
Ticket: # 473725 - Antietam Cable Data Caps

Date: 8/17/2015 6:51:26 PM

City/State/Zip: Hagerstown, Maryland 21742

Company Complaining About: Antietam Cable

Description

I am a subscriber to Antietam Cable in Hagerstown MD and have been a customer for the past 4 years. Today I noticed new charges on my monthly bill, upon further investigation there are 2 charges of \$10 each for exceeding my data cap. This was the first time that I knew that I even had a data cap to begin with and feel that they are very arbitrary. I do use the internet extensively and there was no new pattern of use over this past month, so I suspect that these are new charges that are just now being introduced.

In addition to the concern of misrepresentation over their billing structure, I am very concerned with what this does for my options as a consumer. My family has been happy to use and very active with new internet based services such as iTunes (movies and music), Amazon Video, Netflix, skype, Steam(for digital downloads), and internet gaming. With this new pricing structure in place it makes it very difficult for me to continue to use these innovative technologies as my monthly overage charges are going to quickly outpace my ability to afford to continue to use these other services and will easily end up costing me more in 'data cost' than it will in actual service costs.

Additionally I feel that this is putting me in a position where I no longer have a choice in where I obtain my entertainment, especially with regard to future video streaming services. If I obtain entertainment services from anyone other than my cable provider, I am going to have to pay 'overage charges' or 'local internet monopoly tax'.

Netflix Ultra HD services stream at 25 Mbps, under this new pricing model it will cost me approximately \$5 extra from my cable provider to stream a single movie. From this perspective I am being positioned to only be able to stream programs from my cable provider who is incapable of this same level of streaming quality from their own services.

Streaming is the future of media delivery. With these new data caps in place it is making it so I can no longer utilize these services and we are forced into making backward steps technologically.

Ticket: # 473755 - Comcast Data Caps

Date: 8/17/2015 7:01:45 PM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

I have an internet service that has a fast internet connection, but consistently go over my data cap of 300 Gb per month because I actually use the service. I should not have to worry about using my service and being charged more because of it.

Ticket: # 473779 - Charter Communications Anti-Competitive Data Caps

Date: 8/17/2015 7:14:53 PM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: Charter

Description

Charter Communications enforces data caps to reduce competition for their TV service by restricting data-heavy online services such as Netflix and Hulu. This is absolutely anti-consumer and is toxic for the future of the internet. I urge the FCC to investigate the legality of these caps put in place by Charter Communications

Ticket: # 473796 - Comcast Data Cap

Date: 8/17/2015 7:22:54 PM

City/State/Zip: Bartlett, Tennessee 38135

Company Complaining About: Comcast

Description

Comcast is enforcing a data cap in my area for internet usage. I go over this limit nearly every month as a single person living alone. Also, I get charged for 50GB added to my data cap and do not get a refund or credit if I only use part of it.

No only should this be seen as a clear violation of net neutrality and open internet by it not being uniform for all customers, and the only other high-speed internet provider in the area is AT&T, who has a very similar price and data cap.

Ticket: # 473930 - Comcast Data Caps

Date: 8/17/2015 8:21:47 PM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

I am one of the many people cutting the cord from cable television and turning completely to cable internet. I also am in a long-distance relationship and keep in contact through use of Skype. Comcast's introduction of data caps (while I already was using their service) has made me consistently approach or exceed the data caps, and makes it essentially impossible to utilize any third-party television substitute other than the Comcast-provided service which is exempt from their caps and consistently pushed by their representatives.

In my view this is a blatant violation of the principles of Net Neutrality and is an exploitation of the noncompetitive local market. There are no viable alternatives or even available packages from Comcast itself other than being fleeced by overage charges.

Ticket: # 473968 - AT&T data caps are unnecessary and need to be made illegal.

Date: 8/17/2015 8:40:39 PM

City/State/Zip: Burlingame, California 94010

Company Complaining About: AT&T

Description

Data caps are only put into place in order to keep customers paying for unneeded TV subscriptions. Customers who would rather stream their shows (Nexfilx, Amazon) are unable to do so with data caps in place and thus are forced to pay AT&T for a TV subscription. It's a scam.

Ticket: # 474024 - Comcast data cap

Date: 8/17/2015 9:02:53 PM

City/State/Zip: Nashville, Tennessee 37206

Company Complaining About: Comcast

Description

I'm a new internet customer to Comcast and I have just been informed of the 300Gb data cap with each billing cycle. At no time during the set up of service or installation was this billing aspect communicated to me. In addition to this cheap tactic being a seemingly obvious violation of net neutrality, the failure to disclose information on the data cap is overt deception. Since Comcast is the sole internet provider in my area, I hope the FCC can rectify the situation.

Ticket: # 474126 - Suddenlink Data Cap

Date: 8/17/2015 10:12:08 PM

City/State/Zip: Washington, North Carolina 27889

Company Complaining About: Sudden Link

Description

There is 250 GB data cap on every plan but the 100 mpbs download speed plan. This is ridiculous especially since, at my current (5p mbps) plan I can theoretically run out of data in one day. And technically I could run out of data in 13 hours. (20 GBs max per hour -> 13 hours -> 260) Please put an end to data caps. The only purpose they serve is to keep cable television alive. How is that consumer driven?

Ticket: # 474133 - Comcast Data Caps

Date: 8/17/2015 10:16:44 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

Comcast imposes data caps on its customers. This alone should be a reason for complaint, but there's more.

In my area in Nashville, Comcast is the ONLY high speed internet provider (until Google Fiber sets up shop). They also offer a cable TV service. I'm not terribly interested in cable TV content, so I'd really love to only use Netflix, Amazon Instant Video, and other streaming video services. However, Comcast's data cap makes this consumption of content extremely pricey.

The data cap policy is not in force everywhere in the nation, and it isn't consistent across the nation. It serves no technical purpose whatsoever. It only serves to punish users for using their internet service.

Earlier, I had my internet speeds increased without my permission, which also increased the data usage on my account, since most streaming video services will use more data when more bandwidth is available.

This makes me hit the (unnecessary) data caps sooner and only serves to line their pockets.

If there were a legitimate purpose for the caps, I'd feel slightly better about it, but it's pure anti-competitive greed.

Dear FCC, please ban data caps for residential cable. And please prosecute these companies for the oligopoly they have over the high speed internet market which makes it impossible for me to have more than one cable company in Nashville.

Ticket: # 474236 - Data caps

Date: 8/18/2015 12:00:40 AM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Comcast

Description

I have a 300 gb data cap and am consistently hitting the Cap. I only watch Netflix and play video games. There is no reason for data caps on my home connection.

Ticket: # 474195 - Comcast Data Caps

Date: 8/17/2015 11:04:06 PM

City/State/Zip: Corryton, Tennessee 37721

Company Complaining About: Comcast

Description

Data caps are a plague to internet users, and they need to be stopped.

Comcast inflicts their data caps simply to squeeze money out of their customers. I'm sick and tired of not being able to use my computer because I can't afford to go over my cap. With Comcast and AT&T being the only providers in my area, I'm stuck with a god-forsaken cap no matter what.

The water company doesn't limit how much water I use, the electric company doesn't limit how much electricity I use. Why should ISPs be able to limit how much internet I use? Bandwidth has been classified as a utility, there should be no caps.

Ticket: # 474235 - Data caps with a local ISP called Armstrong

Date: 8/17/2015 11:57:58 PM

City/State/Zip: Grove City, Pennsylvania 16127

Company Complaining About: Armstrongonewire

Description

Armstrong one wire has a 200gb cap on their lower services and charges 10\$ extra for each 50 gigs over your data cap. Even the 60\$ plan has a 200gb data cap and to say that almost none of their users go over that limit is a blatant lie. They say it's to stop congestion but we all know its a money grab. They also offer higher data caps by 100 for each additional service you order. If i were to get their triple play bundle (which includes tv and a phone) they would raise the cap by 100gb. It's absurd and since they are the only cable option we have they can do whatever they want! Below i have attached an email they sent me about data caps

I'm not sure how many people have filed a complaint like this about Armstrong but let me assure you a lot of their customers are very upset but we are powerless because we don't have another ISP to choose from.

[Ticket: # 474337 - DataCap too low.](#)

Date: 8/18/2015 6:02:20 AM

City/State/Zip: Abilene, Texas 79601

Company Complaining About: Sudden Link

Description

Data Cap is too low which is discriminating to streaming services such as Netflix. Data cap is also too low to accommodate online backup services such as Carbonite.

[Ticket: # 474258 - data caps mediacom](#)

Date: 8/18/2015 12:19:49 AM

City/State/Zip: Rock Island, Illinois 61201

Company Complaining About: Mediacom

Description

mediacom implementing data caps that dont cost them extra resources when people go over

Ticket: # 474315 - Unnecessary and Predatory Data Cap

Date: 8/18/2015 2:30:06 AM

City/State/Zip: Beckley, West Virginia 25801

Company Complaining About: Sudden Link

Description

Suddenlink of Beckley, WV enforces a 250gb data cap. This cap came out of nowhere with little forewarning. These caps do not reflect a cost of running a company; it seems to me it's just a way to strongarm consumers to keep their cable tv subscriptions going.

Ticket: # 474774 - Data Caps

Date: 8/18/2015 11:51:34 AM

City/State/Zip: Brunswick, Maine 04011

Company Complaining About: Comcast

Description

Hello, I am a comcast user in one of the locations where they implemented data caps. If I am paying a variable amount based on my desired connection speed, why then do any of the options have said cap in the first place? Also, why is my location (Maine) special enough to have these data caps when other locations do not? Data caps are predatory in their implementation, squeezing money out of consumers with seemingly no justification. If I pay for a speed rating, I should be able to use that speed for the entirety of the predetermined billing cycle without additional charge. Currently that is not even remotely possible.

Ticket: # 474999 - Comcast Data Usage Caps**Date:** 8/18/2015 12:58:51 PM**City/State/Zip:** Chamblee, Georgia 30341-5121**Company Complaining About:** Comcast

Description

The data cap of 300 GB of usage per month without additional charges is absolute rubbish given that online streaming has become so common. I cannot understand how FCC allows this to stand despite the net neutrality ruling. After all this cap is a surreptitious way for giants like Comcast to circumvent the net-neutrality ruling. Caps obviously discriminate against online streaming. Compared to many other advanced countries the internet technology provided by ISPs are absolutely substandard. Caps need to be removed immediately.

Ticket: # 475035 - Tethering - Net Neutrality regulations

Date: 8/18/2015 1:08:27 PM

City/State/Zip: Whittier, California 90603

Company Complaining About: AT&T

Description

Tethering is not allowed unless is in AT&T best interest, by paying Tethering plans (\$50) or additional fees for a minimum of 5 GB.

Other cheaper plans which have lower data caps (2 GB or 3 GB) are not allowed to tether unless you are bumped up to a higher cost plan.

That is unlawful. You pay for your data... how you use it should not be up to AT&T discretion.

Ticket: # 475536 - Data Caps

Date: 8/18/2015 3:36:47 PM

City/State/Zip: Pawtucket, Rhode Island 02860

Company Complaining About: Cox

Description

Data caps have been introduced nationwide and it's seriously a shame. The United States shouldn't have to put up with that kind of barbaric stranglehold of what most of the developed world considers a utility. The internet is a vital component of the economy and to put a cap on data usage for the purpose of extracted massive penalty fees on a population already reeling from penalty fees in all parts of the consumer market, is absurd. Where is the protection that an advocate like the FCC is supposed to provide? Please prove to people that you aren't a bought and paid for agency of the telecom giants. At least pretend to do your job. Spend less time tracking down nipples to blur out and more time actually trying to protect the consumer. The oligopoly of our internet is a massive problem. Our economy will suffer if everyone is constantly sucked dry by those greedy horrible companies. I live in Rhode Island where data caps have not been rolled out yet but the threat that they will be coming here soon along with hints that data caps are coming whether we like it or not and we "should be excited to have more control over our internet usage" are absolutely preposterous and another tool being used to squeeze us for every penny. Please prevent data caps from expanding to different regions and roll them back all together. You can make them illegal so please do.

Ticket: # 476106 - Comcast Data Cap**Date:** 8/18/2015 5:52:15 PM**City/State/Zip:** Atlanta, Georgia 30309**Company Complaining About:** Comcast

Description

I've been a Comcast customer since moving to Atlanta, GA around June 1st 2015. I would happily choose another internet service provider if one were available in my area.

Since being a Comcast customer, my girlfriend and I have gone over the monthly data cap of 300 GB twice: in July, and in August (we hit the 100% mark on the 17th of August). While I am aware that the two of us use a larger amount of data than other potential customers because we stream most of our entertainment rather than watch Television, we still pay a large amount of money for the highest quality internet we can afford.

I've read articles, like the one in the url at the bottom of this complaint, showing that the data cap restraints do not improve the quality of Comcast's internet service, unlike the company's claim.

I, along with many others, firmly believe that Comcast's use of data caps goes against an open internet and net neutrality. I would like to see the capping of data usage made illegal. Thank you for hearing my complaint.

<http://stopthecap.com/2015/08/17/comcast-vp-our-300gb-usage-caps-are-a-business-policy-not-an-engineering-necessity/>

Ticket: # 476421 - ISP Household Data Caps

Date: 8/18/2015 7:54:55 PM

City/State/Zip: Huntingtown, Maryland 20639

Company Complaining About: Comcast

Description

I've noticed that Comcast has started rolling out more of their home internet data caps. This is completely anti-consumer and should not be allowed. These companies are being allowed to price gouge anyone that has no alternative internet providers in their area. It does not cost Comcast any more to different amounts of data to households. It is simply a way to charge excessive fees and limit the public to the basic needs of internet.

Ticket: # 476450 - Comcast Data Caps

Date: 8/18/2015 8:08:17 PM

City/State/Zip: West Point, Mississippi 39773

Company Complaining About: Comcast

Description

To whom it may concern,

Comcast's data caps are a pitiful excuse to restrict the flow of information to users. They already hold a monopoly over many areas in the USA and know that as of now, there's nothing the people can do about it. I urge you at the FCC to take charge and strike down their outlandish ability to restrict the people's access to what is and should stay as a neutral place for the sharing of ideas and entertainment.

Ticket: # 478601 - double charging

Date: 8/19/2015 5:32:26 PM

City/State/Zip: Chicago, Illinois 60610

Company Complaining About: Comcast

Description

i pay \$60 a month for my sprint phone bill for their "unlimited" plan. this included unlimited calls, text and data is their slogan and what every representative at the store told me. Now after i switched my plans am told my data is only unlimited up to 1GB of data. and this isn't just pictures and facebook, any app that needs to send or receive data like google maps or my lyft app applies towards that data cap. the only way to avoid these data charges is to be connected to wifi. however i am not allowed to connect to the sprint wifi network. so i have to pay for a separate wifi at my condo [xfinity/comcast] which doesn't let me log in to their wifi network outside of my home and i pay another \$100 a month because the wifi is connected to the cable for the whole building and is included in my assessments.

Ticket: # 478698 - COMCAST Data limit policy**Date:** 8/19/2015 6:05:46 PM**City/State/Zip:** Meridian, Mississippi 39307**Company Complaining About:** Comcast

Description

I am currently a Comcast internet subscriber in a market where they are "testing" their data cap limits. Implementation of this was not done openly to notify subscribers about the implementation of the cap and while Comcast has been diligent in the last few days about notifying me about reaching the limit, before reaching the point of incurring additional charges information was not provided. For example, when watching TV programming from the Comcast website directly, there was no mention of the fact that my usage at that point was cutting into my allotted data for the month.

