begin being surprised by new charges on their bills, and persuaded to sign up for the \$50/mo charge that will continue throughout the months where their Internet usage is lower.

As more Internet-connected devices and services become available, Internet usage is going to increase substantially and exceeding 1TB of usage is soon going to be normal for most average families.

In my area, Comcast is the only provider that provides broadband Internet access with speeds adequate for telecommuting professionals and students for homework and research. Comcast intends to unfairly leverage their monopoly in many areas to exploit their customers need to access information and communications.

I urge that the FCC would take notice and prevent Comcast/Xfinity from taking this action against their customers.

[Ticket: # 1248661 - unethical comcast data caps](#)

Date: 10/8/2016 6:17:26 PM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

comcast has decided to restrict internet usage in Oregon to increase profit at the expense of internet accessibility for the public. As comcast has a ludicrous monopoly in many areas this presents an access issue for average people.

Ticket: # 1248671 - Comcast/Xfinity adding data caps

Date: 10/8/2016 6:30:16 PM

City/State/Zip: Colorado Springs, Colorado 80916

Company Complaining About: Comcast

Description

I currently live in the city of Colorado Springs, CO. Comcast/Xfinity has sent out a letter to all their customers saying they're limiting all usage to 1 TB (terabytes) per month. I feel like this is in direct violation of net neutrality. Companies and businesses who rely on high bandwidth (ex: 4K videos) are now at a disadvantage because customers will no longer be streaming 4K due to this limit. That is just one example. Please prevent Comcast/Xfinity from enforcing such an illegal activity. Thank you.

[Ticket: # 1248674 - Comcast data limits](#)

Date: 10/8/2016 6:31:24 PM

City/State/Zip: Friendswood, Texas 77546

Company Complaining About: Comcast

Description

Comcast has informed me that they intend to impose data limits on my home internet. This action violates the FCC's policy on Net Neutrality and also constitutes an unfair communications practice.

Ticket: # 1248734 - New Comcast 1TB Limits

Date: 10/8/2016 7:26:20 PM

City/State/Zip: Orting, Washington 98360

Company Complaining About: Comcast

Description

Comcast has now implemented a 1TB data limit per month on accounts in Washington State. This is insane! Why is there no competition for Internet? Comcast is the only option we have for high speed Internet. Comcast has a monopoly and it must be regulated! We have already been very close to reaching 1TB in past months, now we've bought 2 new Xboxes and we play online every day, this will certainly push us over our limit. And there is only two of us in the household so this is just madness!

Ticket: # 1248738 - Comcasts data caps

Date: 10/8/2016 7:29:28 PM

City/State/Zip: Marysville, Michigan 48040

Company Complaining About: Comcast

Description

I hardly believe that no ones internet should be capped at any point. 1tb is not enough for the everyday growing of data on items. some games take 80gb to download.

Ticket: # 1248744 - Subject to contract terms I never agreed to

Date: 10/8/2016 7:31:55 PM

City/State/Zip: Chicago, Illinois 60638

Company Complaining About: Comcast

Description

Comcast XFINITY recently put a cap on their internet service customers at 1TB of data. When I signed my Comcast agreement it was for unlimited data. At no point did I agree to new terms or sign a new contract for service. This is a clear money grab being carried out by Comcast to earn off of people that use their service under the originally agreed to terms.

Ticket: # 1251967 - Comcast Data Caps**Date:** 10/10/2016 11:16:19 PM**City/State/Zip:** Portland, Oregon 97202**Company Complaining About:** Comcast

Description

As you are aware, comcast plans to roll out its 1tb cap on Nov 1st, which will be impacting my area. Presently i pay 50/month for their 25down option.

With some simple math, 25 Mbps equates to roughly 3.125 MBps. How long does it take me using the service that i am presently paying for to hit this new cap? Approximately 89 hours at peak useage, clocking in at just about 12% of the useage i was previously afforded per month.

I dont use my internet every second of every day, and 25Mbps isnt very fast (which ironically probably prevents me from hitting this cap, as a single person home). That being siad, this sets an EXTREMELY dangerous precedent with the way technology is currently progressing. As the speeds go up, the overall % of what im paying for that i can use prior to over-billing becomes smaller and smaller. Additionally, with the push towards 4k video and electronic purchasing (i bought an xbox one the other day and had to immediately download a ~70gb update to Halo 5), allowing these caps to become commonplace will drastically alter the activies of your average internet user...not jsut the 'top 1%' as comcast likes to state this change affects. This would be fine and dandy if these caps were fluid and adjusted as the speeds increase and higher useage becomes the norm, but given comcasts track record, i dont see that as a probability

The internet is where people go to learn. At the end of the day, actions like this restrict knowledge, because frankly, we won't be able to afford it. Thats not the kind of world i want to live in. Please, do not let corporate greed destroy this haven we have created.

Help us (b) (6). You're our only hope.

Ticket: # 1248770 - Data Caps

Date: 10/8/2016 7:48:39 PM

City/State/Zip: San Jose, California 95129

Company Complaining About: Comcast

Description

It is unfair to implement a data restriction as a means of recouping money from cable cutters. It is a slippery slope and a 1TB restriction is a means to implement tiered internet and try to force people away from online services.

Ticket: # 1248758 - Net neutrality violation by Comcast

Date: 10/8/2016 7:38:00 PM

City/State/Zip: Boulder Creek, California 95006

Company Complaining About: Comcast

Description

As of 1 Nov, Comcast will impose a cap on internet service that is roughly 1/5 my average monthly usage (home business) and impose a fine for violations. At the same time, I received a solicitation from Comcast for more premium cable packages! I note that there are no caps on the number of channels I can subscribe to or amount of cable streaming I can do. How can there be a cap on Netflix streaming but not on premium cable channel streaming??

This is a gross violation of any civilized concept of "Net Neutrality". This is obviously why a company that owns the cable cannot also have a monopoly on the cable TV business.

I assume that you will act swiftly to block this unlawful practice and bring Comcast to justice.

[Ticket: # 1248791 - Unapproved modification of contract with supplier](#)

Date: 10/8/2016 8:06:58 PM

City/State/Zip: El Lago, Texas 77586

Company Complaining About: Comcast

Description

Supplier of internet is Comcast with 12month agreement in place, around nine months of this contract continue. Email was received stating previously unlimited connection is now limited to 1tb maximum per month. This change was neither discussed, optional or agreed to.

This change makes it harder to terminate cable service with use of streaming as alternative option.

[Ticket: # 1248785 - Comcast Data Caps](#)

Date: 10/8/2016 8:00:44 PM

City/State/Zip: Minneapolis, Minnesota 55417

Company Complaining About: Comcast

Description

Monopoly, unethical, plain dumb.

[Ticket: # 1248802 - Net Neutrality violation by Comcast/Xfinity](#)

Date: 10/8/2016 8:17:09 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

We have just received the attached announcement from Comcast that I believe describes a paid prioritization scheme for internet use. If true, this constitutes a violation of the FCC regulations for net neutrality.

Ticket: # 1248817 - Comcast data cap

Date: 10/8/2016 8:30:32 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

I would like to file a complaint against comcast for limiting the data I currently pay for. I feel that I am not getting what I pay for in addition to not having a choice. No other isp is in my area so i am forced to constantly pay more while getting less.

[Ticket: # 1249386 - 1 terabyte cap of bandwidth](#)

Date: 10/9/2016 1:28:34 PM

City/State/Zip: Portland, Oregon 97203

Company Complaining About: Comcast

Description

1 terabyte cap of bandwidth is anti consumer. Tax payers paid for infrastructure, new tiered model is issue.

Ticket: # 1248880 - Comcast's Monopolistic Data Caps

Date: 10/8/2016 9:14:25 PM

City/State/Zip: Modesto, California 95358

Company Complaining About: Comcast

Description

To quote reddit user /u/RadBadTad: "Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?"

Ticket: # 1248914 - Data caps

Date: 10/8/2016 10:10:09 PM

City/State/Zip: Puyallup, Washington 98375

Company Complaining About: Comcast

Description

I live in an area where Comcast is the only Hi-speed internet provider. I subscribe to their internet service but not to their broadcast service. I choose to watch broadcast content through on-line service providers. I currently pay for the highest download speeds available to be able to watch programs when and as I please. Comcast has announced they are going to charge me more for my internet service raising my cost so that it is as much if not more than the cost of their broadcast service which I choose not to purchase currently. I feel that my data usage is being targeted expressly because I use the internet access I pay for to purchase content from what Comcast considers to be its direct competition in providing broadcast content on the internet.

Ticket: # 1248924 - Comcast Data Caps

Date: 10/8/2016 10:13:36 PM

City/State/Zip: Beaverton, Oregon 97007

Company Complaining About: Comcast

Description

I am a Comcast customer in Oregon. My household is a family of four, and we use internet only (no cable) for our media. We have two televisions with 4k capability.

Cable TV subscription is an archaic model, and Comcast is looking for new ways to bolster profits off of the backs of users like me. This is unfair competition between cable and internet media providers. I have to limit my viewing because I am not using their digital content.

This is also terrible for progress. Companies that are growing their 4k content will be hurt by Comcast's decision, and will not acquire as many licenses since people will not be able to watch as much.