Furthermore, when I contacted Comcast about my issue of reaching the cap, asking if there was a way to remove it, they had no real options. I was told that beyond having a grace period of three months of not incurring additional charges for exceeding the limit, there were no other options if my usage pattern remained the same. At this point in my market, Comcast does not offer any other options beyond buying additional 50gb of data at the price of \$10. They do not offer a package of unlimited data at any price in my market. I am already limited in my choice of cable internet providers because of rules about where providers can establish service. Comcast is now using those rules to force me into either capping my data usage in ways that do not suit me, or paying them extremely high fees that do not fit into my budget. They are doing this while selling data plans based on how fast you can transmit data by using their network, and the benefits of using Comcast specifically. They have been very quiet about how using the service they are offering beyond the limited scope of what they consider normal use can be very costly. Comcast has gone from crowing out the competition, to limiting customer options in ways that are highly unfair and unethical. When speaking to them about it their attitude was I simply have to deal with it. This is wrong.

the ticket# I was provided when speaking to a comcast rep about this issue was (b) (6)

Ticket: # 479151 - Comcast Xfinity Data Limit

Date: 8/19/2015 9:57:33 PM

City/State/Zip: Atlanta, Georgia 30307

Company Complaining About: Comcast

Description

Comcast Xfinity has failed to inform me of its 300GB data cap.

I understood my subscription would be unlimited data with speed of a certain limit, however, I now know I pay for both limited data and speed.

Comcast should be held responsible for purposely misleading their customers. Comcast should be required to inform all potential and current customers of all data limits.

Ticket: # 479194 - Comcast Data Throttling and Cap**Date:** 8/19/2015 10:40:55 PM**City/State/Zip:** Decatur, Georgia 30030**Company Complaining About:** Comcast

Description

Comcast has a 300gb data cap per month on their internet service in many parts of the country that serve no purpose. In our home, we are four current law school students that have to rely on the internet for the majority of our studies which include video lectures and class streaming. Comcast's plan for this is to charge \$10 per month for every extra 10gbs used and as they are the only internet provider in the area, we have no alternative. Not only is this charge fair or just but to add on, Comcast also resorts to data throttling during streaming services. Net neutrality needs to be implemented so that businesses such as Comcast cannot take advantage of those who have no other choice.

Ticket: # 479367 - Comcast data caps

Date: 8/20/2015 2:42:06 AM

City/State/Zip: Gadsden, Alabama 35901

Company Complaining About: Comcast

Description

I live in Gadsden, AL and Comcast has implemented a data cap a few years ago and it's bullshit and it should not continue!! Why cant youypou guys tackle this unjust issue!!!!!!!

Ticket: # 481454 - Open internet

Date: 8/20/2015 7:53:39 PM

City/State/Zip: Mountain Home, Idaho 83647

Company Complaining About: Zito Media

Description

Soto media, throttling my internet from 30mb to under 1mb. They don't show any data cap on the bill nor in their terms of service. Had no connectivity for nearly 3 months prior.

[Ticket: # 480804 - Data cap](#)

Date: 8/20/2015 4:04:17 PM

City/State/Zip: Tuscaloosa, Alabama 35405

Company Complaining About: Comcast

Description

Data cap imposed on residents of Tuscaloosa, Alabama despite no notification to that effect, data cap is unreasonable considering how quickly it can be used up.

Ticket: # 481650 - Data caps

Date: 8/20/2015 9:52:51 PM

City/State/Zip: Brenham, Texas 78833

Company Complaining About: Sudden Link

Description

I am subscribed to Sudden Link and I was wondering why my bill was so much higher then it used to be and what I found was I had a data cap, though I was never informed of this when I signed up for the service. With a family of 4 and all of us using the internet on a daily bases we were said to use 800 GB of bandwidth this month. We were charged \$110 for this. We have a set cap of 250 GB a month. With all that being said I believe having data caps is limiting so much. We live in a world today that needs the internet, everything is turning towards internet based. We are ranked 17th in world by internet speeds, now how can this happen when the internet started in the U.S.? The reason I think this is happening is because we allow them give us the bare minimum and charge us for the best. This shouldn't be happening.

Ticket: # 481819 - Comcast Data Limits for Residential Homes

Date: 8/21/2015 12:21:19 AM

City/State/Zip: Nolensville, Tennessee 37135

Company Complaining About: Comcast

Description

Comcast has recently started imposing data caps on my in home internet and have only now just told me about the caps after having going over them and them calling me about them.

Ticket: # 483765 - Comcast Data Cap

Date: 8/21/2015 10:18:47 PM

City/State/Zip: Tupelo, Mississippi 38801

Company Complaining About: Comcast

Description

This data cap is outrageous. Comcast controls the market here and then caps us and bills us more money when the cap is hit because they know they can. On top of that there usage meter is going up far higher than what my router is telling me! Something has to be done about this.

Ticket: # 483670 - Comcast Data Cap

Date: 8/21/2015 8:40:57 PM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

I reside in one of Comcast's "test markets" where a 300gb monthly data cap is in place. In this day in age, I cannot comprehend how such a practice can be permitted at roughly \$70 for mere internet access. I purchased a digital video game last week which was a 75gb download. A SINGLE game download occupied a quarter of my entire monthly allowance. Every year the size of these games gets larger. I have limited internet options in my area, and in coming years this data cap will become a major burden (if not already).

Ticket: # 484095 - Comcast Xfinity data usage CAP

Date: 8/22/2015 11:35:17 AM

City/State/Zip: Atlanta, Georgia 30363

Company Complaining About: Comcast

Description

I received a data usage cap pop-up from Xfinity today. The message indicates I have used 90% of the 300GB limit. I was NEVER informed about this limit and was under the impression that I did not have a CAP on my internet usage. This CAP on internet usage is not verbally communicated to the customer at all or at the time of signing up for services. Like cell phone data usage caps, cable companies should have to verbally disclose caps and not be able to impose charges for exceeding a cap that was not explained beforehand.

When I called them, the representative said the FCC is enforcing these data caps for all ISP's. Is this correct? From what I saw on the internet, it appears that the FCC is trying to protect the customers from this. Clarification would be greatly appreciated.

Thank You,

(b) (6)

Ticket: # 484153 - Comcast data caps

Date: 8/22/2015 12:03:11 PM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

I live in a home with three other college students. The amount of money we have to spend on overages for data caps on our internet is ridiculous.especially when such high speeds are offered and the cap is so low. There is almost no way for us to use the Internet without having to pay almost double or triple our bill.

Ticket: # 484331 - Suddenlink ISP

Date: 8/22/2015 1:33:04 PM

City/State/Zip: Hutto, Texas 78634

Company Complaining About: Sudden Link

Description

I have several problems with suddenlink. Data caps, increasing monthly bills with no warning, They block ports if they see too much traffic, throttling speed for heavy users (while still billing them for data overages), and overall refusing to help customers that are experiencing any problems.

[Ticket: # 484368 - Comcast is using Data Caps in my area](#)

Date: 8/22/2015 2:07:19 PM

City/State/Zip: Savannah, Georgia 31406

Company Complaining About: Comcast

Description

This is a harmful practice and shouldn't be allowed . Its just a way for them to make more money, stop the data caps!!

Ticket: # 484637 - Comcast Data Caps and lying about FCC regulations

Date: 8/22/2015 5:14:39 PM

City/State/Zip: Knoxville, Tennessee 37923

Company Complaining About: Comcast

Description

After moving my household bought a package from Comcast for cable tv. and Internet. after downloading a single game onto our Xbox One system, we reached our 300 gb data limit. After calling and complaining we were told that "All ISP's must have a data cap, by order of the FCC." when we said we were going to switch to a competitor. Not only is this a huge lie about YOUR organization, but one of the local competitors, and one national one (Verizon) do not have these limits.

So they told me that if I didn't want a limit, I would have to pay over a hundred dollars a month for the premium internet package, which provides 105 gb/s speed. So we upgraded to that package, only to get a data limit notice, yet again. And now, since it's been over 30 days, we can't change services without a large fee.

How can this be legal, or "Fair Buisness?" How can they give me 105 gb/s and tell me 300 gb is my limit? That's less then three seconds of internet, if I used it at full capability. When the Open Internet came to pass, it said they could not slow speeds down for residential users, so how is THIS legal, saying you can only use X amount of internet, but ALL BUISNESS PLANS ARE CAP FREE? This is corporations getting around the law, as it was written.

Ticket: # 484715 - Data Cap Fees

Date: 8/22/2015 6:12:45 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

The data cap of 300gb for home usage is absolutely ridiculous. I pay for a service. I do not pay to be penalized for using that service. Something needs to be done in order to stop Comcast from ripping off its customers, especially when people do not have any other options.

Ticket: # 484846 - Internet Data Cap + Being Lied to by Customer Care Reps

Date: 8/22/2015 9:37:22 PM

City/State/Zip: Florence, Alabama 35633

Company Complaining About: Comcast

Description

I'm filing complaint against Comcast for two separate issues. First is the 30GB data cap of which we were never notified, nor are we notified about approaching the cap until we've gone over. This is unacceptable. Comcast is not a cell phone provider, they're an ISP. We think this cap is unreasonable and that forcing customers to pay more for more bandwidth is discriminatory and, to the best of my understanding, a potential violation of Net Neutrality. Second, when we tried to cancel our internet and TV service with Comcast, we were lied to. The representative offered to provide us with the same services we had been receiving (I'm not exactly sure of our package, but it included their Streampix service, as well as HBO channels and Starz) at a discounted price over the next 6 months. Instead of this, access to the premium channels listed above was discontinued without notice and the bill was lowered. When we called back to clarify this, the next representative gave us the runaround and told us we'd have to pay for the additional services. Don't misunderstand us, we're not looking for something for free. What we object to is being flat-out lied to by a company that is renowned for providing among the worst customer service of any company. HOW ARE THEY ALLOWED TO CONTINUE DOING THIS? I've actually been satisfied with Comcast's service for many years and while not exactly a defender of their service, I can't say that I've ever had any bad experiences until recently. We are currently shopping for other internet service providers in our area and plan to cancel all services with Comcast.

Ticket: # 485010 - Comcast Data Cap

Date: 8/23/2015 10:30:42 AM

City/State/Zip: Nashville, Tennessee 37203

Company Complaining About: Comcast

Description

A 300 GB data cap, not clearly disclosed by Comcast prior to enrolling in a plan, exists in Nashville, Tennessee, and few other cities, and will potentially lead to unreasonably high internet bills. In the Nashville market, Comcast provides no alternative plans to increase this cap.

[Ticket: # 485077 - Comcast data cap](#)

Date: 8/23/2015 12:27:15 PM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

I live in a house with 4 other college students and we're doubling our bills every month due to the data caps. It's crazy. There's absolutely no way you can not go over your data allowance.

Ticket: # 485124 - Comcast 300Gb Home Internet Data Cap in Atlanta

Date: 8/23/2015 1:29:42 PM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

Comcast is enforcing a 300GB Data Cap on my household and charging \$10/50GB for overages. In today's connected world 300GB is not nearly enough for innovations in online communication, cloud storage, HD streaming and software updates. I am forced to restrict my household's data usage depending on timing. Should I watch Netflix since I have an iPhone update coming up? Should I not run my cloud backup of my hard drives this month cause I'm approaching the cap? I am forced to change my households internet habits because 300GB is not high enough for a household of 4. I have repeatedly reached the cap through regular internet use. It doesn't help that Comcast has a monopoly in my area as well.

Ticket: # 485140 - Lagana

Date: 8/23/2015 2:01:02 PM

City/State/Zip: Mars, Pennsylvania 16046

Company Complaining About: Armstrong One Wire

Description

Armstrong has, what I consider to be, a monopoly over the area. They are the only provider of Broadband Internet available to this section of the County. Armstrong has increased my TV and Internet bill by 65% in the last year. Their terms enforce a 250 GB/MO data cap on my Internet service. If I threaten to cancel TV and switch to a satellite provider, or use an online service like Netflix, their service terms increase my Internet fees (for the same low speed service) and FURTHER DROP MY DATA CAP TO 200 GB! (see page 39 of ToS) I feel this is to directly deter Internet streaming and ensure their customers continue to pay their inflated Television fees. It is unacceptable for an ISP to not only throttle speed but also cap total data. Total usage causes no impact to the ISP or other customers and is only being used as another way to extract money from customers. This needs to stop! Your help in this matter is greatly appreciated.

Ticket: # 485178 - Comcast internet data caps

Date: 8/23/2015 3:02:49 PM

City/State/Zip: Murfreesboro, Tennessee 37129

Company Complaining About: Comcast

Description

I am a subscriber of Comcast for both cable television and internet. I subscribe to the "Blast!" internet service, where I can get 75 mbps download speeds (increased from 50 mbps just a few months ago). Since the increase in speed, I have surpassed my data cap (a "feature in my test market") for June, July, and now August. If this continues, Comcast will begin charging me for additional data used beyond 300 GB.

My only alternative to Comcast is to use AT&T, which have similar data restrictions.

I think that this data cap concept is ridiculous, as data is not a finite resource such as water or gas.

I am subscriber to Netflix, and I use the video game service Steam, both of which can use large amounts of data. Comcast has a competing "On Demand" video service, which I do not use as I find it inferior to Netflix. This competing service does not count against my 300 GB data cap. This is obviously a ploy to force customers to use Comcast's own product.

I feel strongly that pirating media is wrong, and therefore I do not use any torrent services, and none of my downloading is illegal. I feel that my internet usage is maybe slightly above average, and that Comcast's policies are stifling consumer choices.

Ticket: # 485479 - Comcast/Xfinity Data allowance

Date: 8/23/2015 9:24:43 PM

City/State/Zip: Atlanta, Georgia 30306

Company Complaining About: Comcast

Description

Comcast/Xfinity has imposed a data allowance that with my current speed equates to 9 hours of internet usage. This data cap assumes a scarcity of bandwidth arbitrarily. They also provide no data or reasonable means of auditing this supposed data consumption activity. A phone company at least gives you a detailed usage report. Comcast does not reasonably provide any information detailing this consumption.

[Ticket: # 485502 - Comcast data cap](#)

Date: 8/23/2015 9:54:46 PM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

They have told me I went over my data cap and seem to be throttling bandwidth to amazon prime..

Ticket: # 485559 - Comcast Data Cap

Date: 8/23/2015 11:32:33 PM

City/State/Zip: Marietta, Georgia 30060

Company Complaining About: Comcast

Description

Comcast Data Cap is monopolistic and unconstitutional.

Ticket: # 485585 - Comcast Data Caps.

Date: 8/24/2015 12:44:13 AM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

Comcast seems to be trialing a 300GB/month data cap in my area (Atlanta). If I were to use 300GB in a month, that is effectively limiting my speeds to an average of 121KB/s, hardly what I would call broadband service.

I utilize my service primarily for streaming video from the internet, via HBO Go, You-tube, Twitch, and Amazon. These all compete with Comcast's television service, making the caps anti-competitive. How can these services compete, when I can't utilize them due to data caps?

And finally, as a separate issue, the methods Comcast use to notify users of impending excession of a data cap are invasive. They inject HTML notifications into any arbitrary http stream. They should not be permitted to interfere with third party data or streams. This completely violates the neutrality of the network. How can we tell if the data we receive is the data we requested from the original source, or if Comcast has tampered with it? This needs to be regulated.

Thank you for hearing my complaints.

Ticket: # 485620 - Data Cap on Internet service

Date: 8/24/2015 3:37:10 AM

City/State/Zip: Greenville, Kentucky 42345

Company Complaining About: Comcast

Description

A 300 GB per month data cap exists on my internet service. I actually put off large online purchases and necessary software updates to stay under this cap. This is counter to FCC's published goals on an Open internet.

Ticket: # 485686 - Comcast Data Cap

Date: 8/24/2015 8:54:12 AM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

I am currently a subscriber to both Premium TV and Internet with Comcast. I have HBO, Cinemax, Showtime, Starz, and Encore. However, several months I go over my CAP they have imposed. I have children, and a wife who loves to watch Netflix. I also play video games, and download games off the internet onto my PS4 and Xbox One. Yet, even though I pay for a fast speed for my internet (I believe the fastest they offer in my area without breaking into a business class speed) and a premium package I get the same allowance as people that don't have TV, or don't pay as much as I do for data. On top of that, they have been doing the Data Usage Cap as a "trial" for over 2 years (I live north of Atlanta...not in the actual CITY of Atlanta...which saying ATLANTA as a test market imposes all surrounding cities into this data cap "trial"). Please take a look at the Comcast Data Caps. It is uncalled for in this day and age. Being charged 50 dollars for additional data on my cable bill this passed month is ridiculous. It is also the only option I have for cable and internet in my area. Thanks.

Ticket: # 487844 - Internet Provider Has Data Caps

Date: 8/24/2015 8:38:42 PM

City/State/Zip: Gibsonia, Pennsylvania 15044

Company Complaining About: Armstrong

Description

Hi,

I recently signed up with Armstrong, the only high speed provider (as defined by FCC 2015) that serves my residency, and was informed there were no data caps when I signed up. Only to find that on my first two bill I was being charged for using more than 200GB in a single month. I was subsequently charged \$40 for an additional 200GB of data each month. My Total usage that month was 356GB. This is on top of a ~\$60/month base fee, not including taxes, and other service fees.

Assuming I made the mistake and signed up for the wrong service offering, I called to change plans to an uncapped plan, but no residence services without a cap are offered at any price. Then I tried to change over to their business line to alleviate this issue, but no alternative uncapped service was offered through their business department. It is just impossible to obtain uncapped broadband with this company.

They claim to have sent me a notice of overage. I have undeniable proof they did no such thing, either month. They stated that if we are using Roku, Netflix or other services at the time we exceed the data cap we would not get a notice, which is likely the cause of us not receiving a notice.

They have offered to refund my first two months, but would not continue to do that again. I will have to go back to DSL that doesn't even offer high speed internet.

I have no words to described my frustration of not being able to fairly use broadband within a 5 minute drive of Pittsburgh metropolis, America's 62nd largest city!

Ticket: # 486098 - Internet Data Cap

Date: 8/24/2015 11:42:06 AM

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: Comcast

Description

Comcast limits my data to 300Gb per month. I specifically told them i do not want data caps and they did not warn me about data caps i have on my account.

Ticket: # 486195 - Comcast Data cap

Date: 8/24/2015 12:10:46 PM

City/State/Zip: Nashville, Tennessee 37203

Company Complaining About: Comcast

Description

General complaint about 300gb data cap Comcast has placed on service. I feel it is unnecessary and is being used as a punishment for using the internet to receive media as opposed to traditional TV/cable service. I have had a 50 mbps line with Comcast for about 4 months now and am now reaching my data cap well before the end of the service month. I am not sure if Comcast has reduced my cap to a lower amount or if my roommate and I are watching more hbo go or Netflix. I do not like the fact that Comcast is threatening me with increased billing amounts if I go over this arbitrary number.

Ticket: # 486871 - Comcast Data Cap unsupported and inaccurate

Date: 8/24/2015 3:10:14 PM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

Comcast has implemented a data cap of 300GB in my region, allowing 3 courtesy overage months. After these, they then charge \$10 per 25 GB over this cap.

My complaints:

I believe Comcast's data tallying is subjective, and does not match what I find when setting up usage monitoring. After numerous calls with Comcast, they cannot produce a report supporting how they arrived at their overage amounts. They claim it would be illegal to monitor this, but this does not exempt them from providing evidence if they are going to charge for going over their cap. There is no other business model I am aware of that does not have to substantiate their claims in order to collect payment.

I have followed all advice from Comcast, from changing wireless passwords, running regular virus scans, and scaling down the quality of streaming video, but am still going over according to them. I believe I am a fairly regular internet user.

This cap goes against everything the Internet was built for, and it is unfortunate that Comcast has the monopoly in my area and I do not have many other options.

Ticket: # 487065 - Comcast Internet Data Cap

Date: 8/24/2015 4:02:37 PM

City/State/Zip: Charleston, South Carolina 29412

Company Complaining About: Comcast

Description

To whom it may concern:

I am writing to express my discontent in the imposed data cap placed on my account by Comcast (Xfinity) Cable Internet. I the father of a family of 4 comprised of my wife, my son (5) my baby daughter and myself. We watch occasional kids movies on Netflix, download movies from iTunes, listen to Internet radio on occasion and use the Internet for other online searches Internet activities. We don't play any online gaming, do bit torrents or have any FTP/Web Servers. I am a government civilian employee with the Navy serving as the technical lead for a large portion of the largest software development program for the Veterans Administration, reducing the backlog of health claims for our Veterans coming back from war, or otherwise needing healthcare. Being in this role, I take advantage of the government's policy of Teleworking quite frequently, thus needing to use my home Internet connection to perform the duties of my position. Some of these duties include large file transfers and constant secure VPN Connections. I am writing to state and to file a complaint against Comcast Cable. I am very much disheartened and discouraged by Comcast's Internet Data Cap that impedes my use of the Internet I pay for and my family's use of the Internet. I have reached the 300GB 'Cap' on data for my third time now. Even though this is a 'TRIAL Period' only for Comcast with the data restrictions I will start being charged \$10/50GB for me to do my work and for my family to continue to be able to use the Internet with no other option to raise my Data Limit Cap other than to go to a 'Business Line' – which is clearly not the use case for my family. This is stifling and outrageous. When I raise the concern to my local Comcast Representative, or call the local Comcast number, they state that only 10% of internet users come up to this level data usage - yet these statistics are skewed and are more often based off of data that is old and does not represent today's world of internet usage. With each day, our world becomes a more internet-centric world. Between last year and this year (JUST in my life) my infant's daycare registration and information has all gone 'online', my doctor's visits and lab reports for my entire family have become 'web-based', my pest control for my house now requires a login for their management portal, our HOA for our neighborhood manages everything from their online portal, I check the status of my son's school enrolment 'online'. I could go on, but I think the point has been made. Just as our world is becoming a web-centric, internet based world - our ISPs are stifling us and placing restrictions on our usage of these services - with other options being to be fined/charged \$10/50GB or to potentially be cut off from their services for being a 'high usage customer' (By the way, a 'high usage customer has not been defined). Even the work I do for our Veterans, by moving their health records to a digital format, reducing the time it takes for them to get the health care they need and deserve- requires their access to Internet. Will our ISPs soon limit what and how much our Veterans can access their health records? The Internet, which we are paying for access is simply defined by: an electronic communications network that connects computer networks and organizational computer facilities around the world. We are paying Comcast an ISP (Internet SERVICE PROVIDERS) to Provide this Service to us by keeping the infrastructure in place; Not to overburden the consumer by financially or politically motivated decisions. The Internet is no longer Open nor Neutral. My complaint is for my family and for the job I am trying to perform - against Comcast and their policies. My concern is that the FCC is not taking this situation seriously. This is only a precursor to many restrictions yet to come, placed upon us by

the people already we pay an exorbitant amount of money to. Money to provide us the service of accessing the Internet; that is – until they say they say we've done it 'enough' based upon the rules THEY set...

Ticket: # 487451 - Data Cap

Date: 8/24/2015 6:04:09 PM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: Comcast

Description

Comcast has introduced Data Cap in my city (Atlanta, GA) with a 'market trial'. The trial has been going on at least a year or more now and they have been charging us overage charge on top of service fee. Comcast should be held responsible to answer some of customers concern on how long will this trial extend. Comcast can't just be let to happily do their data cap experiments at the cost of customers hard-earned money.

Ticket: # 487980 - Comcast data cap

Date: 8/24/2015 10:17:00 PM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

Comcast cable 300GB cap in Atlanta GA at present time impacts working family with college age children utilizing cable internet at home provides a distinct economic disadvantage due to constant overages and limiting access to content required for academic success. Not all communities that comcast cable services have such cap, creating a huge monetary and ease of access issue. The Atlanta community is being singled out by this cap and has huge economic and unreasonable limits imposed upon them based on location of comcasts random enforcement of data cap.

Ticket: # 488019 - Put an end to data caps

Date: 8/24/2015 10:34:58 PM

City/State/Zip: Austell, Georgia 30106

Company Complaining About: Comcast

Description

I live in the Atlanta metro area - one of the many unfortunate areas to be placed within Comcast's data cap trial period (a trial period that's already been going on for far too long).

As a family with multiple connected devices accessing the internet to download and stream content across various media, we have repeatedly hit our data cap, and have had to pay the overage fees so that we can continue our internet usage un-interrupted.

Here's a good example of how quickly a non-power-user can hit their data cap - I download digital copies of video games on my Playstation and XBox. A single game can require 50GB of data to be downloaded, thus consuming 1/6th of my data cap less than a day.

While 50GB for a single product may seem like a lot today, the trend of digital goods becoming larger in size isn't going to slow down any time soon, and will continue to require more and more of my artificially limited bandwidth. While I may be able to squeak by on 300-350GBs of bandwidth over the course of a month now, within the next couple years I'll hit that within a week, guaranteed.

With more and more people opting to download digital movies and games, the practice of enforcing data caps is quite literally stopping people from spending money to buy goods so they won't be charged a fee that benefits no one but Comcast. This practice isn't just effecting the consumer - it's effecting businesses at large. In an increasingly connected society, this is limiting our ability to communicate, do our jobs, and purchase goods. It goes way beyond simply cutting the cord and streaming instead of watching cable television.

If the FCC cares about innovation and progress, they'll put an end to this strictly for-profit practice and keep the internet un-gated for businesses and consumers to thrive.

Thank you.

Ticket: # 488093 - Comcast Data Caps**Date:** 8/24/2015 11:36:29 PM**City/State/Zip:** Winder, Georgia 30680**Company Complaining About:** Comcast

Description

I have been a Comcast customer for over 2 years. I live in the Atlanta, Ga region. In about March of this year I started receiving bills that were \$200.00 more than my normal bill. I have called Comcast several times with no help other than to stop video streaming. I have filed a complaint with the BBB, which did not help at all. This is my dilemma, I live in an area where there is only two options for internet. Windstream and Comcast. Windstream users in my area have told me how horrible it is and I personally had Windstream before Comcast. I operate two at home businesses and cannot have my internet service dropping multiple times per day. Comcast is financially killing my family with these overage charges. I currently pay more for internet than I do for my 2014 Ford Explorer. Please someone explain.... how can a company get away with over charging for something a few months ago was included. I was not notified that the data caps were being put into place. I have asked on several occasions how do you measure my internet usage and/or how do I prevent going over? Comcast's CSR told me to NOT video stream and to tell my child he doesn't need to play his video game online. Seriously!!!! I pay for Netflix, Vudu, Amazon Prime, and Blockbuster, but we cannot use it because it cost too much money from overage charges. Not including the business end where I watch UTube videos for a living (it's a real job I promise). I am stuck and need the FCC to please regulate Comcast and protect my rights. This is just another way that ISPs are harming Net Neutrality!!!!

Sincerely,

A Very Concerned United States Citizen

Ticket: # 488178 - Data Cap**Date:** 8/25/2015 6:25:05 AM**City/State/Zip:** Memphis, Tennessee 38135**Company Complaining About:** Comcast

Description

I've chosen Comcast due to reliability, speed, and price. The only other provider in my area (Memphis) offers a slow DSL (18Mbps) service which is too slow for my needs.

Comcast implements a Data Cap in my area. I feel that the data caps they've instituted are due to people like me who are cord cutters. I don't want normal television service as it doesn't fit what I desire out of a media provider. I only want less than 10% of the channels they offer and do not want to be held to their time schedule.

I've really looked at their data cap and I've ran some math against it to see what I'm actually getting for what I pay for. In my area I'm paying \$59.99 for their Internet Plus with Blast!. I get up to 75Mbps down and up to 10Mbps up. However, I only get, on average, 30Mbps down.

To set this up we'll use a 30day period or 1 month as their meters are setup for. Within a 30day period, at 30Mbps, one can download almost 9TB of data IF the speed were constant during that period. 300GB is only about 3.3% of 9TB. So if I were to use half of what I pay for, including their overage fees, I'd pay around \$2250 a month. But, if I stay within their data caps, I've only received 3.3% of what I pay for! For my first month, I am already close to hitting this cap.

My family consumes all media from streaming services such as Netflix, Amazon, YouTube, Xbox One, etc. I'm aggravated as a consumer that I'm being ripped off in such a fashion. There isn't a logical or logistical reason that Comcast has been able to offer as to why they started the caps.

I feel that they've done so to attempt to recover lost revenue for users who are cord-cutters such as myself. I fully understand one cannot hold them accountable for the full, up to, speed for which they pay. But I still get a small fraction of less than one-third of what I pay for and I feel something needs to be done. They need to end their data caps once and for all.

I feel the FCC needs to step in for the average person.

Thank you.

Ticket: # 488285 - Comcast 300GB Usage Cap**Date:** 8/25/2015 9:39:16 AM**City/State/Zip:** Roswell, Georgia 30075**Company Complaining About:** Comcast

Description

My family uses the internet as much as any other connected family in 2015 and I pay Comcast 67.95/month for low speed internet. The speed is only 20Mb/month - much lower than most of my friends and colleagues have from other vendors for less \$ per month. The service has been reliable but I've hit the 300GB/month cap almost every month int he last 12 just due to normal streaming/data usage. And that doesn't include a possible shift in my backup pan for local data to the cloud which would be about 1TB/month using internet services geared toward the consumer. Comcast charges me \$10/ 50GB over every month which means I could end-up paying as much as \$2100/month! Comcast data caps are awful and just another way to extort more \$ from consumers that have no other choice - there is only one alternative to Comcast in my area and they also have data caps.

Ticket: # 488377 - Comcast's ridiculous data caps on 100Mbps internet**Date:** 8/25/2015 10:21:38 AM**City/State/Zip:** Woodstock, Georgia 30188**Company Complaining About:** Comcast

Description

Comcast is forcing a 300GB/month data cap in Georgia. Supposedly this is a "test", but it's been in effect for over a year already with no end in sight. My connection speed is 100+Mbps, so hitting 300GB in a month is ridiculously easy and is a completely unrealistic data cap especially with how media is evolving. My family is Netflix and AmazonPrime subscribers, along with also using Xfinity online (comcast's own streaming service), and HBOgo since we are subscribers to HBO on our television plan. The average video stream can be up to 2.3GB per hour. Between my wife and I watching our shows and my 2 young daughters watching their YouTube kids app on their tablet my family has hit the data cap several times and has DRASTICALLY changed the way we enjoy our streaming services since we have to be cautious to avoid the cap. On top of the streaming service, I am also an avid PC gamer, so between the bandwidth used while playing online along with the downloads required for Digital purchases of games from Gamestop/Steam/Amazon this can quickly run our cap up since most games today are close to 50GB to download, on top of any updates for the games and software (Windows 10/video card driver updates/etc). I think this data cap is not only unrealistic, but also very archaic and anti-progressive. As more and more things progress, we are having a lot more internet connected devices in our house. Between my wife and I's phones, tablets, PS4, smart TVs, security IP camera's, and PC's we having things constantly connected/using our data connection. This is the 1st time I've had a data restriction from an ISP. This reminds me of the old dial up days with AOL where you had a certain amount of hours to be online... There is no reason to have data caps, especially ones so unrealistic with how devices and connections are improving. Unfortunately in my area, Comcast is the only real choice for someone like me who wants a fast connection. GoogleFiber is coming to Atlanta, but won't be available in Woodstock, where I live, in the near future so I'm stuck with Comcast. With my current download speed of 100+Mbps, I am technically able to hit my 300GB monthly data cap in less than 7 hours.... This is very easy to hit with HD stream's and downloading digital media. I've contacted Comcast numerous times regarding the data caps via message board (no reply) and through email (attached), but was simply placated by the customer service and basically told "nobody should hit our data cap" which has been proven to be totally false if someone wishes to enjoy online content. Please help!