[Ticket: # 1248934 - comcast data limits](#)

Date: 10/8/2016 10:17:46 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: Comcast

Description

Why is my contract being changed to add data limits? Why am I now at risk of additional charges? And why am I finding out through the news and not from my provider?! Without an alternative option in my area I feel I'm being taken advantage of by a company who knows I have no other choice.

[Ticket: # 1248979 - Cap on internet usage](#)

Date: 10/8/2016 11:41:17 PM

City/State/Zip: Troutdale, Oregon 97060

Company Complaining About: Comcast

Description

There is a cap that is being placed on internet usage with Comcast. I am only in 9 months of a 2yr contract and do not feel that if this wasn't in the original contract when I signed up initially then HOW does it end up in my contract now?

[Ticket: # 1249007 - Data limit](#)

Date: 10/9/2016 12:26:06 AM

City/State/Zip: Tualatin, Oregon 97062

Company Complaining About: Comcast

Description

Signed a 2 year contract like 5 months ago and now they are limiting the amount of data usage. That was not part of contract. Help please

Ticket: # 1249017 - Comcast Complaiint

Date: 10/9/2016 12:41:21 AM

City/State/Zip: Pacifica, California 94044

Company Complaining About: Comcast

Description

Comcast 1TB cap is being imposed on 11/1/2016 and is not fair since it does not effect their cost to deliver service. They are merely using this to curb or prevent tv service cord cutting. This is illegal and needs to be stopped by the government.

Ticket: # 1249032 - Throttling of VOD services on TWC/Spectrum

Date: 10/9/2016 1:21:03 AM

City/State/Zip: Downey, California 90242

Company Complaining About: Time Warner

Description

Hello, I receive broadband internet service from Time Warner Cable / Spectrum in Downey, CA. Some video on demand (VOD) services, such as content from Vudu, fail to play reliably and cease playback citing bandwidth issues. This occurs even when the quality of the video selected is decreased to low resolution. However other services, that are known to subsidize prioritization of their content to ISPs such as content from Netflix or Apple, work terrific. The bandwidth of my internet subscription should suffice to support Vudu.

Ticket: # 1249037 - Comcast Business Practices**Date:** 10/9/2016 1:32:40 AM**City/State/Zip:** American Canyon, California 94503**Company Complaining About:** Comcast

Description

Comcast has rolled out their new data usage cap. These caps are completely arbitrary. They say it is because of certain users taking more broadband. Yet they have upped the speed capabilities with current profits without issue. This is simply a way to force costumers already on contract to pay more money for usage. They also say the average family doesn't use that much. This is also false. Because of newer technology like 4k video we will soon all be using more than their arbitrary cap. I also want you to know that they have rolled this out selectively in an attempt to avoid massive FCC complaints. They have duped both you and the consumer. When will you guys finally stand up for the consumer? I want to leave Comcast but they have monopolized broadband infrastructure forcing me to use them. How is this a acceptable business practice? Why do you allow them to do this?

Ticket: # 1249041 - Comcast Data Caps

Date: 10/9/2016 1:44:22 AM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

Comcast has recently instated a 1TB download cap on my internet, which I find to be in violation of a free and open internet. This is an obvious attempt to build precedent where there has not been any in order to capitalize on consumers as well as online services.

[Ticket: # 1249084 - Comcast adds home internet data cap](#)

Date: 10/9/2016 2:44:19 AM

City/State/Zip: Wyoming, Michigan 49509

Company Complaining About: Comcast

Description

Putting a 1tb limit on data each month for internet is just greedy and can quickly be used up for people that use steam to download their games or streaming 4k or even movies from netflix or hulu or even watch a few twitch tv channels.

Ticket: # 1249174 - Verizon emails

Date: 10/9/2016 9:14:45 AM

City/State/Zip: Towson, Maryland 21204

Company Complaining About: Verizon

Description

I have requested many times to be unsubscribed from Verizon promotional emails however the emails continue. I have even sent additional requests to management and customer service. It is the one organization that it seems impossible to get off their mailing list and they send multiple per day.

Ticket: # 1249180 - Comcast data cap

Date: 10/9/2016 9:25:42 AM

City/State/Zip: Richmond, Texas 77407

Company Complaining About: Comcast

Description

I do not see how Comcast is allowed to change their plans to charge and target users that consume media in this form. The details of my home internet plan have been switched, without my approval or input, to a cap of 300GB per month with an additional automatic \$10 charge for every 50GB of data over that. In addition to this they offer a 'data usage meter' online that simply tells you how much data you have used every month with no detailed statement as to the accuracy of it with no way to view where the data every month is being allocated, an example would be how much data is being used on Netflix or other streaming services. At the moment it simply says you've gone over without any real feedback to tell you exactly where the data was used and could potentially be used to fraud people into paying more for services as there is no way to dispute the data usage.

[Ticket: # 1249350 - Comcast imposing data limits](#)

Date: 10/9/2016 12:50:32 PM

City/State/Zip: Friendswood, Texas 77546

Company Complaining About: Comcast

Description

Comcast has informed me that they intend to impose data limits on my home internet. This action violates the FCC's policy on Net Neutrality and also constitutes an unfair communications practice

[Ticket: # 1249280 - Comcast Data Limits](#)

Date: 10/9/2016 11:37:36 AM

City/State/Zip: Plymouth, Minnesota 55441

Company Complaining About: Comcast

Description

Comcast's new policy of limiting user data to 1TB per month is a gross overstep of net neutrality and disallows an open Internet that can be used at the user's discretion.

[Ticket: # 1249340 - Comcast internet data caps](#)

Date: 10/9/2016 12:32:28 PM

City/State/Zip: Elwood, Indiana 46036

Company Complaining About: Comcast

Description

See subject, Comcast limiting the use of internet in any way is ridiculous.

[Ticket: # 1249444 - Comcast 1TB Data Limit](#)

Date: 10/9/2016 2:24:50 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: Comcast

Description

Comcast just notified me that it is suddenly limiting my home internet account to 1 TB per month, after a decade of unlimited service. In addition to the short notice of this change, it also violates my understanding of what I was purchasing, and is an unreasonable limit on a necessary utility.

Ticket: # 1249471 - New Comcast data cap

Date: 10/9/2016 2:44:01 PM

City/State/Zip: Los Gatos, California 95032-4841

Company Complaining About: Comcast

Description

I received notice from Comcast this week that they are activating a new XFINITY Internet Data Usage Plan in my area. I have been a customer of Comcast for over 20 years now. I have not changed my service plan for several years. They're exempting their own streaming TV service from the cap which may well violate FCC regs on net neutrality. They also added the cap to my existing agreement, which has been in place for many years, which may violate consumer protections.

Ticket: # 1249612 - Comcast 1TB cap is wrong

Date: 10/9/2016 5:06:27 PM

City/State/Zip: San Francisco, California 94121

Company Complaining About: Comcast

Description

I'm using Comcast high speed internet in San Francisco and I received a letter stating that my monthly bandwidth cap is 1TB/month. In order to have "unlimited" data, I have to pay an extra \$50/month which would basically double the price.

There are no other alternatives for me. I can go with AT&T Uverse but the max speed is only 6mbps, which isn't considered as broadband anymore.

Please look into this. We need unlimited data.

Ticket: # 1249639 - Comcast usage caps

Date: 10/9/2016 5:29:10 PM

City/State/Zip: San Jose, California 95130

Company Complaining About: Comcast

Description

Comcast just sent me an email telling me they are going to cap my internet usage. That is unacceptable. Customers pay for speed tiers not bandwidth limits, it is fraud for them to now change that and with the excuse of it being for 'fairness'. It is nothing more than a cash grab for a company with a monopoly on the market and the absolute worst customer service rating in the country in any industry! Network congestion is not an issue and never has been. I urge the FCC to investigate and stop these practices and the failure to follow Net Neutrality laws. Comcast is of course exempting their own streaming service from the usage cap, but no others??? How is that being allowed? If a company wants to supply both internet and content they should not be allowed to make any changes to how the pipe delivers ANY content, or they need to be broken up into separate companies, one for the internet pipe and one for the content and kept away from each other.

Ticket: # 1249643 - Comcast Data Cap Implemented

Date: 10/9/2016 5:30:22 PM

City/State/Zip: Grand Rapids, Michigan 49544

Company Complaining About: Comcast

Description

I have received an email from Comcast that my internet usage will be capped at 1 TB/month, with overage charges. This is for service in the 49544 zip code of Grand Rapids, MI.

Other companies in the state of Michigan offering unlimited usage at faster speeds, as well as Comcast's reluctance to implement this policy in areas containing competing ISP's that do not cap data show this to be anything but the decision based on the concept of fairness that the claim it to be in their emails.

[Ticket: # 1249657 - Comcast Data Caps in Colorado](#)

Date: 10/9/2016 5:41:34 PM

City/State/Zip: Monument, Colorado 80132

Company Complaining About: Comcast

Description

Comcast should not be able to cap data on their internet plans to limit access to on-line entertainment content.

Ticket: # 1249900 - Comcast capping internet

Date: 10/9/2016 9:22:13 PM

City/State/Zip: San Francisco, California 94102

Company Complaining About: Comcast

Description

Comcast just contacted all of their San Francisco customers informing us they will start capping our internet use to 1TB per month. They are not giving us any affordable options to use more than 1TB a month.

Like most cable customers, we do not have a choice in our internet provider. Internet Service Providers do not operate in a free market and do not compete with other companies. Because of this, we, as consumers, do not have competitive options to pick from.