Ticket: # 491769 - Local Insight Into Net Neutrality and Data Caps**Date:** 8/26/2015 1:47:10 PM**City/State/Zip:** Peachtree City, Georgia 30269**Company Complaining About:** Comcast

Description

Recently, within the past year or so, Comcast through its overwhelming control of a regional market, forced Netflix to pay between \$25-50 million dollars a year to handle its data traffic neutrally, because of its supposed impact on the Comcast's networks. This came after Comcast, for nearly a year, deliberately slowed Netflix users connections, on a large scale; in an albeit wholly successful, mafia style extortion effort aimed at extracting more profit from a competitor of its advertising laden, and occasionally unreliable television services. The fact that Comcast offers both Internet, and television services, and has used its considerable and uncontested leverage of the internet market, to force a competitor of its television services to pay millions of dollars for special data treatment alone should be enough to indict the company of collusion. Other Internet Service Providers who own the fastest infrastructure and networks in their regions, have likewise done the same. However...

In my area Comcast has recently instituted a 300GB data cap on its customers. Now considering that the profit margins on internet services from Comcast are already at something like 95-97%, and that Comcast and other regionally dominant ISPs like it, through monopolistic competition, have been receiving billions of dollars in tax breaks a year to expand their infrastructure, and increase their capacity, and have still failed to do so. Why is it perfectly legal for them to extort more from their customers who already pay for services they claim provide. (In my case they don't. Paying for 50mbps, getting 29mbps max because the signal amp is too far away from our home)

How is it that Comcast has any right to continue to artificially slow traffic on its networks, or impose higher fees when its customers use streaming services like Netflix? Netflix is already paying for preferential data treatment, and the tax payers have been giving the company billions of dollars in the form of unclaimed taxes, and one time exemptions, to expand and increase the capacity of the companies networks, which they have still failed to expand.

Why is it that Comcast, who owns a competing television and entertainment service, is still allowed to cap its customers data, after being paid its racket money by Netflix, and knowing full well that a large proportion of that data, and the overages that result are going to a service that competes with Comcast in another market sector?

This is monopolistic behavior on a massive, nation wide scale, involving multiple companies, and from the perspective of a consumer, no one; not even the institutions charged with their regulation seem particularly concerned about it. This is easily one of the most concise, and definitive examples of monopolistic competition, market rigging, and profiteering, requiring anti-trust legislation in modern society.

Every day this continues, without decisive action, ensuring actual competition from the FCC, is an remarkable injustice not only perpetuated on the American tax payer and their representative government; but for millions of consumers across the country.

Please pass regulation barring the use of data caps, on the grounds of collusion and net neutrality, and force these companies to expand their networks, as the money has already been paid for services rendered.

Ticket: # 490109 - Comcast data cap

Date: 8/25/2015 6:10:28 PM

City/State/Zip: Fort Stewart, Georgia 31315

Company Complaining About: Comcast

Description

Have broken the 300 Gig data cap two months in a row now. Comcast is forcing us away from online services such as Netflix and Hulu. Three to four years ago 300 gig cap would have been sufficient for a family but with modern day file sizes 300 just isn't enough especially with a single game download being 50 Gigabytes. I understand a data cap but when it's set this low that my family and I have to worry about being charged more just for watching Netflix or Hulu is unacceptable.

Ticket: # 506352 - Comcast data cap

Date: 9/2/2015 2:31:11 PM

City/State/Zip: Homestead, Florida 33033

Company Complaining About: Comcast

Description

Comcast is placing a data cap of 250gb on Florida and labeling us on their expending sites being "tested"

Ticket: # 490993 - Comcast Internet Data Cap**Date:** 8/26/2015 10:11:04 AM**City/State/Zip:** Johns Creek, Georgia 30022**Company Complaining About:** Comcast

Description

I live 30 minutes outside of Atlanta Georgia in the city of Johns Creek. I have Comcast Internet in my household with a heavily imposed 300GB data cap. This data cap is unacceptable and counterproductive. I have multiple household members who need unrestricted Internet access for their jobs but are forced to face a decrease in their work productivity because of restricted Internet access. Furthermore, we have multiple devices; computers, cell phones, wireless printers, laptops, that all rely on unrestricted internet access for software updates and content which are heavily consuming the limited available bandwidth. Comcast offers to extort more of my money in exchange for only 50GB extra. Comcast executives have admitted that the data caps have no practical significance, they are merely ways to increase profits while hurting me, the consumer. Please help. I shouldn't have to cancel a scheduled Skype call with my grandparents because Comcast says I've used too much Internet.

Ticket: # 491836 - Suddenlink Data Cap

Date: 8/26/2015 2:08:08 PM

City/State/Zip: College Station, Texas 77840

Company Complaining About: Sudden Link

Description

I have an issue with Suddenlink putting a data cap on my home internet usage in College Station, TX. We have a 1 gbps plan, but we have a data cap of 550GB per month. That comes out to an actual sustained bandwidth of only 1.6 mbps! If I'm paying over \$100 month for internet, I certainly should be able to use more than 550GB in a month.

Thank you for hearing me out.

Ticket: # 491900 - Datacaps

Date: 8/26/2015 2:22:53 PM

City/State/Zip: Kersey, Pennsylvania 15846

Company Complaining About: Zito Media

Description

We live in a household where streaming media is our sole source of entertainment (netflix, hulu, etc.) Being able to access the internet is very important for use because several members of my family are college students who have to access many sources for projects and such. Having a data cap is hindering us from being able to access a free open internet. Not being able to access the internet after using a certain amount of data between 5 individuals with separate lives living in one house is difficult. Zito media is already charging us 100 dollars a month for a measly 1000GB of data. It's impossible for us to enjoy, learn, and access anything when we go over this (which we easily do.)

Ticket: # 492096 - Comcast Data Caps

Date: 8/26/2015 3:21:07 PM

City/State/Zip: Valdosta, Georgia 31602

Company Complaining About: Comcast

Description

I am very tired of Comcast spending over 17 Billion yearly on special interest groups and lobbying just so congress will authorize another law that bestows upon them the right to charge us ridiculous amounts of money for services that require very little to no resources for Comcast produce. These data caps, excuse me "data thresholds" are an attempt to milk more money out of Comcast customers for something that makes little difference to Comcast's input price. President Obama tasked the FCC to create and enforce a "free and open" internet. These data caps are the opposite of "free and open". Comcast as a company is the opposite of "free and open". If Comcast is permitted to implement these data caps, my family and I will have to view the internet as a resource. We will have to limit our usage in order to not be charged a large amount of money per month for overusing the internet. Does that sound "free and open" to you?

Ticket: # 493216 - Data Cap for Wave Broadband

Date: 8/26/2015 11:41:11 PM

City/State/Zip: Port Townsend, Washington 98368

Company Complaining About: Wave Broadband

Description

Wave broadband is imposing a 300gb data cap and charging an huge fee for overages unless a customer pays \$50 more a month to upgrade. This prohibits our family from using the internet for its intended purposes and we do not have any other options for high speed internet with high enough speeds in our area.

Ticket: # 493299 - Comcast Data Cap

Date: 8/27/2015 2:17:09 AM

City/State/Zip: Atlanta, Georgia 30315

Company Complaining About: Comcast

Description

I just received notification that my household will be billed for going over a 300GB cap on our monthly internet data usage. This in itself is in direct violation of Net Neutrality rules, which prohibit ISPs from blocking access to lawful content.

The manner in which Comcast applies its data monitoring is also completely opaque--I have no idea how accurate is Comcast's data monitoring, as the company has shared zero information with me, the consumer. For example, my Comcast data "meter" shows that we are over 300GB for the month of August, but our billing cycle ended on August 14th--I don't understand how Comcast's illegal cap could be applied with any kind of "fairness" or "logic" if it is applied to straddle two different billing cycles. This lack of transparency is also in direct violation of Net Neutrality rules.

Furthermore, a cap of 300GB is ridiculous for today's Internet consumer, and, if enforced, would severely curtail my ability to fully use the Internet as the utility it is (for example, in the five minutes since I received my warning regarding our data cap, my Comcast "meter" shows that I am now 2GB beyond 300GB; extrapolating by using this 0.4GB/minute rate as an average would yield 300GB of data in just 12.5 hours. While this may be an inaccurate average, this cap clearly prevents my family from using the data-heavy areas of the internet, which is ALSO in violation of Net Neutrality rules that make it unlawful for ISPs to target certain types of content and its delivery to consumers.

I am asking the FCC to enforce the rules and guidelines it establishes to protect the rights of the consumer.

Ticket: # 493424 - Cox Data caps

Date: 8/27/2015 9:30:48 AM

City/State/Zip: Lakewood, Ohio 44107

Company Complaining About: Cox

Description

Cox Cable is planning on enforcing hard data caps in my neighborhood starting next month. Though I don't exceed the cap set for me by them, I find it unconscionable for these companies to charge for overages of limits they arbitrarily set. It is clearly an attempt to punish people that are moving away from their outmoded cable TV system, under the guise of congestion management. If the premise of congestion were to be true, they wouldn't be offering people higher caps when they purchase higher speed service, as these people are simply going to increase congestion with their speeds. It is simply an effort to gouge customers, and should not be allowed to happen.

[Ticket: # 493457 - Illegal Data Cap](#)

Date: 8/27/2015 9:48:55 AM

City/State/Zip: Atlanta, Georgia 30315

Company Complaining About: Comcast

Description

Comcast has illegally set, and is now enforcing, a data cap.

Ticket: # 494300 - Data cap

Date: 8/27/2015 2:03:17 PM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

Comcast tells me 300 GB per month is not a data cap, that we as a family of four, two of whom are required to view streaming video for college courses are free to pay ten dollars per extra five GB data over 300. They " provide " data usage meter that does not real time update but has one day data usage lag. For three consecutive months the usage arbitrarily rose or fell necessitating our stopping Internet use altogether as there was no way to gauge our data quota. We are paying for the service Netflix that we can no longer use as Comcast is now determining their business model is not viable for consumers. You must pay attention to rampart non viability of Comcast overreach of public utility. This is clearly the new model to combat net neutrality.

Ticket: # 494580 - Comcast Data Limits**Date:** 8/27/2015 3:21:45 PM**City/State/Zip:** Lakeview, Alabama 35111**Company Complaining About:** Comcast

Description

Comcast capping all internet users on 300GB of data per month. From what I understand though, using your Xfinity on demand service (basically TV over the internet) doesn't count against your data cap. In my opinion this gives them a huge advantage over netflix or other web based tv content providers. Being able to limit the time that customers are able to use content they are paying for, because they are the only cable provider in the area, is extremely disappointing.

Ticket: # 495313 - Comcast Internet data usage caps!!

Date: 8/27/2015 6:51:25 PM

City/State/Zip: Covington, Georgia 30014

Company Complaining About: Comcast

Description

I have been a Comcast customer for years and I found out that I'm in trial area for their new data limit caps. I can only use 300gb per month and anything over this limit I will be charged \$10 per 50gb. I find this to be outrageous. Since I am using services like Netflix and Amazon prime to watch movies and TV shows of course my data usage will be more. Also computer internet surfing. I do not use Comcast TV, I just pay a flat fee for the internet use. I do not get to charge back when the internet is down or the data speeds get slower. I think as a customer I should be given my money back for back internet service. Tell you the truth it would probably be equal to the money charged me when I'm over my data limit of 300gb's. Since I started using Comcast internet I did have the usage limitations. It was added in my area as a trial. I find this disingenuous and a rip off. Please take whatever action necessary to help get rid of this data cap. The trial should have been over a long time ago.

Ticket: # 495616 - Comcast data caps

Date: 8/27/2015 9:38:29 PM

City/State/Zip: Port Wentworth, Georgia 31407

Company Complaining About: Comcast

Description

Comcast is capping my internet data without any notice. Data should not be capped. I am paying for a certain internet speed and I should get as much as I need 24/7 with no limits. Data is not a limited resource and should not be limited. This cap is unreasonable. Comcast is injecting javascript code directly into my traffic alerting my that I am near my data cap and that I have reach my data cap. I can't believe this is not illegal. This can compromise the security of any HTTP connections and is a terrible practice.

Ticket: # 495654 - Comcast Data Caps in Nashville Market

Date: 8/27/2015 10:10:28 PM

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: Comcast

Description

Comcast Data Caps in Nashville Market are created in order to penalize "cable cutters" that use more data streaming netflix and other Comcast competitors rather than watching services provided by Comcast. This unfarily prioritized Comcast service traffic over other traffic. Additionally, my apartment complex has an agreement with Comcast making Comcast the only internet option for the complex. I don't do any illegal downloading, instead I utilize Amazon Video and Netflix for entertainment needs. I also work 8-5 and only watch Netflix/Amazon on the weekends and on week nights, this means their data plan is specifically set to 300 GB in order to impact users like myself.

Ticket: # 495766 - Data Caps

Date: 8/27/2015 11:49:28 PM

City/State/Zip: Lubbock, Texas 79401

Company Complaining About: Sudden Link

Description

<https://www.techdirt.com/articles/20130118/17425221736/cable-industry-finally-admits-that-data-caps-have-nothing-to-do-with-congestion.shtml>

This is a link to an article that discusses the matter of data caps that are put on customers of cable internet providers. The data caps that are in place are not due to congested networks but put in place simply for the sake of making more money. Since the cable companies cannot legally throttle speeds from services such as Netflix they are now implementing data caps. The first month I used Suddenlink internet service I was unaware that a cap on the amount of data existed. This is not explicitly stated when they advertised for 50 mbit speed. I was told by a Suddenlink customer service rep. to lower the quality of the stream rate from Netflix down from High Def. to Standard Def. so that I would be less likely to go over my data cap. I found this to be ridiculous that I cannot enjoy the best quality service possible because of Suddenlink's data cap. 250 gb may sound like a lot but it is not at all. Even when I did lower my streaming quality as suggested, I still hit the limit. Consumers should be able to use their connection without having to worry about how much bandwidth they are using, simply because it does not matter. There is no shortage of bandwidth, this is an unfair business practice and needs to be done away with. Thank you for taking the time to read this.

(b) (6)

Ticket: # 495795 - Comcast data cap

Date: 8/28/2015 12:37:21 AM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Comcast

Description

I live in Memphis TN and Comcast is the only Internet provider available in my area. There is a 300gb data cap which I exceed every month by watching netfilx and Hulu. This is clearly a forceful move by Comcast to force me to pay for their TV services which I do not want

Ticket: # 495839 - Comcast Data Cap

Date: 8/28/2015 3:02:42 AM

City/State/Zip: Goodlettsville, Tennessee 37072

Company Complaining About: Comcast

Description

We have been a loyal and faithful costumer to Comcast for going on more than eight years since first moving to Nashville, TN. This year, 2015, they forced an internet data usage cap upon us against our consent and breached our agreed upon contract to do so. Since then, we've gone over this forced limit of 300gb of data as one member of the family works from home and is online all day. This cap is destroying out family stability and has caused more than just a few arguments and even outright fights between family members. I cannot stand for the lies Comcast has forced upon us in order to get forced penalty bills on their clients, it's dirty business tactics and is breaking several laws in forcing down restrictions on what myself and my family are capable of doing. This data cap must be removed.

Ticket: # 512704 - Comcast Data Cap

Date: 9/5/2015 5:23:09 PM

City/State/Zip: Leitchfield, Kentucky 42754

Company Complaining About: Comcast

Description

The 300gb a month data cap from Comcast is price gouging. This shit should be illegal.

Ticket: # 496469 - Comcast Data Cap

Date: 8/28/2015 12:26:33 PM

City/State/Zip: Martinez, Georgia 30907

Company Complaining About: Comcast

Description

I currently use Comcast as my internet service provider here in Augusta, GA. They imposed a "trial" data cap on my internet usage 3 years ago. The cap is set at 300GB. I have two complaints. 1) 3 years is a long time for a "trial" that I am subjected to but the majority of comcast users in the country are not subject to. 2) Comcast does not offer me a plan that I can sign up for to receive additional data. Instead, I am "penalized" by an additional fee charged in 50GB increments each month. They need to either impose the penalty nationwide or start offering plans with larger data allowances in my area.

Ticket: # 496593 - Comcast discriminating against test markets**Date:** 8/28/2015 12:56:28 PM**City/State/Zip:** Smyrna, Tennessee 37167**Company Complaining About:** Comcast

Description

Comcast has been imposing there 300GB data cap on a number of test markets that's been happening for years. They failed to tell me this when I signed up; they are discriminating against certain markets; marketing their internet speeds to everyone, but failing to tell certain people they are in test markets. Their data caps are very low for normal internet usage...I do not nor have I ever bit torrent or any other form of mass download. I have normal usage, Netflix, iTunes store, gaming, work which involves a lot of video/photo upload/download (I'm in the photo/video creation business) and still I blow through the data caps, often before half way through the month. Its not uncommon for the cost of additional internet to exceed the original amount of my service which is ridiculous. Comcast does not offer any personal plans that remove the data limit, so they are forcing everyone in a specific market to live under data caps.

Its the Federal Government's job to regulate corporations and keep things fair. I understand data limits and I'm willing to live under them, but to be subject to an indefinite test market without options (no plans that offer no cap or increased cap) is unacceptable. Its so bad, I've seriously considered moving just to get away from Comcast Internet.

Ticket: # 496609 - Data Caps

Date: 8/28/2015 1:01:49 PM

City/State/Zip: Anna, Texas 75409

Company Complaining About: Sudden Link

Description

After the passing of a recent Net Neutrality bill the ISP's have been rolling out high speed internet with data caps. In this day and age more people are moving away from cable TV and switching to home streaming for their entertainment. It seems ridiculous to be putting caps on something that improves the daily lives of people each day. As someone who uses the internet for entertainment, school and work, I find that the presence of these caps makes me less productive if I'm penalized for using "too much internet". People who use home internet for work should not be fined for using too much of a service that they need. It feels like ISP's want to set the American citizens back for their own greedy gains. The ISP's should be the leading factor of growing America's internet infrastructure not holding it back.

[Ticket: # 497409 - Comcast data cap](#)

Date: 8/28/2015 4:47:15 PM

City/State/Zip: Bartlett, Tennessee 38135

Company Complaining About: Comcast

Description

I will switch to another provider THE SECOND another provider is let into my market. Comcast's reasons for a data cap are a complete fabrication and lie, strummed up to provide more revenue, thus far in a monopolized market. I truly hate this company now, and unless they back down from their unfair data caps, always will.

Ticket: # 498075 - Comcast data cap

Date: 8/29/2015 1:12:10 AM

City/State/Zip: Nashville, Tennessee 37205

Company Complaining About: Comcast

Description

Comcast has decided to issue a data cap of 300 GB in our market. Scattered usage of media devices last month has been enough to put us over this limit with three overage fees. This is ridiculous, we don't even constantly use the Internet. Comcast offers no option to see how you used your data, and simply states that you used a certain amount and must be billed for it. There is no transparency for seeing how. Internet usage is always evolving, and these data caps restrict even basic function and usage, and is designed to force you to pay more for regular usage. Multiple calls to Comcast have produced laughably horrible experiences, with no offers of a higher cap level and reps simply stating "this is the policy, that is all". I should not have to limit my WiFi usage when paying for Internet, as other markets do not have this limit and pay the same rates as I do with Comcast. We were never told of this when purchasing service either. I have the option to switch to another provider, but many in other "data capped" markets do not have fair competition. Something must be done about this shameful business practice.

Ticket: # 498089 - Internet data caps

Date: 8/29/2015 2:23:28 AM

City/State/Zip: Anchorage, Alaska 99504

Company Complaining About: Gci

Description

Almost complete monopoly in Anchorage Alaska from GCI, GCI takes advantage of this by charging outrageous prices for internet and then imposes data caps.

Ticket: # 498119 - Data Usage Cap**Date:** 8/29/2015 7:37:13 AM**City/State/Zip:** Hagerstown, Maryland 21740**Company Complaining About:** Antietam Cable

Description

My internet service provider, Antietam Cable, is enforcing unnecessary data caps and using unfair billing practices to coerce customers into purchasing their cable TV packages.

On August 29, 2015 I received a notification email from my ISP that I was approaching the data usage limit for my current internet package (408.1GB of 500GB) and would be charged an additional \$10 per 50GB that were used over the limit. This cap limits my choice as a consumer to completely cut cable TV and receive all programming from sources such as Netflix and Amazon Prime Instant Video. Additionally, due to a lack of competition in this service area, there is no alternative, but to pay the increased fees associated with these caps, which will force consumers to purchase a cable plan from this ISP in order to watch desired programming. Data caps are NOT conducive to a free, neutral, and open internet.

Data caps by their nature are unnecessary and do not lend to an open internet as data, by its very nature, is not a limited resource in this environment. Artificially limiting data usage reduces consumer choice and will ultimately alter the type of data consumed by indirectly blocking or throttling lawful content.

Ticket: # 498789 - increase due to lack of promotions available

Date: 8/29/2015 5:35:47 PM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: AT&T

Description

Every year I have the same issue, my internet bill increases and I have to haggle with the only 2 internet providers that are available to me in this area. This time it has risen by 100%! I noticed that only provider in my area, Suddenlink, now openly promotes a data cap.

There also a bias towards the bigger cities where internet rates are lower and more providers. I only live 20 miles from the centre of Austin but I might as well be as close as the moon as far as the internet is concerned. My daughter who lives in another part of Austin is restricted to just one company, Time Warner. My family and friends in the UK and Europe are amazed at the lack of competition in this country.

If I was in the UK where I am originally from I would have several companies fighting for my business and at considerably less cost plus better service. It seems that competition is a dirty word and now companies are putting on data caps which will negatively impact young families who have lower incomes but are more reliant on internet services for everyday life.

It is time the internet was equated with telephone services as most people have to use the internet, not just for entertainment but work and school related work. Being able to work from home is essential to husband's industry and most of my daughter's college work is completed on a home PC which connects online to her college. Poorer people will be priced completely out of this arena if the internet companies are allowed to continue to operate in this way.

Ticket: # 498978 - Comcast data cap in Atlanta

Date: 8/29/2015 10:19:20 PM

City/State/Zip: Peachtree City, Georgia 30269

Company Complaining About: Comcast

Description

Hello,

I have a data cap on the amount of internet I am able to use. This cap is set at 300 GB per month (was not told this when I signed up). I pay 173\$ a month for this service. This month I was told I went over my cap and when I asked for the proof they were unable to provide anything. All the manager told me was that I can monitor my connection via their website that is updated every 24 hours. on the 27th of this month I left town for 2 days and when I got back the meter said I had used 40GB of data in these 2 days I was not here. My computer was off and I live in a house that does not have any neighbors close enough to steal my wifi (I have a very complicated password as well). Again when I called Comcast they were unable to give me any information about how this could have happened. Not only do I feel like they have a monopoly over my internet service (illegal). I feel that they are lying to me about how much data I have used. This should be against the law. Please please step in and do something about these crooks and their monopoly over our "free" internet. This is 2015 for christ's sake.

Ticket: # 515244 - Home Broadband Bandwidth Caps**Date:** 9/8/2015 11:36:58 AM**City/State/Zip:** Youngstown, Ohio 44512**Company Complaining About:** Armstrong Cable Services

Description

I feel that my rights as a consumer are being violated by the ISP monopoly. I have Little choice in high speed broadband access and when I make a choice, I'm being restricted on how much I use of the service. This is unacceptable! I feel as though I'm being discriminated against by not paying the cable company for their overpriced and poor quality service by using streaming services like Hulu and Netflix for my TV watching. Armstrong Cable Services, my ISP, imposes a 200 GB data cap on home Internet service. They admit that I'm a top 10% user because most of their customers only consume 50 GB of bandwidth. I'd be VERY interested to cross reference those individuals that ALSO purchase their cable service, as well! Since streaming services hurt their cable subscription numbers, I feel this is a way to make those that choose to find other means still pay in the long run, and it's not fair. In terms of options, ALL OTHER ISP'S DO THE SAME THING! they also don't provide anything comparable to the service I get now. These anti competitive actions Hut consumer choice and MUST BE STOPPED. I emlore the FCC to take swift action against ISP'S like Comcast, Armstrong, and AT&T to stop the business minded practice of short changing customers and provide a quality product for a reasonable price. It should be MY Choice to legally use the service that I pay for as much as I reasonably see fit, without being penalized for NOT purchasing premium TV services from these companies.

Ticket: # 499086 - Unfair Data Caps**Date:** 8/30/2015 7:36:40 AM**City/State/Zip:** Norcross, Georgia 30092**Company Complaining About:** Comcast

Description

I am not considered a cord cutter. I pay for Comcast Extreme 105 Internet and a medium level TV package. I also use Netflix at times when Comcast does not have a show I want to watch available. I use an XBox One to play games online. Due to the unfairly low data cap of 300 GB per month, I cannot use my Internet services the way I would wish to (purchase games/music/movies via digital download and play/use them) without running into this absurd cap. All the cap does is give Comcast an extra way to earn money off of customers and purposely hurt competition to their products. Comcast claims these caps help competition and lower prices, yet my bill only goes up and up over time with more fees, taxes, and surcharges. I pay the same as someone in an area without data caps. This 'trial' has been in place for over two years now. It is obviously nothing more than a money grab. Data caps should be banned as they do not promote free and open Internet, they only serve as a way to punish users who do not only use Comcast's own specific services all the time and to stifle competition.

A typical XBox One game is anywhere from 15-50GB a game. Based on Comcast's plan, I could only download 6-10 games before I ran into issues. That also does not include updates for those games, which come out fairly often as well and can average 1-5GB at a time. Netflix streams HD at around 5-7GB an hour.

Hopefully, this helps you understand that data caps are harmful as a whole.

Ticket: # 499055 - Comcast Data Caps

Date: 8/30/2015 2:21:07 AM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

Comcast is imposing unfair data caps.

Ticket: # 499076 - Comcast Data Caps

Date: 8/30/2015 5:44:54 AM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

For the 4th month in a row, I have had to basically turn off my Internet days before the end of the month to avoid overage charges. That's ridiculous for a service that I pay \$60 a month to enjoy. I did not choose the amount of data in my plan and was actually not even aware data caps existed when I signed-up. This feels like a bait & switch to me as Comcast lobbied me heavily to move from AT&T but never once mentioned what was unlimited on their plan, was finite on Xfinity. Please make these limits go away!

Ticket: # 499112 - Data Cap

Date: 8/30/2015 9:39:04 AM

City/State/Zip: Oak Grove, Kentucky 42262

Company Complaining About: Mediacom

Description

I use Netflix and conduct all my media activities online and the company called Media-Com issues a data cap and keeps notifying their customers that if you go over the data cap there will be additionally charges. So how is it for a company like Netflix or Hulu compete when the company that gives the access to these services but barely lets you enjoy the full service and tells you buy their bigger packages for larger data caps or they offer television to include as a combo with internet for a higher price.

Ticket: # 499312 - Comcast Data Cap**Date:** 8/30/2015 2:46:43 PM**City/State/Zip:** Freeport, Maine 04032**Company Complaining About:** Comcast

Description

These data caps are getting out of hand. The worse part is, they are implying these caps in areas they monopolise the market. Their reasoning for doing so is to keep users from using Streaming services like Netflix, Hulu, YouTube and so forth. They want you to buy into their X1 service and pay them more for TV and On Demand services that most people don't even want.

Don't believe me, they are getting rid of their Xbox app for their service at the end of the month. Why? You could say maybe it's not doing so well and they can focus on bettering their services. No, it's because people could use their Xbox as a TV box and not have to pay Comcast to rent their boxes every month. This way, you are now forced to rent a box if you want to continue to watch TV.

To remove the caps you are forced into buying their Business plan. If you want to have their TV services and phone plan don't get me started. For the price of their total X1 services, is the cost of half the speed you would get on a normal plan for just their internet. To reach the same speeds, it would cost you 4 times the cost and to add TV and Phone your that matches the same X1 bundle is a 8x more cost on business. They also give you no support for their services unless you pay \$100 just to call up about their internet being slow.

They know exactly what they are doing, because up here you have 2 choices in most areas, Comcast and Fairpoint, or TimeWarner, Fairpoint and AT&T. Comcast supports up to 150MB/s while the next closest in speeds from the next competitor is 25MB/s. We are moving into a world of digital and Comcast is doing everything to steal money from customers in anyway possible. We just moved into 4k technology and Streaming 4k content is starting to happen, and to Steam a average movie at that quality is about 85GBs. That's already almost 1/3rd of your allowed data.

These caps do nothing but hurt the broadband services and when no regulation is there to stop them from monopolizing their dominants over most areas, it just overall hurts the industry and keeps us from moving forward. We once use to be great with speeds and was always advancing with each and every new tech, now we are lucky if we can just listen to music without someone breathing down our necks and stealing from our pockets.

Ticket: # 499395 - Comcast Data Caps

Date: 8/30/2015 4:25:44 PM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

To Whom it may Concern.

I am writing today to complain about Comcast's practice of applying data caps to their internet connections in certain markets. Unfortunately for me, I live in one of those markets. I consistently use more than what the cap of 300Gig is set at since I do not use their cable TV service. I stream everything I watch via Netflix. Reason for this... Netflix do not make me watch advertising.

So... The issue as far as see it. Imposing data caps are fine. Not an issue. I understand that Comcast needs to "protect" their network etc. What I have an issue with is that I pay for a 100Mbps service. I have the same cap as someone that pays for a 25Mbps service. I find this completely unfair. I am basically being penalised for purchasing a faster service. What I would like to see is a more fair data cap more inline with the speed of service you have purchased, and NOT a blanket cap, as it exists today. The other issue is that this is not a nationwide cap, making it unfair to the people in the "trial" markets.

Ticket: # 499414 - Data Cap Popup Injection**Date:** 8/30/2015 4:43:11 PM**City/State/Zip:** Marietta, Georgia 30062**Company Complaining About:** Comcast

Description

Hello,

I use Comcast and I have been hitting up against the artificial data cap of 300 gigabytes per month. While I vehemently disagree with data caps, what angers me more is the arbitrary injection of pop up windows into my browser, notifying me of this overage. This occurs often. At least once every ten to fifteen minutes. My internet service provider is injecting code into my internet browsing and I think this should be illegal. I request the Commission considers banning data caps, and outlawing ISPs injecting code and pop ups into regular internet browsing.

Ticket: # 499464 - Data Usage

Date: 8/30/2015 5:32:51 PM

City/State/Zip: Tupelo, Mississippi 38801

Company Complaining About: Comcast

Description

I got data cap of 300gb. I being charge overage when my router is showing usage under the 300gb.