This capping is unfair to many Americans who cannot afford to use internet. Without affordable unlimited access to internet, we will continue to see big gaps of social inequality.

Ticket: # 1250103 - Anti-competitive: Comcast's proposed 1TB monthly limit

Date: 10/10/2016 3:47:44 AM

City/State/Zip: Mountain View, California 94043

Company Complaining About: Comcast

Description

Comcast is proposing a 1TB monthly limit to their ISP customers.

Comcast is also a media company and competes with (4k) video streaming services. A cap will force users back to Comcast's cable service if they exceed the cap. Normal media consumption will hit this limit even without 4k.

Ticket: # 1250066 - Comcast Internet Data Cap

Date: 10/10/2016 2:12:54 AM

City/State/Zip: Eugene, Oregon 97401

Company Complaining About: Comcast

Description

Comcast has recently emailed customers in my area to inform us that they will, according to the email I received, be enforcing a 1TB cap limit on cable internet data usage next month.

I feel that this is unfair to myself and other customers, especially those of us in areas where there are no other comparable options for cable internet access. On top of that, some customers are under a 1 year contract with Comcast, keeping us from being able to switch to other companies where possible.

I also feel that this hampers our abilities to use the internet freely, and instead forces us to be more careful with how we utilize connections that we pay for.

Ticket: # 1250078 - Comcast Internet Data Caps

Date: 10/10/2016 2:40:13 AM

City/State/Zip: Wilsonville, Oregon 97070

Company Complaining About: Comcast

Description

Comcast sent me an E-mail telling me that they will now cap the amount of data I may download each month. If I go over this new cap, they will charge me \$10 per 50GB.

They say this new cap is way higher than what I use today, and this is true. I watch all of my video and tv shows through online streaming websites. These websites will soon be releasing 4k HD streaming and I will be buying a television to support 4k video. When this happens, my data usage will go much higher and so will most viewers of online streaming websites.

This anti-competitive behavior should be reviewed by the FCC. I shouldn't be charged a maximum of \$200 on top of my bill if I go over the usage cap each month because my household streams 4k media most of the day, instead of getting our television service through Comcast.

Ticket: # 1250080 - Data Usage Charges

Date: 10/10/2016 2:41:00 AM

City/State/Zip: Woodinville, Washington 98077

Company Complaining About: Comcast

Description

Xfinity under Comcast has turned on data usage for my account threatening to charge me for basic usage. This is a violation of net neutrality. Also, I have a router that can record my usage. It turns out their numbers and my numbers do not match. How will they be audited as compliant? Is there going to be a standards and measures committee just like when I use a Gas Pump? It has a local auditors sticker that when I get 1 gallon of gas I actually get 1 gallon of gas.

Ticket: # 1250099 - Internet Data Usage Plan

Date: 10/10/2016 3:24:21 AM

City/State/Zip: Vancouver, Washington 98684

Company Complaining About: Comcast

Description

Comcast wants to increase my bill by \$600 a year just to continue using the internet like I always have been.

The price hike comes with no extra speed, hardware, service or anything. It's a price hike just for the sake of hating their customers.

If the terabyte plan continues, I will pay the \$600 a month but I will set up a dedicated computer to constantly run downloads to hopefully use up dozens of terabytes and waste Comcast's precious bandwidth.

Ticket: # 1250093 - Comcasts recent decision to implement a 1TB Cap

Date: 10/10/2016 3:08:44 AM

City/State/Zip: Seattle, Washington 98102

Company Complaining About: Comcast

Description

I've noticed that the cost of my Internet service with Comcast has been going up each year (by double digit percentages) and new fees being added without any improvement in service. Now they've introduced a 1TB cap that I will likely hit when I switch more to streaming services (now with my current Netflix usage I'm hitting ~400/month and that's primarily on one TV). Adding a sports package (likely through Sling) will also bring me closer to being over.

This makes sense in that they want to dissuade me from using services that compete with other products they offer. I do not want to have their sports package, and I don't want to watch their cable TV - so my penalty is to pay them rent for wanting to use a competitor's service.

I'm very displeased and I would like to see the FCC impose a model where the conflict of interest between Internet Service Providers and content providers doesn't exist. Or, at the least have other broadband options (I would need to move to have an option that isn't CenturyLink and I left them because their service was so unreliable it wasn't usable).

Ticket: # 1250216 - Comcast Terabyte Data Cap

Date: 10/10/2016 9:00:22 AM

City/State/Zip: Crystal, Minnesota 55427

Company Complaining About: Comcast

Description

Comcast is rolling out monthly data limits for their internet and fining those who go over the designated 1TB limit. This is disgusting and extremely anti-consumer. Living in a house with three other people, we would frequently use over 1TB of data by two weeks. Our address at the time only had Comcast and the very spotty service Century Link, forcing us to settle with Comcast. Not only did they lie about how much our internet and cable "deal" would cost each month, but the provided download/upload speed was inconsistent with what we were told while signing up.

Their customer service was rude and basically told us "we didn't say that" despite one of my roommates taking detailed notes of the conversation, disputing their claims.

This TB data limit is openly aggressive to consumers and a thinly veiled attempt to extort even MORE money from consumers who have no other feasible options for internet. Please, please, please take some action to open up the internet market and hold Comcast accountable for their actions for ONCE.

Ticket: # 1250230 - Harris Broadband, Brownwood, Texas 76801

Date: 10/10/2016 9:25:08 AM

City/State/Zip: Brownwood, Texas 76801-7315

Company Complaining About: Harris Broadband, Brownwood, Texas 76801

Description

During the week of October 3rd 2016, Harris Broadband began an internet process they call "natting". Where by they change IP addresses very quickly on each consumer line for a reason I do not understand. This process causes me, and other customers, to unable to use our on line banking as normal before this process was begun. Harris Broadband agent that I questioned in person knew of the process and of the trouble I am experiencing. The agent suggested that I might buy a static IP. This doesn't seem like it is legal under the Internet Neutrality. I am attaching the PDF file my bank IT department provided me, it proves the IP problem but doesn't have any personal information.

[Ticket: # 1250343 - Comcast Data Limit](#)

Date: 10/10/2016 10:36:56 AM

City/State/Zip: Boulder, Colorado 80305

Company Complaining About: Comcast

Description

Comcast's 1TB data limit is an arbitrary restriction on free use of the internet. ISPs should not be allowed to place restrictions on the use (content or volume) of the internet.

Ticket: # 1250420 - Comcast 1TB bandwidth cap

Date: 10/10/2016 11:17:47 AM

City/State/Zip: Flushing, Michigan 48433

Company Complaining About: Comcast

Description

I believe it is unfair for comcast to limit their users to 1TB of data transfer per month when I initially signed up for the plan and it was marketed as no cap.

I now have received notification from Comcast that I am going to be limited to 1TB and any overages I will be charged for.

This is extremely frustrating as my household streams all media content... rather it be Netflix, YouTube, or Amazon Prime. We easily go over the 1TB cap with six tv's being connected via Rokus and FireTV sticks.

I also do not believe the statistics Comcast reported in the notification they sent me on my monthly data usage is correct. I have started logging monthly bandwidth usage at my perimeter firewall for comparison against Comcast's reported usage. I will be filing a second complaint next month if the numbers do not match.

I also do not think it is even close to being ethically correct that Comcast will be decrypting my https web traffic and injecting alerts into the websites I am visiting when I become close to the 1TB cap.

Ticket: # 1250436 - Comcast Internet caps of 1 terabyte / month

Date: 10/10/2016 11:22:09 AM

City/State/Zip: Orem, Utah 84058

Company Complaining About: Comcast

Description

There is no functional reason to impose this cap. This is a profit grab pure and simple. While 1 TB of data seems like a lot now, it wasn't long ago that 1 GB would have been seen as completely reasonable. As internet technology and services continue to advance, 1 terabyte will very likely soon be a hard constraint on reasonably-priced access to the modern internet. Of course, Comcast will not apply such caps to its own video streaming services, so this becomes a Net Neutrality issue as well. As most broadband providers operate in an effective monopoly, we as consumers often have no competitor to turn to if we feel we are being overcharged by our current provider. Please address this issue.

Ticket: # 1250484 - Comcast Data Cap

Date: 10/10/2016 11:42:37 AM

City/State/Zip: Northville, Michigan 48168

Company Complaining About: Comcast

Description

I can't imagine a world in which this is legally allowed; for a company to be unable to promise speeds, but yet now take away our rights to free information at the costs of a provider losing nothing for the amount of data that is supplied to someone.

Outrageous, unfair, unjust and just plain wrong. I can not idly let this happen without expressing my dis-concerned voice for a manner that will only get worse in the future.

Ticket: # 1250490 - Comcast Business Practices

Date: 10/10/2016 11:45:57 AM

City/State/Zip: New Castle, Pennsylvania 16101

Company Complaining About: Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If you want to keep the unlimited access you've had for years? It's now an extra \$50. For the same service.

I am terrified of this change coming to my area next - I have absolutely no power over this decision. I can either suffer a needless restriction, or nearly double my bill, all for the sake of profit.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1250536 - Comcast data caps

Date: 10/10/2016 12:01:26 PM

City/State/Zip: Houston, Texas 77008

Company Complaining About: Comcast

Description

When I signed up with Comcast's internet service, I was allowed to use the service at my leisure. Now they are charging based on usage simply because they can. It costs them nothing to continue to provide service to a customer who uses more downstream compared to any other customer. This should not be legal and is not in the interest of the consumer. Corporations should not be allowed to take advantage of their position while end-users of their services have few alternatives.