[Ticket: # 499715 - Comcast data cap](#)

Date: 8/30/2015 10:57:14 PM

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

I live in an area where Internet access is only available through Xfinity. I now have a data cap. This is ridiculous. This is monopoly. Please help us

[Ticket: # 499769 - Data Cap Limits and Fees attached](#)

Date: 8/31/2015 12:12:09 AM

City/State/Zip: Cordova, Tennessee 38016

Company Complaining About: Comcast

Description

Constantly charged extra money for going over a data cap...not all customers are charged in coverage areas so i feel as if i'm being discriminated against because i use the internet a lot.

Ticket: # 500044 - Comcast Data Cap

Date: 8/31/2015 10:37:10 AM

City/State/Zip: Memphis, Tennessee 38111

Company Complaining About: Comcast

Description

Comcast's data cap practices goes against the net neutrality rules that were recently passed. A comcast executive has been quoted recently that there is no structural or bandwidth reason for the cap and that its used just to get more revenue. Another factor is that the data usage meter has been proven but others to be incorrect and calculate internal data (not access internet but file on home network) counts against the cap. Please tell Comcast to remove the data cap.

Ticket: # 500712 - Comcast Data Cap

Date: 8/31/2015 2:18:01 PM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

The Comcast Data Cap is discouraging me from purchasing subscription services online.

My family and I would like to use services such as Netflix, Hulu, Amazon Prime or Apple Music but it seems that each passing month I just about hit the data cap.

There is no way I can use any of these types of subscription services without incurring overage fees.

Essentially I am limited to using the Internet for the web and if I want to use other services for video rental or music streaming then I will be over the limit.

Ticket: # 501771 - Comcast Data Cap irregularities without any help from comcast

Date: 8/31/2015 7:23:59 PM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

For the last three months, I've consumed 150 gb, then 250 gb of data and now this month is suddenly a magical 428gb of data, which puts me 128gb over the Comcast data cap. Between this and last month, I have not changed anything about my data usage. Still streaming the same amount of shows, playing actually less online games than last month and still using the internet in the same capacity. In fact, I'm working more so there's no one home for most of the hours to use the internet. I tried to call Comcast a week ago to ask why the data usage was so high this month despite me using it less and less, and the only suggestion offered was to monitor my data usage. When I asked him why this was happening, the rep just directed me to the website and had me look up the usage, which gives no details as to how it's being used. He didn't offer any suggestions or reasons why it was high. He just told me what I already knew. I feel like I'm being trapped in a money scheme with absolutely no help or way out. The 300GB data cap is purely put in place to make money on unsuspecting consumers.

Ticket: # 502051 - Comcast data cap and data injection

Date: 8/31/2015 9:36:53 PM

City/State/Zip: Atlanta, Georgia 30319

Company Complaining About: Comcast

Description

Comcast is imposing a 300GB/month data cap on my home Internet without providing a proof of data usage report nor an account for how that data cap is reached. In addition to that (and more frightening) they are inject HTML into sites that I visit to create a popup on the webpage I am attempting to view.

For the time being I have no other options for high speed internet because our government has allowed them to monopolize the market in my area, and my job (software engineer) requires high speed internet. Without my job I can't earn money so that you (the U.S. Government) can take a majority of it in the form of taxes. I need you to help me so that I can keep paying your salaries.

Ticket: # 502151 - SuddenLink Data Cap

Date: 8/31/2015 11:25:07 PM

City/State/Zip: Forney, Texas 75126

Company Complaining About: Sudden Link

Description

SuddenLink is the only Cable internet provider in my area and therefore have initiated a Data Cap to all users. The only option to an open unlimited internet is a 300-400 dollar business class internet option, which is slower than the current internet package I have.

Ticket: # 502160 - Only one choice of provider in my leased condo

Date: 8/31/2015 11:39:03 PM

City/State/Zip: Houston, Texas 77057

Company Complaining About: AT&T

Description

Hi FCC,

I am a big fan of your recent open internet initiatives. I am currently frustrated. I am leasing a condo in Houston Texas (2525 Marilee lane houston, tx 77057). I have just found out that I cannot bring my comcast service with me as they are not given ROE in my complex. Instead I am forced to use AT&T Uverse. The issue with this is frankly... I believe I as a consumer should have a right of choice with which company I choose to support and provide my service. Second, AT&T has imposed data caps of 250 GB in my area. Comcast had none. I use quite a bit of data as I mostly stream my content. Last month I used 469 GB of data with comcast and paid \$25 for internet that gave me broadband speeds of 50MB down. With AT&T not only would I be charged near \$70 a month for slower speeds 18MB down max... not even broadband as of this year! But they would charge me an additional \$50 in overages.

I don't understand how in 2015 it is possible that I not only have no choice in broadband provider, but also am forced to an ISP that doesn't even offer broadband services!!!!

Please help!

(b) (6)

Ticket: # 502221 - Incorrect Data Usage reported by Comcast Xfinity

Date: 9/1/2015 1:39:29 AM

City/State/Zip: Johns Creek, Georgia 30097

Company Complaining About: Comcast

Description

I monitor all data going in or out of my router. Tonight, only 4 hours after my data cap reset, Comcast was reporting that I had already somehow used 30GB of data. I monitor everything through my router and confirmed this wasn't even close to being accurate. After calling their customer support, they of course told me it was my fault and that someone had to have hacked my router or some other nonsense (even though that would also be logged by my routers data monitor.) I confirmed that all my devices and accounts were secure but was told there was nothing they could do about my obviously inaccurate data charges.

Ticket: # 502494 - Change in Service Without Consent; Data Caps**Date:** 9/1/2015 10:33:23 AM**City/State/Zip:** Fayetteville, West Virginia 25840**Company Complaining About:** Sudden Link

Description

Our complaint is about internet availability, billing, and may in fact be an issue of Net Neutrality as a whole:

My family was previously paying for Suddenlink Communications' Unlimited Bandwidth plan. Very recently, and without our consent, we were dropped from that plan and moved to a limited, more expensive plan with a data cap and significant overage fees. As a result of this unasked for change in our services, we are now saddled with a plan that is extremely limiting and prevents the two members of this household who work online from actually performing their duties, as well as rendering all previous recreational use impossible without incurring significant fees.

Currently the company offers no sufficient recourse for consumers who find their new data plans too limiting; there is an option to purchase additional space at \$10 per 50GB of overages; however, for a household that can routinely use hundreds of gigabytes per month, this is infeasible as realistic solution. Because our work is online, we must be able to do our jobs to pay the bill -- because the bill is exorbitantly expensive, it is too expensive to continue working.

As the size of streaming video, images, video games, and other media increases, so will the use of internet services. To increase a customer's speeds, and then penalize them for making use of those faster speeds, is an outrage. To cap a person's internet use at all because a company feels that "too much" is being used should be illegal. I have personally found that data caps also pose a risk to personal security, because they force me to choose between updating the programs and services which keep my devices safe (such as Windows Updates and Avast Antivirus,) and being charged an extra \$10 because I wanted to be able to go online safely -- with the caveat that even if I go online, doing anything more than reading text is likely to cost me a significant amount regardless. This cap on our internet use also creates a barrier to open communication -- I cannot use skype to collaborate on work projects, nor can I use VoIP clients to communicate with distant friends and relatives.

Suddenlink is deliberately causing a conflict of interest with many other companies as well. Due to this new bandwidth cap, I cannot use many services which I previously used regularly, such as video streaming services and online gaming services. I am literally being prevented from choosing to watch something other than cable or their On-Demand service, which Suddenlink does not count towards your bandwidth cap. I feel this directly goes against the principles of net neutrality.

The members of this household can definitely say that this new, unwanted, un-consented-to limitation on our internet use, and the lack of alternatives to this service, has significantly decreased our quality of life and our ability to function in today's always-online world. We are considering forgoing home internet altogether and possibly even trying to find another place to live, because we simply cannot accommodate what Suddenlink is trying to force us to conform to. Today's customers need access to unlimited bandwidth at a fair price and at decent speeds. Consumers in the majority of other countries

never have to deal with this sort of anticonsumerist abuse, and it is truly upsetting that a county some refer to as "the greatest in the world" has simultaneously "the worst internet in the developed world."

I feel trapped and hopeless because of our current situation. Data caps literally destroy lives. They should be abolished and outlawed, for the good of consumers and business-owners alike. Elsewise, we will never compete with countries that have actual civilized internet useage policies.

Please, please, please hold Suddenlink accountable for their decision to hurt so many people.

Ticket: # 502899 - Data Caps, and Restrictions to Content**Date:** 9/1/2015 12:35:26 PM**City/State/Zip:** Dearing, Georgia 30808**Company Complaining About:** Comcast

Description

I am a comcast cable customer. I started using comcast at the request of my son about four years ago. Both he and my daughter were college students at the time and required access to high speed internet. My son is also a gamer and has some bearing on this complaint. When I started using comcast I specifically asked if there were data restrictions and I was told that there were not any. About two months later we were informed that we were going to be placed in a "trial market." We were not asked to participate we were forced to. There are NO other high speed broadband providers in my area so we have to participate to retain access. The data caps might work fine for a household with only one person, but my son is a steam user, streamer, and my family all watches online media through the internet. once we hit that 300GB cap we have to PAY to continue accessing that content which means Comcast is deliberately restricting access in order to make a profit off their customers who already paid for their service. My son who is more savvy with the internet than me called up Comcast and had a very involved discussion with one of the techs after we found out that our download speed had dropped from 7 mbps (when we started) to what is now 3mbps. When he asked the sales rep about what was available the rep replied that 3mbps was the fastest available in our area which is a downright lie as we had 7 mbps 3 years ago.

In essence I'm making this complaint because I feel that my ability to access resources on the internet is being held hostage. High speed broadband is a requirement for many business and entertainment facets in this day and age. My access to the ENTIRE internet is being manipulated by my isp's pricing plans which is wrong.(paying to access specific content)[that content being video game downloads, program downloads, streaming video from other sources, (that is what they are targeting) and any other activity that uses data] Were there other companies available I, and many others would switch. Comcast is falsifying their research data on caps by running these "trial markets" in areas where they have almost no competition or customers have no other options. Furthermore the fact that there is a monetary incentive to restrict your own access skews the data as people that cannot afford to go over the 300GB limit will of course not go over. This "trial" is rigged and is designed to exploit high data usage customers who would rather purchase subscriptions to netflix,hulu, crunchy roll which offer good content than purchase comcasts garbage cable package. Comcast is attempting to manipulate the television market by not allowing their customers the freedom to access their competitors content.

Ticket: # 503128 - ISP is adding a cap to my internet service following my deactivation of cable TV

Date: 9/1/2015 1:43:51 PM

City/State/Zip: Miami Lakes, Florida 33016

Company Complaining About: Comcast

Description

Hi,

About a month ago I "cut the cord" and deactivated my cable TV service with comcast and kept only the internet part. This was in part due to the high cost of the service vs. very low return on entertainment. I instead decided to netflix, an internet based content provider. It was made clear that comcast was not thrilled with my decision since it took more than 2 hours to deactivate my service after being sent from customer support, to another agent, then to retention service and finally being able to get what I requested. I have been enjoying very much my new provider of content, however recently received notice from comcast that they will be implementing a data cap on my account.

The timing for this implementation seems rather suspicious to me and if I want to keep the save service I had before that was without data limit, they will charge me 30\$ extra per month. This puts a restriction on the usage of a competing content provider because the sole broadband provider in my area is decreasing services to make more money on existing users in a move that inhibits free market competition.

Ticket: # 503282 - Data caps on Internet

Date: 9/1/2015 2:15:06 PM

City/State/Zip: Fort Lauderdale, Florida 33311

Company Complaining About: Comcast

Description

I received an email from my internet provider, Comcast/Xfinity, stating that they will institute a cap on my service. I believe that the consumer, myself, is being rip-off. As of right now, we don't even have a rival company to switch to my area, so Comcast/Xfinity has a monopoly. I thought the FCC ruled data caps were illegal.

Ticket: # 503329 - comcast data caps

Date: 9/1/2015 2:28:37 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

starting october 1st comcast will begin to implement a 300gb data cap and chard 10\$ for 50gb there after cap limit, they say its a trial run, but my complaint is comcast has a contract with my HOA, we are unable to choose any other ISP or cable service bc of the agreement between comcast and our HOA. i do not want to partake in their trial run.

Ticket: # 503355 - Comcast Data Cap

Date: 9/1/2015 2:36:40 PM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

I just received an email from Comcast saying that they will be "trialing" a new plan in my area (Miami/Kendall FL) which includes a 300gb monthly data cap. I previously had no data cap with them, and doing this means that I will most likely be unable to use Netflix and other streaming services in the future without facing heavy fees from Comcast. We've almost entirely transitioned to streaming Internet TV service so that we no longer need to pay Comcast's ridiculous prices, but this move puts us in a tough position. We either limit our experience with other internet TV providers by adhering to the data cap, or we go back to Comcast. Either way, we lose, Netflix loses, and Comcast, as always, wins.

Ticket: # 503365 - Data caps

Date: 9/1/2015 2:39:23 PM

City/State/Zip: Miami, Florida 33174

Company Complaining About: Comcast

Description

Comcast is instituting a data cap on my internet. Can they do that? I feel like that should be illegal. I also feel that I should be able to rescind my contract as that have materially changed the product I was anticipating. I am lucky enough to live in a place where I have an almost equivalent alternative, but I don't think they should be able to change how they deliver my service until my contract is up at the very least.

Ticket: # 503567 - Net Neutrality

Date: 9/1/2015 3:24:23 PM

City/State/Zip: Miami, Florida 33182

Company Complaining About: Comcast

Description

I just received a email from Comcast stating they are experimenting a new data plan in my area. This data plan will consist of 300 GB per month starting October 1, 2015. They will also trial a new Unlimited Data option for \$30.00 per month in addition to my monthly internet fee. It is obvious that congestion is not an issue but money is. It's a coincidence that record number of household are canceling cable service and now ISP providers are finding way to make up for the money lost. I believe that this would be against Net Neutrality, this would be unfair to other companies and competitors that provide the means to stream video, play games, listen to music and do school work. This put the consumer at a disadvantage where one would have to decide what to do on the internet so as to not go over the data allowance and be charge \$10.00 for another 50 GB. I would strongly believe that they are implementing Data Caps although they would disagree with this. I would hope to see the FCC challenge ISP providers on their "New Internet Plan" and stop ISP from implementing Data Caps

Ticket: # 503676 - Arbitrary Data Cap**Date:** 9/1/2015 3:49:11 PM**City/State/Zip:** Plantation, Florida 33322**Company Complaining About:** Comcast

Description

I just received an e-mail from Comcast indicating that I will have a data cap of 300 GB imposed, with a \$10 overage charge for each 50 GB addition. I already pay a premium for faster internet. Now it appears I need to pay to use what I already pay for?

I don't see the reasoning in imposing the data caps on customers that already pay for premium service. This is another example of squeezing more money out of cord cutters so Comcast can try to make up for profits on their nearly obsolete medium of providing media (traditional cable). This is a direct attack on cord cutters getting rid of cable TV and instead subscribing to other, more innovative services. Comcast does not innovate.

Internet was essentially an afterthought for all these television companies and they have every intention of continuing to use the same OLD equipment to provide the SAME service that was provided over a decade ago. It is not fair to the consumer as we have NO choice if we want high speed internet.

Ticket: # 503712 - Internet Data Caps**Date:** 9/1/2015 3:56:05 PM**City/State/Zip:** Plantation, Florida 33324**Company Complaining About:** Comcast

Description

Comcast is instituting a data 'cap' of 300 GB in my residential area. Not only is this cap unwarranted, as there are no infrastructural needs for this capping as there is with say throttling cellular data during network congestion, it is anti-competitive as it is a clear tactic to prevent the adoption of streaming services that directly compete with Comcast's core business of Cable subscriptions and the production of NBC/Universal. Comcast's data caps are detrimental to a free and open internet because they introduce an artificial cost barrier that keep people from accessing new content without paying Comcast an extra 'fee' to access that content. If competition for customers actually existed in my area -- it doesn't --, these data caps would not be an issue because I would be able to switch to another provider. The fact is that Comcast is the only game in town, which is why their data caps exist now in my location, but not locations where competition exists, e.g. kansas city with google fiber.