Ticket: # 1250555 - Data Caps

Date: 10/10/2016 12:05:33 PM

City/State/Zip: Royal Oak, Michigan 48067

Company Complaining About: Comcast

Description

In the last 20 years the internet has gone from a novelty to a necessity. The limits Comcast is placing as we enter an age where the majority of information access will be done online is insane. The pay for usage model that Comcast is implementing will restrict access to basic needs such as checking a bank statement, paying bills, accessing government websites, and basic commerce. Yes there is cost associated with maintaining an internet infrastructure but those costs are not related to amount of data consumed. I would like to request an official inquiry into this practice.

Ticket: # 1250638 - Comcast Data Plan Should Be ILLEGAL!

Date: 10/10/2016 12:32:31 PM

City/State/Zip: Lake Forest Park, Washington 98155

Company Complaining About: Comcast

Description

<https://dataplan.xfinity.com/faq/>. They should not be allowed to limit how much data I can use in a month. Isn't that what all the legislation was about a year or two ago? Are you going to allow them to do this unchallenged? This is a general complaint. I have not run into the usage limit, I just feel like this move is illegal and violates my rights, especially considering the extortionate amount of money they're charging me every month so my kids can watch Peppa Pig.

[Ticket: # 1250651 - Comcast is soon enforcing data caps](#)

Date: 10/10/2016 12:34:51 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Comcast

Description

Charging for going over data? That is bull

Ticket: # 1251633 - Comcast Caps

Date: 10/10/2016 7:33:49 PM

City/State/Zip: Danville, California 94526

Company Complaining About: Comcast

Description

(b) (6)

A large black rectangular redaction box covers the majority of the description text.

Comcast caps are harmful to the economy and is just a money grab.

Ticket: # 1250763 - Comcast Data Cap

Date: 10/10/2016 1:22:17 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: Comcast

Description

I am outraged by an email I received from Comcast to limit my HOME INTERNET connection to 1TB/month. This is nothing but a deliberate cash grab by a greedy monopoly. My household streams all of our television and movies, and this is a terribly unfair decision by fat cats to punish us for "cutting the cord". As technology and media become more sophisticated, more and more data will be used to view and stream content such as 4k video. I urge the FCC to regulate the FUCK out of Comcast, give consumers a free and open Internet, and classify Internet as a utility. Comcast is doing very well for themselves--now it's time for the federal government to PROTECT the lower middle class in America! We are tired of Comcast rigging the system, and we are really pissed off!

Ticket: # 1250903 - Comcast Data Plan Limits

Date: 10/10/2016 2:17:01 PM

City/State/Zip: Spokane, Washington 99202

Company Complaining About: Comcast

Description

Comcast has decided to create a 1TB limit on all internet in Washington state. They did this without properly notifying customers, and I'm now going to be paying the same price for *less* internet access. I was not given the option to change my service, nor am I getting a reduction in price - although I'm getting a reduction in service.

[Ticket: # 1250937 - Comcast Throttling/limiting data usage](#)

Date: 10/10/2016 2:29:20 PM

City/State/Zip: Eden Prairie, Minnesota 55347

Company Complaining About: Comcast

Description

Comcast is putting a data limit on our internet usage at 1tb a month. This, I believe is a violation of the open internet policies that are in place.

[Ticket: # 1255113 - Re: unreasonable markup on services in rural area, to discourage reselling](#)

Date: 10/12/2016 7:33:19 AM

City/State/Zip: Colorado City, Arizona 86021-3311

Company Complaining About: South Central Communications

Description

This is a follow-up to your previous request #627260 "unreasonable markup on services in rural area, to discourage reselling"

Ticket: # 1251414 - Internet

Date: 10/10/2016 5:36:51 PM

City/State/Zip: Portage, Indiana 46368-1941

Company Complaining About: Frontier Communications

Description

I get intermittent reception of YouTube with Frontier. It's very difficult to get reception most of the time and don't try to call them. I just tried again and rang the phone 20 times for technical support and never did get them. That's when I decided to write to you. This has happened repeatedly with Frontier. Their equipment is antique.

Ticket: # 1251464 - Comcast Data Caps

Date: 10/10/2016 6:09:28 PM

City/State/Zip: Troutdale, Oregon 97060

Company Complaining About: Comcast

Description

Shame on the FCC for allowing this! You guys must be getting paid by Comcast lobbyist.

Ticket: # 1251727 - COMCAST "data allowance"

Date: 10/10/2016 8:31:29 PM

City/State/Zip: Santa Maria, California 93455

Company Complaining About: Comcast

Description

I currently have no "allowance" (aka cap) and pay \$70. They are implementing a 1TB allowance of data on Nov 1. If I go over the "allowance" by a lot, they could charge me up to \$200 extra on top of my bill. For unlimited (what I had before this), they are making you pay an extra \$50 every month, that's over 70% increase to keep my service. They have a monopoly in my neighborhood, so its either pay this huge fee or have no internet. This is a disgrace to the community. The government needs to step in to protect consumers from this abuse.

Ticket: # 1251743 - Local monopoly Comcast imposing data caps

Date: 10/10/2016 8:41:22 PM

City/State/Zip: Seattle, Washington 98177

Company Complaining About: Comcast

Description

Unlike the competitive DSL market, the FCC does not impose any requirement that Cable-based internet utility companies lease competitors access to last-mile infrastructure.

Because of this Comcast has been able to create a local monopoly and impose data-caps in the many markets where it has blocked out any meaningful competition.

So if I want home access to the economic, social and intellectual benefits of the internet I have no choice but to pay whatever the loathsome extortionists at Comcast demand.

Do your job as telecommunications regulators and end the anti-competitive, consumer-unfriendly practice of allowing Cable ISPs to monopolize the last mile of internet infrastructure.

Ticket: # 1251796 - WA Comcast Data Limit

Date: 10/10/2016 9:07:47 PM

City/State/Zip: Bonney Lake, Washington 98391

Company Complaining About: Comcast

Description

Comcast is placing a 1tb cap in internet bandwidth a month. This is a attack on net neutrality and should never be allowed. Bandwidth is cheap and this is very unnecessary.

Ticket: # 1251770 - Too many problems with Fioz/Fronier

Date: 10/10/2016 8:55:24 PM

City/State/Zip: Anaheim, California 92894

Company Complaining About: Frontier Communications

Description

I called back in May of 2016 to open an new internet account for my parents, I clearly made an request for weekend installation so someone who speak English can stay home and translate for my parents. Since there company is being change from Frontier to Fioz they don't have any technician coming until July 9th, I agreed with the date and also asked for a phone call prior to arrival.

On July 9th my parents were at home all day until around 5:30 pm, no technician has shown up. I, then call up to Fioz to see what is going on, the agent on the phone told me that the schedule is set until 9:30pm, so then I still have few more hours of waiting. The agent put me on hold then came back and said that an installation tech show up at 2:30pm and no one is home. I told him that I didn't recieve any phone call, neither is my parents see any technician came by. I have to reschedule for the following Monday which is July 11th, 2 technicians came, after an hour passed 1 technician said he don't have the box to finish to job with him, so he needs to go back to the warehouse to get box. The technician told me it will takes no more then 45mins, I waited passed an hour he not back, 1.5 hrs passed still not back, I called to the customer service number for them to page him, he came back close to 2 hrs later just to tell me that the warehouse is close and he has to come back tomorrow. I don't understand why he didn't even bother to call the customer to let them know that instead of having me calling and looking for him.

On Tuesday July 12th, the technician came back with the box and the Internet is not not up and running, he told me that there is some problems with the company system and once the company fix the system everything will be working. I asked him "do you need to come by my parents house again?" The technician responses "No, there is nothing else need to be done at the house". Just to make sure I asked him again "you not coming tomorrow right?" He said "no" again.

On Wednesday July 13th, I took my 2 kids and 5 nieces and nephews to (b) (6). The ticket cost \$86 per ticket, that come out to \$688 for all of us. I got a phone call from my parents saying that there is some guy standing outside and wanting to come in to fix the internet. Both of my parents are over 70 years old, whose doesn't speak any English, imagine how scare they are. I have to rush home to be there with my parents. When I got home, I saw a different technician from the passed 2 days. He told me that the previous technician send him a request for him to come out to fix my parents Internet, because he doesn't know what going on that causes it to not work. The new technician have to do everything over again, including running all the wire and holes to the wall.

The previous technician just cost me \$688 for him not being honest, I'm an low income family, saving up to an amount to take the kids, I worked hard for that money, what make him feel right to lie to a customer like that. Knowing that he needs help and couldn't finished the job and LIED to me twice!!! I called to customer service on the same day Wednesday July 13th, the agent waive my installation fee and first month (which I didn't receive at all).

2 months passed I didn't receive any bills for the Internet, I tried to call many times and every time at least 20-30 mins wait and still no one. On October 4th my parents Internet got disconnected due to they didn't receive any payments, I called them on Wednesday waited over 30 mins got hung up, I called again waited over 20mins still no one. On Thursday I called and on phone for 40 mins, the agent told me that it got disconnected due to no payment, I told her i didn't receive any bills, I tried calling and even go online but nothing. My bills is not going to their collection and got charged for late payments, the agent said there is nothing she can do for me, I then asked to speak to a supervisor. I spoke to the supervisor, she said she can only waive the installation fee and not the first month charge (according to the agent I spoke to back in July 13th). I then again got LIED to again. After everything is correct to the right amount I paid the bill right away on phone, the supervisor said Internet will be back 2-24 hrs, waited for 4 days nothing. On the 5th days I called and got disconnected while talking to an agent twice and no one call me back, I called back the 3rd time an agent gave me a phone number to call back in case we got disconnected again, which we did and I dial the number was given by the 3rd agent. An different agent pick up and said I called to the wrong department and that he needs to transfer me to the correct department. I was on the phone for close to an hour to get the problem fix for my parents.

I don't understand why they have to lie to their customers over and over again. The service is being use by an elderly over 70, I have problems with them since day one.

[Ticket: # 1251790 - Comcast data cap in WA State](#)

Date: 10/10/2016 9:03:32 PM

City/State/Zip: Shelton, Washington 98584

Company Complaining About: Comcast

Description

I was just notified by Comcast that I will soon be bound by a 1TB data for my residential Internet connection. When I subscribe to their service there were no such caps, which clearly are in violation of the Net Neutrality laws that you are asked to uphold for the American public. Please pass this along to somebody who can take action against Comcast and the other ISPs who feel they are above the law. Thank you.

Ticket: # 1251827 - Comcast cap of Internet use

Date: 10/10/2016 9:45:01 PM

City/State/Zip: Berkeley, California 94709

Company Complaining About: Comcast

Description

Comcast has now enforced a pay wall for extended internet usage. Past a certain amount, internet use is cut unless more money is handed over, making it extremely difficult to provide an internet service taking many requests with their infrastructure. Furthermore, this provides an easy avenue for a DDoS attack if a user can be forced to run up their downloads.

[Ticket: # 1251829 - Comcast 1TB change, stuck in 2 year contract and they won't let me out](#)

Date: 10/10/2016 9:46:54 PM

City/State/Zip: West Bloomfield, Michigan 48324

Company Complaining About: Comcast

Description

1TB cap change will raise my bill by \$50 a month. They say I cannot cancel the service without a \$130 termination fee because I'm 11 months into a 24 month contract. I think they should honor contract for 24 months and then they can make any changes they want and I can choose to leave or stay with them.

[Ticket: # 1251893 - Comcast/Xfinity data cap for home internet customers](#)

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

City/State/Zip: Houston, Texas 77023

Company Complaining About: Comcast

Description

Comcast has notified its customers that it will be implementing a monthly cap on the amount of internet use a customer has available to them. The cap is stated to be 1 terabyte. I believe that internet should be freely accessible to all persons and imposing limits such as these is tantamount to infringing on my rights as a human being. From my own personal research I have found no reason for the cap to be implemented as internet use isn't a depleteable respurce.

Ticket: # 1251913 - 1TB data cap by comcast

Date: 10/10/2016 10:37:35 PM

City/State/Zip: Davie, Florida 33314

Company Complaining About: Comcast

Description

The despicable company that is comcast is again manipulating what should be a worldwide basic utility to their liking. Think how many people actually use the Internet to do their job, talk to family, etc. Internet has moved beyond being something people could live without, it is a part of everyday life and something some people depend on a day to day basis. Now that Comcast has set a cap with how much you can use is pretty terrible. Imagine if your electricity company set an allotted amount of energy to be used a month, how many people would be up in arms? People aren't doing it right now about comcast because it was done so quietly that barely anyone noticed. There needs to be a stop to this or they are going to keep pushing to see what they could do, and see how much money they could make.

[Ticket: # 1251963 - Comcast Forcing data caps on Internet](#)

Date: 10/10/2016 11:13:57 PM

City/State/Zip: University Place, Washington 98466

Company Complaining About: Comcast

Description

Comcast notified me of a forced cap on my data plan. Even though the cap seems large, this violates net neutrality. They also have a monopoly on my area so I have no other options to go to if I want.

[Ticket: # 1252005 - Comcast limiting my data](#)

Date: 10/10/2016 11:53:01 PM

City/State/Zip: Bellingham, Washington 98226

Company Complaining About: Comcast

Description

Comcast is going to put a cap on my internet data. This is wrong and was not part of my purchase agreement.

Ticket: # 1252007 - Comcast Data Plan Cap**Date:** 10/10/2016 11:55:18 PM**City/State/Zip:** Colorado Springs, Colorado 80904**Company Complaining About:** Comcast

Description

Comcast recently introduced a data plan cap on customers in the Colorado Springs region. This is a blatant lack of respect for their customer base and only maintained by the fact that they have a monopolization on this area and no competition to immediately give customers a new option to turn to. The internet has become one of our nation's most important staples, like electricity and water, and Comcast's new data plan caps set a terrifying precedent. If we pay for water, is that capped at a threshold set by our benefactors? Of course not, it's a service we paid our hard earned money for like any good citizen. I truly hope the FCC is looking into their practices, and I hope these seemingly innocent changes don't set the early precedent for more and more legislation that allows Internet service providers to complete practices that should be held downright illegal. Thank you for your time.

Ticket: # 1252009 - Comcast Data Cap

Date: 10/10/2016 11:56:28 PM

City/State/Zip: Rockford, Michigan 49341

Company Complaining About: Comcast

Description

I understand Comcast will soon be capping me to 1TB per month along with millions of other subscribers with claims of fairness. I'd like to insert that it isn't fair, and they know very well that right around the bend is a period where 1TB of data will get blown through like it's nothing and they're looking to simply make more money off subscribers by capitalizing on this. It's like insider information. Which Martha Stewart even got in trouble for.

Ticket: # 1252024 - Comcast Internet Caps

Date: 10/11/2016 12:08:09 AM

City/State/Zip: Aurora, Colorado 80011

Company Complaining About: Comcast

Description

Im sure you get these a lot, but i am receiving a cap on my internet with Comcast in the coming months. 1TB of data and then an extra \$10 for every 50 gb, up to \$200. Or we can keep our internet the same for an extra \$50. They are increasing the price of the current internet they provide by \$50 for a large majority of their users.

Like i said, im sure --at least i hope-- you get these a lot. They are a multi billion dollar corporation that already operates in the green, why do they need another \$50 a month from every customer?

[Ticket: # 1252073 - Comcast data limit](#)

Date: 10/11/2016 1:26:03 AM

City/State/Zip: Fairchild Afb, Washington 99011

Company Complaining About: Comcast

Description

I did not sign up with comcast for a data limit, nor do I have any other cable internet option in the state of Washington.

The limit will start Nov 1, 2016.

Ticket: # 1252091 - Comcast in Seattle

Date: 10/11/2016 2:20:14 AM

City/State/Zip: Seattle, Washington 98119

Company Complaining About: Comcast

Description

The Comcast corporation has announced that they are going to force my household to stay within a 1TB/mo download limit. This is in violation of net neutrality, and as a consumer I have no choice to protest, as there is no other high-speed broadband option in my residential area. I am currently paying for 120Mbit internet and my only other option, CenturyLink DSL, would relegate me back to 3Mbit. Because of this local monopoly, I have no other option but to submit to Comcast's demands, move, or stop participating as a free communicator on the Internet.

Ticket: # 1255719 - Comcast 1TB data limit

Date: 10/12/2016 11:16:10 AM

City/State/Zip: Elverta, California 95747

Company Complaining About: Comcast

Description

Comcast has decided to implement the 1TB in our area in California. I know that you are already aware of the situation. Comcast has stated those who use more pay more. However there has been no explicit reason behind this. Comcast is not using these tactics to provide better service or even upgrade their infrastructure. Simply they are charging this because they can.

There is also not clarity in regards to whether or not using a Xfinity wifi HotSpot would count towards your overall total data usage for the month. When I spoke to Comcast Customer Service they stated that yes using an Xfinity WiFi HotSpot would count towards your overall total for the 1TB data usage. Which further confirms my suspicion that Comcast is just using this as a ploy to make more money without providing a better service. If Comcast could prove that they needed these funds to upgrade an out dated infrastructure I could see that as a reasonable expense for Comcast's claim those who use the internet more pay more. However to charge families more without providing better service in the means of infrastructure just because they can does not make any sense to me. The US Court of Appeals for the District of Columbia Circuit decided on June 14 2016 that the internet is a core service much like water, electricity or a phone. However this new ploy that Comcast is attempting to charge more for no other purpose then to fill their chuffers seems not right especially since internet is a core service for all American's.

Also the overage limit for the data is vague at best. Comcast has been sending out e-mails that state you can upgrade for \$50 more to have unlimited data usage. However after talking to Comcast Customer Service this is not true. The increase to have unlimited data would be anywhere from \$40 to \$70 more per month which would double our bill. I have attached the e-mail notification that Comcast has e-mailed to its customers that is deceptive. There is no asterisk next to the \$50 additional cost per month. Apparently Comcast is using this \$50 as an arbitrary number and is deceiving its customers since it could be anywhere from \$40-\$70 additional per month for unlimited data.