Ticket: # 504034 - Comcast Data Cap**Date:** 9/1/2015 5:13:26 PM**City/State/Zip:** Coconut Grove, Florida 33133**Company Complaining About:** Comcast

Description

Comcast has decided to "test" data caps on my internet in Miami, FL, only allowing me 300GB a month. After 300GB they are charging \$10 per GB of data. They just decide to include my city in this test while other cities are still excluded and I have no choice in the matter. This is not something I signed up for!! When the service was purchased there was no data plan. Comcast now counts data used on VOIP, downloads, streaming from Netflix, Hulu & Amazon, online gaming, ipads, mobile phones and email, not to mention an online security that I use to monitor my home. Now I have to DOUBLE PAY for my services!! Comcast's only competition in this market is AT&T and I'm not sure which of the two companies is worse. Their duopoly is absolutely killing the market and the service that customers receive. The minute another ISP comes into the market (I hope you're listening Google), I will be the first customer to switch over and leave these two idiotic companies behind. Comcast's customer service is an absolute joke. The only thing that has convinced me to remain as a Comcast customer up to this point has been their superior service. Well guess what? Good job Comcast, you've gone and ruined that too. This data cap "testing" idea is ludicrous. This is just another way for them to squeeze more money out of their customers for the same crappy service.

Ticket: # 504110 - 300GB monthly cap is unfair and against Net Neutrality

Date: 9/1/2015 5:36:44 PM

City/State/Zip: Hialeah, Florida 33010

Company Complaining About: Comcast

Description

By implementing data caps on my area Comcast is closing the gap in becoming a monopoly as Internet provider, my main concern is that I won't be able to use other services like Hulu and Netflix due to the limitation on my data allowance. With this new metered service they will be requiring customer to pay more for a lower level of service, pay a penalty or simply subscribe to one of their higher priced services, it's a win-win situation for Comcast and no one in our government seems to care about us, the consumers.

Ticket: # 504253 - STOP COMCAST

Date: 9/1/2015 6:31:14 PM

City/State/Zip: Miami, Florida 33144

Company Complaining About: Comcast

Description

Stop Comcast and their ridiculous implementation of data caps. They are hindering access to available media on the internet by doing this, average users will use higher amounts of data than what they are proposing as a data limit. Sites such as Youtube, Netflix, Amazon and other streaming services will suffer due to these data caps.

Ticket: # 504160 - Comcast Data Caps

Date: 9/1/2015 6:01:05 PM

City/State/Zip: Miami, Florida 33133

Company Complaining About: Comcast

Description

Comcast just started imposing a "trial" data cap for my region of 300GB. While they claim that this cap is not hit by most users, this will quickly not be the case with the expansion of services like Netflix and YouTube. Additionally, as someone who occasionally works from home this type of cap severely limits the amount of access I have to work resources. This move would be acceptable to me if I had another option for Internet, but at this time my only option, AT&T, is slower and also imposes a data cap. This is very bad for consumers. This is also very bad for business as my roommate uses the Internet heavily while working for his startup company.

Ticket: # 504164 - Comcast Data Caps

Date: 9/1/2015 6:01:55 PM

City/State/Zip: Coconut Grove, Florida 33133

Company Complaining About: Comcast

Description

After cutting my cord from TV and only wanting to use internet, I was forced to purchase a package with TV as it was the only lower priced option. No option to remove the TV for only internet saving money on the unwanted TV expense.

Today, Comcast emails me saying there will now be a data cap and will automatically charge my account for more data. No increase of speed in years and still able to charge more for a service that has not been improved in quality or speed. The cost of my service is dirt cheap to Comcast nor do they spend in improving infrastructure where is the justification in this utility to charge? I only have the choice of Comcast, so it is easy for the company to over charge.

How are these types of practices allowed?

How is internet not treated the same as power, water, or phone?

Ticket: # 504179 - Comcast data Caps in Florida

Date: 9/1/2015 6:08:00 PM

City/State/Zip: Miami, Florida 33147

Company Complaining About: Comcast

Description

As you may/or may not heard, Comcast it now rolling out data caps in Florida(and other states) starting October 1st. I don't understand why is this happen! I have the highest tier for residents because i'm a power user. I was paying for faster internet speed, now I also have to pay for unlimited bandwidth?! Why is there a restrictions on bandwidth in day of age? Where are my tax dollars going!

Ticket: # 504347 - Comcast fines for using broadband internet service

Date: 9/1/2015 6:58:06 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

FCC,

Comcast is fining me for using my broadband service under what they claim is a "trial data cap". This trial has been ongoing for several years now with no end in site. Under this trial you are fined if you use more than 300Gigabytes a month of internet throughput at a rate of \$10 dollars per extra 50Gigabytes of throughput they permit you regardless if the traffic you are generating is legal or illegal.

Just as you took action with the net neutrality issue of fast lane abuse. please take action against Comcast for the net neutrality issue of data cap abuse. How can they get away with real fines (charges) under a trial basis with no stated end to the trial.

This data cap is also not present throughout the united states. They are only imposing data caps in select locations of the united states. Recently a Comcast representative was recorded advising that the data cap was only enforced in the city of Atlanta. I live outside the city of Atlanta and the Georgia Perimeter, however the data cap is enforced here.

Comcast also just announced the "trial data cap" to customers in select area's in the state of Florida, however unlike the rest of the United States they are being given an option of paying an additional \$30 dollars a month to return to unlimited regular internet service.

I pay \$76.99 for unlimited broadband internet service, but I am now forced to stress each and every day over how much legal internet throughput my household generates to avoid blatant Comcast extortion.

I used to support Comcast, they used to only go after true abusers of their service, customers running hosting companies off their home internet connections or severe piracy cases, but now they have decided to target all Americans which cannot and will not be tolerated.

Attached is my July 2015 bill as proof of the fines I receive for using more than 300Gigabytes of throughput, (all legal traffic).

I have since had to stop watching legally purchased digital movies, limit my family of other legal internet based movie services (streaming). I have to go to a relatives house now who has charter cable to download digitally purchased games as the average size of a video game is now 20Gitabytes, that's per game.

Comcast is also counting all bandwidth in and out of our cable modems. That means even if a malicious actors are generating traffic via denial of service attacks or vulnerability scans I am having to pay for that data usage.

Comcast is also harassing me with automated phone calls and emails which warn you that you have exceeded your allowed internet usage for the month and worse yet Comcast is employing java script injection attacks to display a warning message to advise that you have exceeded your internet data usage cap of 300Gigabytes and they continue to inject warning messages for every additional 10% of usage over the 300Gigabyte limit that you use along with a \$10 dollar fine.

thank you for your time

(b) (6)

Ticket: # 504457 - Comcast Introducing Data Caps on Internet

Date: 9/1/2015 7:35:45 PM

City/State/Zip: Philadelphia, Pennsylvania 19127

Company Complaining About: Comcast

Description

Comcast is currently testing plans to limit customers' internet usage to only 300GB per month with a \$10 overage charge for every 50GB customers go over. Customers can only get out of the data cap by paying an extra \$30 per month on top of their regular bill.

300GB doesn't cover most people's monthly internet usage, thanks to the widespread availability of streaming movies, tv, and music. Internet speeds should not be capped and customers should not have to pay extra money for unlimited speeds. This is an example of Comcast overcharging customers for a necessary service that should be available without debilitating limits.

Ticket: # 504448 - Comcast Internet Data Capping**Date:** 9/1/2015 7:29:27 PM**City/State/Zip:** Miami, Florida 33174**Company Complaining About:** Comcast

Description

I, and several other Comcast internet users in the South Florida metropolitan area, just received notice that Comcast intends to place a data cap on our internet usage. It is my belief that by instituting a data cap (and offering an unlimited service for an additional fee) Comcast is attempting to limit my ability to use streaming TV and video services and is thus engaging in anti-competitive practices. This is compounded by the fact that there are no other options for cable internet in the area. This cap will create undue financial burden on customers simply because they do not also wish to subscribe to traditional cable packages, preferring instead to take advantage of lower-priced, internet based options. Comparing my last three months of data usage, and conferring with others on the topic, customers who use streaming services consistently go over the new cap of 300GB per month.

With no alternative cable internet providers, users will be forced to comply with these data caps (limiting their internet usage) or switch to another provider, requiring the purchase or lease of new equipment, installation fees, and so on.

Ticket: # 504450 - Comcast attempting to get around the net neutrality decision and article II

Date: 9/1/2015 7:30:21 PM

City/State/Zip: Davie, Florida 33328

Company Complaining About: Comcast

Description

I recieved this email from Comcast today. I am aware that they tried this in Tennessee, but this seems a little too coincidental considering their monopoly on land lines here in south florida and the net neutrality decision not too long ago. From what i understand the data caps, and throttling, and unjustified fees are supposed to be in violation of the net neutrality policy.

An important update about your
XFINITY Internet service

We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We will also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

The median usage for XFINITY Internet customers is 40 GB of data in a month. And based on your recent usage history, it appears this new 300 GB data plan will not impact you. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below.

Here are the details of the plan:

While we believe that 300 GB is more than enough to meet your Internet usage needs, if for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each. We're also implementing a three-month courtesy program. That means you will not be billed for the first three times you exceed the 300 GB included in the monthly data plan.

Here are the details of the Unlimited Data option:

If you don't want a 300 GB data plan, the new Unlimited Data option is an alternative that provides additional choice and flexibility, especially for customers who use lots of data. You can choose to enroll in the Unlimited Data option at any time for an additional fee of \$30 a month, regardless of how much data you use. Enrollment in this option goes into effect on the first day of the subsequent calendar month. For additional information, [click here](#).

Here are a few tools for you to easily track and manage your usage:

Usage meter – Track how much data you have used each month with our usage meter.

Data Usage Calculator - Estimate your data usage with our calculator tool. Simply enter information on how often and how much you typically use the Internet, and the calculator will estimate your monthly data usage.

Notifications - If you are on the 300 GB plan, we will send you a courtesy "in-browser" notice and an email letting you know when you reach 90%, 100%, 110%, and 125% of your monthly data usage plan amount. You can also elect to receive notifications at additional thresholds as well as set up mobile text notifications. Learn more about notifications [here](#). Notices will not be sent to customers who enroll in the unlimited data option.

If you have any additional questions about the new data usage plan, please see our [FAQs](#).

Thank you for being an XFINITY Internet Customer.
Sincerely,

Your XFINITY Team

Please note that this is a consumer trial. Comcast may modify or discontinue this trial at any time. However, we will notify you in advance of any such change.

Ticket: # 504460 - Comcast Data Cap

Date: 9/1/2015 7:36:04 PM

City/State/Zip: Pompano Beach, Florida 33069

Company Complaining About: Comcast

Description

Comcast is trialing a new data cap program and WILL NOT ALLOW ANYONE TO OPT OUT. Please STOP THEM!!

Ticket: # 504490 - Xfinity/Comcast Data Cap

Date: 9/1/2015 7:51:48 PM

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

Xfinity/Comcast just notified me that starting 10/1/2015 under a trial market data cap. I just agreed to a rate for 12 months with the company and now they are changing the terms of the rate. This is an abuse of their monopoly in the market and bait and switch. They said I would get one plan for a set amount of time now to say that I need to pay \$30 more per month if i still want that same service. Please help

Ticket: # 504589 - Comcast Data Caps

Date: 9/1/2015 8:26:28 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

How can any company compete with Comcast if they give preferential treatment through the wire to their own services but yet customers who use Netflix and Hulu are hit with data usage. Comcast is not in the business of competing and is instill data-caps to leverage off the companies. Data caps should not exist, otherwise they should bill as per use at a reasonable rate.

Ticket: # 504599 - Comcast 300gb Data Caps in Miami

Date: 9/1/2015 8:35:52 PM

City/State/Zip: Miami-dade, Florida 33187

Company Complaining About: Comcast

Description

Comcast (Xfinity) is starting a data cap in Miami that is 300gb and then charging \$30 to your plan beyond that. While the default pool is immense this plan isn't fair play against cord cutters who no longer pay for cable but go through Internet media such as Netflix, Hulu, Amazon etc. This appears to be done to attack that demographic specifically and shouldn't be allowed as a fair act business practice.

Ticket: # 504605 - Data CAP

Date: 9/1/2015 8:37:25 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: Comcast

Description

With Internet being used in a variety of different ways, hitting this data CAP will eventually become a reality . I can't believe I have to now have to watch out for this so called data CAP. I have to now choose what devices I connect to the internet. Security camera using a cloud based service, computer backup, phone, TV... Why is Comcast asking for more money? This is not the service I signed up for. If there was an alternative I would gladly switch.

Ticket: # 504620 - Comcast data caps in Florida

Date: 9/1/2015 8:44:09 PM

City/State/Zip: Miami, Florida 33137

Company Complaining About: Comcast

Description

Comcast instituting data caps in Florida is not good.

Ticket: # 504684 - Comcast Data Caps in Fort Lauderdale

Date: 9/1/2015 9:13:34 PM

City/State/Zip: Fort Lauderdale, Florida 33304

Company Complaining About: Comcast

Description

Comcast is implementing data caps in select cities in Florida, which will affect me. This intrinsically strikes as discriminatory, and ultimately an unfair business practice when they all but hold a monopoly on cable access. As the internet continues to expand with features like direct downloads of software and online movie viewing (ie netflix), data caps place a severe restriction on consumers, and violates fundamental concepts of net neutrality. With limited options in terms of high speed internet access, and such a high barrier of entry for competitors, this move reeks of price gouging. And while their comment is that it affects only a small percentage of consumers, that percentage continues to grow at an exponential rate.

Additionally, there have been prior complaints as to the accuracy of comcast's measurements. This is a move that must be stopped, and barriers to entry for competition relaxed.

Ticket: # 504695 - New data caps unexpectedly imposed on my account**Date:** 9/1/2015 9:17:53 PM**City/State/Zip:** Miami, Florida 33175**Company Complaining About:** Comcast

Description

This morning (9/1/2015), I received an email from Comcast which states that they will start to enforce a new data cap on my previously unlimited internet plan. I don't understand how this company can do this to a subscriber in a contract which had no data limits in the past. As an avid gamer and movie watcher, my family and I routinely use various video and music streaming services, while I am constantly playing newer and bigger games which can use multiplayer components. With our activities, I find that we are consistently going to go over this unfairly imposed data cap for each month. It cannot be lawful that this company can do this kind of a change on current subscribers. I have been reading people's experience from other cities Comcast has done this "trial" data cap, and they all mention that this is an attempt for Comcast to sell a business class account to avoid account overages (which is evidenced when a company representative phones the complaining customers, and pitches the business account option). It also sounds like Comcast is trying to limit the consumer's access to streaming services like Netflix and Hulu. Therefore I am asking that the FCC please look into the new data caps and plans that Comcast has suddenly sprung on its customers in the South Florida area.

Ticket: # 504751 - Comcast Data Caps

Date: 9/1/2015 9:36:36 PM

City/State/Zip: Fort Lauderdale, Florida 33308

Company Complaining About: Comcast

Description

Comcast has sent me notification that they will be imposing a 300 GB data cap against my internet service starting on October 1, 2015. The only apparent reason for the change is that the median usage for a customer is 40 GB. This violates the Open Internet Order by placing me at a disadvantage as a consumer.