Comcast is the only viable provider of internet in our area. There is At&t however they are not able to provide even 1Mbps of download or upload speed. At&t's infrastructure still needs expanding and at current can only provide 80Kbps of upload speed.

I know that the FCC has received thousands of complaints and it was stated back in May 12 2015 that "An operator the size of Comcast absolutely will draw scrutiny," ... "If Comcast decides to impose its currently tested market trial plans on Comcast customers nationwide, the FCC will take a closer look. Under Title II, the agency is empowered to watch for attempts to circumvent Net Neutrality policies. Usage caps and charging additional fees to customers looking for an alternative to the cable television package will qualify, especially if Comcast continues to try to exempt itself."

Please take this complaint as well as all the other complaints into Comcast limiting the data of individual households as serious and launch an investigation into Comcast's current practice of

ignoring net neutrality laws and also the deceptive e-mail that they state cost of increase for unlimited data is only \$50 when it could be much more than that.

Ticket: # 1252099 - Comcast enforcing 1 Terabyte data cap

Date: 10/11/2016 2:39:44 AM

City/State/Zip: Mill Creek, Washington 98012

Company Complaining About: Comcast

Description

My Internet data plan supposedly gives me access to about 19Megabytes of download speed per second. Comcast will be enacting a cap of 1 Terabyte (aka, 1 million megabytes) total bandwidth per month.

I object to this limitation on the principles of Net Neutrality. It is not Comcast's domain to decide how much of the Internet I am allowed to use. It is my personal connection, they are providing a conduit and charging me a fixed price for it.

I also object to this limitation on the basis of false advertising. Despite being sold speeds of 19 Megabytes, I will effectively be able to average speeds of 0.38 Megabytes for the duration of the month. This means I can only average 2% of my advertised speed if I use it consistently, and average 3% of the speed if I only use it during a typical waking hours.

Please do not allow Comcast to impose such unnecessary restrictions on the growth and usefulness of personal Internet usage.

[Ticket: # 1252130 - Datacap courtesy of Comcast.](#)

Date: 10/11/2016 3:33:12 AM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: Comcast

Description

The forthcoming "regulations" I will be receiving through municipal lines limits my household to 1 TB of data per month. But with three gamers that each stream Netflix while gaming all under one roof we will be subject to overage fees much like the bullshit telecommunications fees on cell phones in the early 90s. There is no reason that a monopoly should be allowed to bill me extra because I watched one too many episodes of "Family Guy" or "Shameless." Their service already goes out for 30 minute periods several times I week. I feel like I'm overpaying but putting on lipstick for corporations seems standard.

Ticket: # 1252255 - No Other Options For Internet Provider**Date:** 10/11/2016 9:31:31 AM**City/State/Zip:** Flint, Texas 75762**Company Complaining About:** Centurylink

Description

I live in a small Texas town, so I understand top notch utilities are not expected. I do have access to the internet, so I am lucky enough there. My issue is with the accessibility and pricing of internet. I live in an area where a few service providers say they service the area, but when I give them my address they say they don't service my address. I have tried Suddenlink, AT&T, Frontier, and Verizon to no avail. CenturyLink charges me \$74 a month for 5mbps of speed which is crazy. My neighbors have SuddenLink and they have at least 15mbps for about the same price. Now I cannot get Suddenlink for whatever reason, so I am forced to use Centurylink who overcharge for a subpar service. Something, if anything, needs to be done. I want options, even if it only saves me \$10. I just hate having to have one option for internet.

[Ticket: # 1253130 - Internet usage limits](#)

Date: 10/11/2016 2:33:45 PM

City/State/Zip: Fircrest, Washington 98466

Company Complaining About: Comcast

Description

I want to file a complaint about imposed usage limits buy Comcast on its customers. This would greatly limit my ability to run my own business watch television with my family and play video games without taking on huge expense. This is not fair to the customer.

Ticket: # 1252607 - Frontier Communications

Date: 10/11/2016 12:12:25 PM

City/State/Zip: Denton, Texas 76208

Company Complaining About: Frontier Communications

Description

signed up for Internet 9/28/16, as of today they still have not been out to setup wifi they keep telling me tomorrow tomorrow I am very frustrated they charged my bank account for the WiFi router on 10/3/16. Charging me for equipment but sending no one out to get this set up. Frontier is my only option for Wi-Fi

Ticket: # 1252687 - Comcast Data Cap**Date:** 10/11/2016 12:43:41 PM**City/State/Zip:** Pontiac, Michigan 48342**Company Complaining About:** Comcast

Description

I think it's ludicrous to having capped Internet. I use the Internet like a part of my life stream I already pay to much for what I get anyway on top of the fact that there really are no other choices. I use Playstation Vue, Netflix, I Game, stream on twitch amongst other things 1TB of data in not enough but regardless it's always been unlimited for as long as I can remember it was never a problem. So why is it now because Comcast amongst others that set caps just want to line Thier pockets. Internet as a whole should be free or a lot cheaper than it is it required in life in this day and age. Please stop companies from capping I telnet there really is not reason for it.

Ticket: # 1252913 - Comcast Usage Caps

Date: 10/11/2016 1:52:05 PM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Comcast

Description

I am a Senior User Experience Architect with 6 years experience . I design usability wireframes for website. I want to add my voice to an issue that will be destructive to the internet itself and my livelihood.

Comcast recently imposed a cap of 1TB on my home internet connection (Chicago). My connection used to be un-capped. Everyone paid for unlimited internet. I, and many others, view this as the start of strangling internet users with arbitrary caps and extreme overages similar to mobile service.

While 1TB may be "generous" at this time, that will not be true in the near future. The advent of 4k video streaming, video game streaming and many other bandwidth heavy activities will grow, as they always have. This is a natural part of the evolution of the internet.

My fear with the ISP imposed caps and overages is that people will scale back internet usage with fear of hitting arbitrary caps that serve no purpose other to the squeeze my money out of the end user. In addition, living miles for Chicago's downtown I suffer from a serve lack of competition (Only ATT & Comast service my building)

I cannot vote with my wallet and choose a ISP that does not impose caps and overages, which I would do in a heartbeat.

I believe this trend will eventually lead to disaster. I ask the FCC to work to stop this sneak attack on internet freedom. My job, and numerous other, depend on it.

[Ticket: # 1253044 - Comcast's introduction of Data usage limits.](#)

Date: 10/11/2016 2:13:18 PM

City/State/Zip: San Jose, California 95110

Company Complaining About: Comcast

Description

This is a dangerous precedent. The internet needs to be free and open. Files aren't getting smaller, they're getting bigger. Data usage isn't going down, it's going up. Furthermore, I did not enter into a contract situation with xfinity/comcast with the knowledge that my data would be limited in any way. I feel deceived by Comcast.

Ticket: # 1253045 - Comcast to place 1TB data cap limit to Washington customers, November 1st.

Date: 10/11/2016 2:13:20 PM

City/State/Zip: Bellevue, Washington 98005

Company Complaining About: Comcast

Description

Violation of net neutrality.

[Ticket: # 1253107 - Comcast implementing caps, taking advantage of duopoly](#)

Date: 10/11/2016 2:28:23 PM

City/State/Zip: Ramsey, Minnesota 55303

Company Complaining About: Comcast

Description

Caps being implemented on my account.

[Ticket: # 1253380 - Comcast data plans](#)

Date: 10/11/2016 3:31:37 PM

City/State/Zip: Danville, Kentucky 40437

Company Complaining About: Comcast

Description

There should be no limited data plans on a company this large. It is money hungry towards customers whom haven't been exposed to such plans as previous customers of their newly bought out company TWC.

[Ticket: # 1253405 - Comcast's addition of bandwidth caps](#)

Date: 10/11/2016 3:35:59 PM

City/State/Zip: Houston, Texas 77002

Company Complaining About: Comcast

Description

Comcast has recently added bandwidth caps to it's Texas customers, restricting the usage of their internet service to below 1TB per calendar month unless the customer pays an additional \$200 for "unlimited" internet service.

Ticket: # 1253494 - Comcast Data Usage Cap

Date: 10/11/2016 3:56:27 PM

City/State/Zip: Chicago, Illinois 60707

Company Complaining About: Comcast

Description

Comcast has implemented a cap on data usage for Internet customers in the Chicago area. Comcast exempts its own video on demand offerings from the cap while counting competing services against it. This is an anti-competitive practice and violates the concept of network neutrality.

Ticket: # 1253745 - Comcast Price Gouging via Bandwidth Cap**Date:** 10/11/2016 4:56:11 PM**City/State/Zip:** Ann Arbor, Michigan 48105**Company Complaining About:** Comcast

Description

Comcast has added an artificial bandwidth cap with usurious rates for exceeding them. They have effectively doubled the price of the same service with no additional benefits. The fee structure is built to get people to decide whether to commit to a higher flat price each month (on a 12 month commitment) or gamble with their Internet usage and pay \$10/50Gb over the limit, up to \$200. If Comcast was really doing this cap in the name of service reliability, they would cap the "risky" limit at no more than the flat rate, or do as wireless providers do and reduce the speed when the cap is exceeded. Gambling with data usage is not for service reliability, it is for Comcast's financial gain. These caps enable Comcast to prevent me from gaining open access to competitive streaming TV content services by excessively pricing the bandwidth needed to do so. Comcast's own TV service over cable is at an unfair advantage because watching it does not trigger the bandwidth usage. Also, there is no way to hard limit the data to be stopped at the cap, and therefore no way to prevent overage charges. Notifications exist from Comcast, but they are done in a way that is insecure, by injecting Comcast packets into my non-Comcast web usage, thus breaking into the conversations I am having with others that they are not a part of. This is not acceptable means of notification based on the security and privacy principles of the Internet. This raises concern if Comcast are inserting other content, such as advertisements or illegal tracking tokens to use for advertising sales. Additionally, when inquiring about getting an alternative offer to the newly-added AT&T Gigapower service to the area, the agent I spoke with looked up my address, saw that I was not directly served and then indicated that because there was no AT&T competition at my address, that I was not able to get any additional pricing offers. That Comcast uses pricing that is based on competition and keeps prices high when there is no competition reeks of monopoly behaviour. This is unacceptable behaviour for a service provider that gives access to a critical resource such as the Internet. Artificial caps for anti-competitive gains and price gouging for overages making the use of the Internet both cost prohibitive and reduce the effectiveness of the ubiquitous vehicle of free speech.

Ticket: # 1253762 - Comcast Data Limits**Date:** 10/11/2016 4:59:00 PM**City/State/Zip:** Sugar Land, Texas 77479**Company Complaining About:** Comcast

Description

Recently my household received a notice from our ISP, Comcast, that they would be implementing a data usage limit in our area of 1TB per month. Data limits in the U.S. exist solely to make the user's experience worse and to frustrate them into shelling out even more money for a service they are already paying for. They also stifle competition in the video streaming market. Comcast make a lot of money from cable subscriptions, which are being wiped out by services such as Amazon Instant Video and Netflix. As 4K streaming content becomes ubiquitous, 1TB/month will become absolutely inadequate. This move to implement 1TB/month now is a long term strategic move to implement a bar that will not move while internet usage increases, thus forcing competitors like Netflix and Amazon Instant Video out of the market. This is an unfair practice that should NOT be allowed!

Ticket: # 1253867 - Comcast Data Cap Rollout

Date: 10/11/2016 5:28:04 PM

City/State/Zip: St Paul, Minnesota 55105

Company Complaining About: Comcast

Description

This data limit that Comcast is imposing is anti-consumer. These caps are not about improving performance, they are about making more money off of worse service, and charging people more for the same basic service they had before. I am inclined to cancel my service with this terrible company because I am lucky enough to have another service provider in my area but this is unfair for the people who have no other option but Comcast. Please do something to prevent them abusing this anti-competitive market

Ticket: # 1254035 - fraud and murder

Date: 10/11/2016 6:15:31 PM

City/State/Zip: Tucson, Arizona 85742

Company Complaining About: Go Daddy

Description

(b) (6)

According to Who Is Go daddy host this web page.

This is FRAUD, No manufacture on our planet makes a 120v AC panel. All PV is DC then there is an inverter to AC.

Fraud is not my biggest concern. This page advocates back feeding electricity into the grid. Backfeeds shock or kill linemen every year. I have 45 years in the electrical industry and have never found this practice that I would condone. I provide this web page as a start for you to see what I am talking about

(b) (6)

I believe this company is advocating murder of electrical workers on that basis alone you should remove the page. Their FAQ page indicates that they are aware of the problem and are telling folks it is OK to do this cause the utilities can not stop you.

(b) (6)

(b) (6) Arizona

I sent the above to abuse @go daddy and got a form reply that did not address the issue.

Contact me if you need to, visiting the web site and a bit of reading should solve the questions.

(b) (6)

Ticket: # 1254172 - Comcast changing contracts without compensation

Date: 10/11/2016 6:57:47 PM

City/State/Zip: Dearborn, Michigan 48124

Company Complaining About: Comcast

Description

I recently received a letter from Comcast stating that they are changing the service I pay for and capping the amount of data I can use. This comes less than three months after they raised my internet price by 50% (\$50 to \$75). Why are they allowed to change services without re-opening contract negotiations? Why are they allowed to determine how much internet usage is enough? Comcast drags its feet on upgrades, they actively campaign against allowing competition to enter areas, and then randomly decide what those who access the internet through them how much they can use?

[Ticket: # 1254461 - comcast implementing data aps](#)

Date: 10/11/2016 8:26:56 PM

City/State/Zip: Raytown, Missouri 64138

Company Complaining About: Comcast

Description

Comcast is now implementing a data limit and if we exceed the limit of the data usage we will be charged either 50\$ per month or based on the amount of usage we have. When we signed up with them 2 years ago we were not informed of any data limits and the contract I saw did not mention those limits. They also have not given me 30 days notification of the change in contract. They state that a form letter was sent however no letter was received and they have no tracking of such letter thus they are in violation of my contract.

Ticket: # 1254570 - Open Internet

Date: 10/11/2016 9:11:44 PM

City/State/Zip: Baltimore, Maryland 21229

Company Complaining About: Comcast

Description

Xfinity offers different levels of service for in exchange for different amounts of money from customers. This seems to violate the "No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind" Charging someone more for better traffic is favoring some lawful traffic over other lawful traffic in exchange for money.

--as a side note, they seem to be the only service in my area - is that not a monopoly?

Ticket: # 1254548 - Comcast

Date: 10/11/2016 9:02:09 PM

City/State/Zip: Springfield, Oregon 97477

Company Complaining About: Comcast

Description

Capped data! Please make them stop this. I am a student and I cannot afford to make my bills any higher. This is a disgrace on top of all the hassle with being charged for things I never ordered and the constant lack of customer service!

[Ticket: # 1254576 - Comcast usage caps](#)

Date: 10/11/2016 9:15:00 PM

City/State/Zip: Fort Wayne, Indiana 46807

Company Complaining About: Comcast

Description

I live in Fort Wayne, Indiana, a market just put under Comcast's new 1 TB usage cap. We have one other viable competitor, Frontier Communications. It is obvious Comcast is using its market size to subsidize its dying TV service from Internet video competition.

Please ban caps from Internet service providers like Comcast or break it apart for its monopolistic behavior.

I look forward to the agency standing up to Comcast and other monopolistic players in the market.

Ticket: # 1254639 - Comcast Implementing 1TB Data Cap**Date:** 10/11/2016 9:40:11 PM**City/State/Zip:** North Logan, Utah 84341**Company Complaining About:** Comcast

Description

Comcast is taking the profit driven approach to capping people's data usage, without reasonable competition in their service areas for people to show their displeasure by changing to another provider. If I want to receive the exact same service I have received for years, as a loyal customer, I must begin paying an EXTRA \$50 per month to continue enjoying unlimited data. They claim that they are "increasing" their previous limits, as a courtesy to the customer - limits that were never enforced and never advertised, and therefore never actually existed.

(b) (6)

It's a bigger deal than that because they'll show that they aren't losing many customers after the move, which will show other ISPs that they can do the same thing, overall worsening the internet access of millions of people for the benefit of a few board members and investors.

America is already behind most of the other major countries in the world in terms of our access to the internet in both pricing and speeds, and this tactic is absolutely not going to help.

Weren't we supposed to be fostering more competition between companies, and improvements to internet access overall? How is this game of chicken race-to-the-bottom approach helping anything but Comcast's bottom line?

Ticket: # 1254756 - Xfinity blocking HBO on PS4

Date: 10/11/2016 10:43:37 PM

City/State/Zip: Washington, District Of Columbia 20009

Company Complaining About: Comcast

Description

Hi,

I am unable to login and view HBO content on my PS4 as a Comcast Xfinity subscriber. I do not have a choice in cable providers and would prefer not to have to pay twice for the same content.

Ticket: # 1254993 - Comcast 1TB data caps

Date: 10/12/2016 1:59:57 AM

City/State/Zip: Vancouver, Washington 98665

Company Complaining About: Comcast

Description

I have received a notification from Comcast recently alerting me to their upcoming change in policy for consuming data. They will now be capping internet service at 1TB/month before charging penalties. While this does not adversely affect me at the present, it sets a dangerous precedent for the future of internet accessibility. With more and more content being offered online including 4k video streaming, video games and large application downloads, I find it commonplace to use gigs of data in our everyday lives. I beg the FCC to fight to the internet open and stop Comcast from continuing to stifle innovation.

[Ticket: # 1255188 - Comcast xfinity data cap](#)

Date: 10/12/2016 8:03:34 AM

City/State/Zip: Albuquerque, New Mexico 87104

Company Complaining About: Comcast

Description

Comcast is capping my data, and I have no alternative because there are no competitors. It's entirely unfair and it's a monopoly.

[Ticket: # 1256358 - Data Cap](#)

Date: 10/12/2016 12:41:47 PM

City/State/Zip: Maple Grove, Minnesota 55311

Company Complaining About: Comcast

Description

Not ok.

Ticket: # 1255428 - Cable plus of Honaker Va

Date: 10/12/2016 10:08:10 AM

City/State/Zip: Cedar Bluff, Virginia 24609

Company Complaining About: Cable Plus Honaker Va

Description

The Internet provider Cable Plus of Honaker, VA has threatened to publicly post late bills of several users on his Facebook page.

He has everyone on different speeds but there are no advertised price differences for the unlimited packages, only whom he is favoring for the week.

He has YouTube blocked for several of his customers. One day out of the month it might be turned on but it's rare. With 6mbps the website should at least load, but it doesn't.

He has threatened several women online if they say anything about his business, he will post their "account history" which could be anything.

I wish to remain anonymous about my complaint because he will slow my service if he finds out I made the complaint.

Ticket: # 1256219 - Data Caps by another name

Date: 10/12/2016 12:30:34 PM

City/State/Zip: Frederick, Colorado 80504

Company Complaining About: Comcast

Description

In my area there are 2 ISPs that are reasonable options for my needs. I own a home in Frederick CO and rent 2 rooms out to 2 friends, both of which enjoy online streaming services (as do I) and online gaming. Due to territorial virtual monopolies and general collusion (when there is more than a single provider in an area) I have no option but to "deal with" Comcast's newest gambit to squeeze more money out of me without justifiable cause, or with any sort of improvement in service.

Comcast is already very well known for terrible customer service and prior to this most recent change already deserved my contempt (after transferring my service from one address to another I spent the next 14 months calling in every single time I wanted to log into my account due to some technical glitch that they couldn't seem to resolve until I moved again), but I am now furious. If the ISP industry was a true capitalistic market, I could show them my displeasure by simply opting for a different provider, unfortunately I do not have that option and so I turn to you.

Comcast can refuse to call them "caps" but in effect they are. Considering my household almost hits that cap now, and currently does occasionally, the upcoming normalization of HD/4K streaming and more common cloud services will absolutely put me and many many others in a very difficult situation.

There is absolutely no benefit to the consumer with this change and no capitalistic method by which the market can push back, because of that I feel it is only appropriate that regulatory action is used to protect consumers.

Ticket: # 1255932 - Comcast data caps

Date: 10/12/2016 11:52:37 AM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Comcast

Description

(b) (6)

Ticket: # 1256029 - Data cap on internet

Date: 10/12/2016 12:05:26 PM

City/State/Zip: Clinton Township, Michigan 48035

Company Complaining About: Comcast

Description

Recently comcast has inforced its 1TB limit on my internet service. I feel this is an issue with net neutrality since I now have to limit my internet usage with no real justification.

Ticket: # 1255892 - Comcast Data Cap

Date: 10/12/2016 11:44:54 AM

City/State/Zip: Houston, Texas 77081

Company Complaining About: Comcast

Description

Comcast capping internet at 1Terabyte, I do not currently reach the possible cap, but I know with the rate at which data is being consumed in my household I know that it won't be long till I hit the cap and be charge an unreasonable fee I never signed and agreed for.

Ticket: # 1255908 - Data caps

Date: 10/12/2016 11:47:55 AM

City/State/Zip: Hendersonville, Tennessee 37075

Company Complaining About: Comcast

Description

Please don't let these stand. They're abstractions created to increase profits and they're not in the public's best interests.

There is no "shortage of data" like there is with water or electricity. We need to be spending our collective energies figuring out how to speed and increase data flow, not stifle it.

Plus, even if I agreed with the idea in principle, you can't trust these companies to meter correctly. Comcast has proven they aren't a morally "good" company too many times. We'd be idiots to trust them.

Ticket: # 1255946 - Comcast's data cap policy is a flawed consumer control measure against those who would go without cable and a direct action against companies that hav

Date: 10/12/2016 11:54:51 AM

City/State/Zip: Oakdale, Pennsylvania 15071

Company Complaining About: Comcast

Description

We need a free and open internet instead of stifling ideas behind greedy corporations and monopolies.

Ticket: # 1255968 - Datacaps

Date: 10/12/2016 11:57:36 AM

City/State/Zip: Oak Forest, Illinois 60452

Company Complaining About: Comcast

Description

Datacaps go against everything that is the open internet. I have no choice other than to use a service that has a datacap. Just last night I was downloading a new xbox game and due to the wonderful networks I had to download it 3 times due to corruption issues. That goes against my cap which is insane! Its not like we have people "making" the internet.

Ticket: # 1255980 - Data Caps for Internet**Date:** 10/12/2016 11:58:53 AM**City/State/Zip:** Vancouver, Washington 98683**Company Complaining About:** Comcast

Description

Comcast Xfinity internet just rolled out state wide caps of 1TB for many of their areas where they service. This has recently hit within my area, though they justify this starting that only 1% of users use more than 1TB per month, I fall into that category. Though their letter to me states that my last 3 months (they only averaged the last 3 months) states I only used 966GB average each month, it's because due to recent life events we've had to travel for family deaths, surgery, hearth care, etc. So for the months of June and August I only used a little more than 500GB. Yet in September I've used 1.68TB. Under the new rules, I would be paying between \$100 the full \$200 extra a month at \$10 for every 50GB used up till the cap of \$200 extra. This is insane. GB and TB usage isn't going down anytime soon, only increasing. I use my internet for my job, my wife's job, my son's education, our entertainment, and for communication. This is a utility I use as much and as often as electricity, or water and sewer. I don't subscribe to TV subscriptions through cable or Satellite as other online services such as Hulu, Sling, Amazon, Netflix, and others offer cheaper options that allow me my entertainment that I would like to have. I feel these caps are unfair and disadvantages while not subscribing to Comcast's TV option, yet is pay more that \$100 for their service , while \$40 I spend is the exact same. As I stated, were starting to set the transition from GB usage to TB usage then to PB usage. It was less that 10 years ago when we were using less than 200GBs a month, yet with the age of communication, gaming, business and entertainment ask becoming more and more relied for with internet service this usage goes up. Games now download at 40-50GB each, while 5 years ago they averaged less than 10GB. A video from Netflix in 1080 HD was once 3-5GB while the new 4K can be 4 times that. Dropbox, Google Drive, OneCloud, all options that we use both personally and for me and my wife's job moving documents and images and video takes 500-600GB per month alone, and increases around 20GB each month, I keep track/logs of all the data uploaded and downloaded through my router. Telling me that adding a 1TB cap is something that Comcast is needing to do for its business model and protecting it's business is not a valid excuse. If I'm in the 1% of users that may cost them more or month to use, their telling me that the other 99% do not even come close to their caps and yet they make more money from that. As the use of my utility is just for the future of my job, my wife's job and my family's education I feel the cap is unfair and unjust for millions of consumers who have to use this option similarly to mine for all they have in their life. I already pay more for the download speed, why should I pay more, again, for an increased cap, it feels like double dipping for the same service that I'm already using.

Ticket: # 1256031 - Internet Bandwidth Caps

Date: 10/12/2016 12:05:35 PM

City/State/Zip: Logan, Utah 84341

Company Complaining About: Comcast

Description

I would very much appreciate the FCC looking into stopping ISP's such as Comcast, Verizon, ATT etc from placing internet bandwidth caps on their consumers. The internet at this time is something that is essential to existing in todays society placing a "cap" and charging consumers more for going over that is ridiculous and is only a way for them to make more money. This is only going to hinder all consumers especially as this isn't a resort that is in no means finite and is money grubbing at it's finest please look into this with much urgency.

(b) (6)

A large black rectangular redaction box covers the majority of the page content below the description. The text "(b) (6)" is visible in the top left corner of this redacted area.

Ticket: # 1256043 - ISP Data Caps

Date: 10/12/2016 12:08:15 PM

City/State/Zip: Darien, Connecticut 06820

Company Complaining About: Comcast

Description

Writing to express my extreme concern about allowing ISPs (Comcast, in this specific instance) to put caps on users' data, especially given the lack of competition/viable alternative providers in many areas of the country. Consumers typically have little to no choice about who their ISP is depending on where they live, and thus have little recourse available if/when said ISP begins implementing caps. Internet access is no longer a luxury in this day and age, it is a utility and must be protected and classified as such.

Ticket: # 1256069 - Comcast data caps

Date: 10/12/2016 12:11:15 PM

City/State/Zip: Washington, District Of Columbia 20009

Company Complaining About: Comcast

Description

As a internet customer without choice Comcast's data plan strategy gives me concern. I work in the IT industry and when I work from home I typically use an encrypted VPN to ensure my work data stays private which compounds on top of my personal use of my internet. Given that I have no choice in my internet provider -- my apartment building has an exclusive contract with comcast, if this were to be implemented in my area I would be facing additional fees that are only a grab for money. Comcast has made record profits recently and this is clearly a play to continue that trend by charging consumers more for the same access and providing no new value.

Ticket: # 1256119 - Comcast Data Cap

Date: 10/12/2016 12:17:42 PM

City/State/Zip: Sacramento, California 95841

Company Complaining About: Comcast

Description

I filed a complaint last year about this same issue and was told that it didn't affect me as I wasn't in the area that was currently capped. Well now I am and my initial complaint was ignored because it didn't apply to me at the time but in reality it did as their 'test' deployment has rolled out.

Ticket: # 1256146 - Comcast and ATT Internet Monthly transfer caps

Date: 10/12/2016 12:20:52 PM

City/State/Zip: Crystal Lake, Illinois 60014

Company Complaining About: Comcast

Description

I'm currently a Comcast customer using their highest tier of Internet service. Recently Comcast has implemented a monthly transfer cap of 1TB. However, with a family of 5, we are exceeding the cap and expected to pay extra for additional capacity. With the launch of new services and things like 4k video streaming, the cap is restrictive and creates undue additional costs. These caps are moving the Internet services in the wrong direction. The FCC should investigate and put pressure on these companies for collusion and trying to strong arm consumers into paying more for something that was previously unlimited.