As a potential consumer of additional online media services such as music and movie streaming, purchase and use of these services could send me over the data cap. In order to avoid an absurd charge of \$10 for a measly 50 GB of data, I would have to not purchase these services or reduce usage of these services. The only other option is to pay essentially a \$30 fee for unlimited data to use these services.

Coupled with my existing usage from streaming, online gaming, and work use (telecommuting as a software engineer often requires downloading of huge proprietary artifacts or data sets on a frequent basis), I am forced into a position of reducing my internet usage and/or having reduced consumer media options.

Ticket: # 504833 - Comcast's 300GB data cap

Date: 9/1/2015 10:26:26 PM

City/State/Zip: Miami, Florida 33162

Company Complaining About: Comcast

Description

Comcast has been rolling out their 300GB data caps in more and more areas and now they've gotten to my area.

Ticket: # 504860 - Comcast Data Cap

Date: 9/1/2015 10:51:32 PM

City/State/Zip: Homestead, Florida 33033

Company Complaining About: Comcast

Description

I just received an email from Comcast stating that they intend to implement data caps (of 300GB) in "[my] area", meaning, all of South Florida. I believe the FCC has made statements to its intention to take action if Comcast implements data caps. Well, now is the time. Thank you for your time.

[Ticket: # 504864 - Comcast capping internet plans to 300gb unless customer pays \\$30 extra](#)

Date: 9/1/2015 10:53:22 PM

City/State/Zip: Richardson, Texas 75080

Company Complaining About: Comcast

Description

Comcast recently sent out a letter stating that they are trialing a new XFINITY Internet Plan. They are giving everyone a 300gb data cap (They state, and I quote, "The majority of XFINITY customers use less than 300 GB of data in a month", which is certainly not true), and requesting that if you want to keep your unlimited data, you "only" have to pay an additional \$30 a month on top of your existing plan.

Ticket: # 504972 - Comcast Data Caps - Miami

Date: 9/2/2015 12:36:44 AM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Comcast has recently introduced data caps in the Miami metro area. Prices for unlimited data are outrageous and very unfair. They are specifically targeting cord-cutters.

Ticket: # 504976 - Comcast Data Cap Trial in South Florida (Anywhere in that case)

Date: 9/2/2015 12:40:18 AM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Today, September 1, 2015 Xfinity (Comcast) introduced their Data Cap Trials. This new trial will cap the people of South Florida and other states I'm sure, to 300GB a month. We don't live in a time anymore where 300GB is a lot. In fact, 300GB is nothing. According to Netflix, a HD movie with use 1GB of data per hour. The new Windows 10 has new features that will download and install updates automatically, in which there is no option to turn off unless you modify some files in which I am not willing to do because that's not something I should be doing as a regular consumer. My kids are constantly using the internet to stream their videos either by YouTube or Netflix and other streaming services, homework, and they game a lot too whenever they get their free time. I've been fortunate enough to enjoy technology myself and am aware of how big the internet has become. Files back then were merely kilobytes then megabytes and games nowadays are GB's, those apply for games in the tables/phones and consoles. I love listening to podcasts as it informs me of everything. As you can see, we're very into the internet. When I received the letter today from Comcast I was dumbfounded. They basically told me they were putting a restriction to my family as to what they would be watching or not. Yes, my kids do more than be on the internet and also applies to me but that is not the point here. Xfinity is offering unlimited plan for \$30 dollars more on top of what I am paying. I pay \$200 dollars for cable and internet, and now they're asking for \$30 dollars more when back then when choosing my plan, there was no cap and it's why I made my choice of paying \$200. If I don't want to pay unlimited, then they'll be charging me \$10 dollars for every 50GBs. We use in a month more than 500GBs. We're a big family that I maintain alone and this is not right. I understand Xfinity is just like any other business, where the goal is to make money. But, businesses are build with and by costumers. What is wrong with this picture? Xfinity and At&t are just a monopoly since there is no competition. They know they can get away with it and we the costumers are affected the most. I don't know what will emailing do, but at least I want to speak my mind. Where I live there are no other providers; we're stuck. My family are now limited by Xfinity. Everyone in the trial are limited. This shouldn't be a thing. Please help us. Speak for us.

Sincerely,

(b) (6)

Ticket: # 505027 - Bandwidth Caps**Date:** 9/2/2015 2:55:34 AM**City/State/Zip:** Radford, Virginia 24141**Company Complaining About:** Shentel

Description

Recently, ISP Shentel has begun putting a "cap" on the amount of data that can be used monthly on their home internet service. If you go over this cap, it is a \$10 per 50GB fee.

Shentel is already incredibly overpriced for ISPs around the area, being almost double the cost of a Comcast plan for half the speed, and an unreliable connection. Paying \$60 a month, I barely get a 15Mb connection, with a horribly small 300GB cap. Imposing a data cap is horribly anti-consumer, and doesn't have any benefit other than increased profit for the ISP.

As a computer science student at Radford University, I absolutely rely on having a stable connection, and use a large amount of data for streaming lectures, software, tests, the list goes on. Having a data cap limits me massively as to work I can do at home. The cap also intereferes horribly with entertainment. I recently got a new computer, and had to re-download all my previous game files totalling just under 900GB. I was forced to do this in my workplace on an unreliable laptop to avoid going over my limit at home.

The cap also limits my ability to stream online media. As a poor student, I cannot afford Shentel's cable plans, and I rely on free websites such as YouTube and streaming services such as Netflix to provide entertainment. With the data cap, it's very easy to go over using Netflix at it's standard 1080P, and with 4K on the way, I dread the thought.

Data caps are simply a new push by the cable industry to try and preserve a dying business model by unfairly and, debatably intentionally, punish consumers for finding alternatives. With the constant upkeep, improvements, and investments by local government, there is no technical limitation causing these limits, simply a business decision. Please, help the consumers such as myself who can barely afford what they need to be successful by eliminating unnecessary data caps.

[Ticket: # 505053 - Comcast data caps](#)

Date: 9/2/2015 4:07:11 AM

City/State/Zip: Naples, Florida 34119

Company Complaining About: Comcast

Description

Comcast should not be allowed to force data caps on consumers. It's a cash grab by a monopoly.

Ticket: # 505099 - Comcast Data Cap

Date: 9/2/2015 7:52:51 AM

City/State/Zip: Savannah, Georgia 31406

Company Complaining About: Comcast

Description

Comcast is imposing overage fees (data cap) in selected markets while at the same time not providing an alternative (higher tier of service). This smacks of a huge conflict of interest where on the one hand Comcast is providing one service (internet) and then punishing those who do not wish to buy their other service (cable tv) by restricting data needed to access perceived/real competitors. Comcast's Internet and Comcast's Cable TV need to be completely separate and independent companies in order to provide the freedom we have fought so hard in this country to protect.

Ticket: # 505109 - Comcast data cap in Miami

Date: 9/2/2015 8:08:20 AM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Adding a data cap will make the internet unusable without having to pay ridiculous charges for going over. My house has 4 people who are always on the internet surfing the web, chatting, watching netflix or playing video games. Having to limit ourselves on what we can do out of fear to go over the cap is just not fair.

Ticket: # 505141 - Comcast Data Cap In Fort Lauderdale / Miami Area

Date: 9/2/2015 8:35:32 AM

City/State/Zip: Fort Lauderdale, Florida 33309

Company Complaining About: Comcast

Description

Comcast has announced that they will be data capping our internet and charging for overages. The reasoning for this is profit related and not technical. As I have no other comparable alternatives in my area I believe that Comcast is using their monopoly on the situation to force users to pay for fair internet use.

I would like Comcast to DROP their data cap in my region and offer services at FAIR cost.

Ticket: # 505161 - Comcast DATA Cap**Date:** 9/2/2015 8:56:53 AM**City/State/Zip:** Miami, Florida 33157**Company Complaining About:** Comcast

Description

I find it utterly ridiculous that comcast has not pushed a 300gb data cap to all residents of Florida. Wired internet should have no bandwidth limitations, I work for IT and know comcast is completely capable of allowing unlimited bandwidth for all customers with no impact on quality or speed. This is just another ploy for a big company to get even richer, while the poor have to work hard for their money. Here in Miami, FL we do not have many choices for internet provider, it's either AT&T which sucks (25mbps) residential or comcast who provides 100mbps+. It is almost like these 2 companies have a monopoly and I find this extremely unjust. Comcast should be forced to remove data caps.

Ticket: # 505183 - Comcast Data Cap

Date: 9/2/2015 9:11:41 AM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

I want to complain about Comcast imposing a data cap on their Internet Service. This must surely be against the law for them to do this. Since they are the monopoly of Internet and Cable service, it seems they get away with just about anything. The data caps are obviously put in place to force people to curb their use of NetFlix, Hulu, YouTube, Apple TV, etc. Comcast wants people to not be able to cut the cord, they want people to pay for their Cable service instead. Please stop Comcast, they are like the mob and everyone is in bed with them. I'm also pretty sure I didn't agree to the data caps when I signed a contract with Comcast. Also, how can they impose this restriction on just some people in some states? That's not ok. They're picking out the largest cities in America and imposing this restriction and extra fees there.

Ticket: # 505219 - Comcast Data Cap in Florida

Date: 9/2/2015 9:36:16 AM

City/State/Zip: Miami, Florida 33183

Company Complaining About: Comcast

Description

Comcast is going to introduce data caps in Oct 1 2015, and wants to charge a really high price for "unlimited" internet. To have an "unlimited" internet it would be a charge equivalent of almost 75% my current bill.

Ticket: # 505235 - Comcast Data Cap**Date:** 9/2/2015 9:41:40 AM**City/State/Zip:** Antioch, Tennessee 37013**Company Complaining About:** Comcast

Description

Comcast has issued a data cap of 300GB per user in my area, which is blatantly unacceptable. Capping home internet data usage is not the same as capping wireless data usage. In fact, the entire reasoning for capping of wireless data to be legal is so that "consumers don't treat wireless internet like their home internet". How can I even use my home internet if a basic episode of a television show on Netflix streamed on my television, not even using my actual computer, uses over 1GB of data?

This type of capping has incredible implications on competition in the internet market as well. Companies like Netflix can no longer continue to grow and change the internet/television landscape if their consumers are boxed and incapable of using their service. Even companies like Dish Network have started the switch to streaming-based television services, which rely solely on home internet. However, if my internet provider is allowed to cap my data usage so that I'm unable to stream my television programming, then Comcast effectively owns them as well, thus stifling competition even further.

I implore you to crush this monopoly before it continues to grow so large that it consumes all markets and companies that dare threaten its ability to own the entire internet. Chairman Wheeler himself spoke earlier this year of this exact fear: that "no one — whether government or corporate — should control free open access to the Internet."

Thank you for your time.

Ticket: # 505277 - Comcast Data Caps**Date:** 9/2/2015 9:59:45 AM**City/State/Zip:** Miami, Florida 33162**Company Complaining About:** Comcast

Description

I have been informed by comcast that they will be implementing a 300GB data cap on my service. This is not acceptable nor appropriate in this day where people on average use more than that streaming games, music, movies, security, streaming their own movies when they no longer have tv service (which i dont) with all the backing up and restoring of data "to the cloud" monitoring home security, home automation, it is impossible to keep to the limits proposed. Hard drives are very large and getting larger day by day. People are keeping more data for longer and backing them up more so as not to lose it. Everything is moving "to the cloud" we are getting much more bandwidth but no actual ability to use it. its like a drowning person being told they can only have 4 ounces and for each additional ounce they cn pay and they will get another sip.

Considering they are the only cable provider and only one of two isp's in the area i dont have any option to change. As they are now classed as a utility, it would be the same as if the power company said you have 220 volts of electricity but we might clock it down to 50 volts depending on usage and the time of day AND you only have X KWh per month to use. Any additional X KWh usage is x cost. People will go broke. In the digital age, internet is no longer a luxury but a necessity.

Please do something to stop them from hurting the people in this country. There were claims that they will cause damage if there was a merger with Time Warner. We now see that would have been true on a much larger scale. There needs to be more control of ISP's.

Thank you.

Ticket: # 505371 - Comcast is implementing data caps in my area.

Date: 9/2/2015 10:37:23 AM

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

To Whom it May Concern,

Starting October 1st, Comcast seeks to implement hard data caps in my area. They will also seek to charge for overages as well. In the modern era of medium consumption, this is unacceptable. They are limiting my ability to partake in an open and free internet by imposing further tolls for its usage. Furthermore, this practice will encourage other Internet Service Providers to also take part in anti-consumer practices. Please, review this policy as it is against the interests of a Neutral and Open Internet.

Sincerely,

(b) (6)

Ticket: # 505413 - Comcast Data cap in effect in Miami**Date:** 9/2/2015 10:52:57 AM**City/State/Zip:** Weston, Florida 33326**Company Complaining About:** Comcast

Description

After years of "non enforcement" Comcast has decided to start enforcing a 300 gb per month data cap on our connections down here in Miami. I think this fundamentally violates the principal of a fixed internet connection and what it means to provide internet service. To put it another way, it's false advertisement when you get down to it. I pay for 50 megabits a second. 50 Megabits is 6.25 Megabytes per second. If I chose to, as I should, to use a service or download at the full speed which I pay for, I made the calculation that I basically only have a little over 13 hours of internet usage at 6.25 MB/s per month with this data cap. So where I am told I have 6.25 MB/s per month, I infact only have 6.25 MB/s for 13 hours a month.

To put in real-life terms, my wife and I watch everything through internet services like Netflix and Hulu. Netflix is about 3GB per hour of HD streaming (a setting which I cannot change on my netflix-enabled TV, for the record). Comcast is basically telling me and my wife that we can only watch roughly 100 hours of TV a month through anything but their own TV service, which we have only because our condo includes it. That would seem to violate principals of anti-competitiveness, as Comcast is both a TV and Internet provider. Before you wonder why I still have it, its because it is the only option I have for internet in my building, so I am forced to use them. 300 GB per month data cap is basically staking a monopoly on what kinds of content and how much I can watch over my own internet connection.

Ticket: # 505494 - Data Caps

Date: 9/2/2015 11:18:41 AM

City/State/Zip: Hollywood, Florida 33023

Company Complaining About: Comcast

Description

The announcement of the enforcement of data caps is appalling and unfair to consumers.

XFINITY service in the South Florida area has always had the 250 GB / month "data soft cap" disabled. However, starting October 1, 2015, Comcast will be implementing a 300 GB / month data cap. Users who use more than this on a monthly basis after the cap is instated will be forced to either pay a monthly \$30 fee for Comcast's new "unlimited data package" or pay \$10 for every 50 GB they go over the 300 GB. With the ubiquitousness of online media consumption nowadays (e.g.: Netflix, Amazon Streaming, etc) , many users — myself included — will be forced to pay a new fee, not included in the original service contract. Comcast is attempting to forcibly reduce our usage without acknowledging the fact that these new services are shaping the way we consume media, and instead are holding many of their customers hostage via a lack of competition, freely profiting from this.

Ticket: # 505563 - Data Cap trial

Date: 9/2/2015 11:38:20 AM

City/State/Zip: Miami, Florida 33172-4085

Company Complaining About: Comcast

Description

First : I was not asked to participate in the trail it was imposed with no opt out provision.

Second: I have no way to verify the accuracy of Comcast's usage meter they could say I use whatever figure they wish and I could not dispute it and the nickel and dime me to death with additional fees.

Third: With the state of current web site development simply by going to any web site you are automatically hit with streaming video advertising that you cannot avoid and will count against your usage whether you want it or not.

Forth: I have not been able to confirm from Comcast if their own online video offerings are included in the data cap for example their TV to Go app on my ipad or even their own online video on the xfinity website.

Those are just a few of the concerns I have with this so called trial. This is simply an attempt on Comcast part gouge the consumer.

[Ticket: # 505571 - Proposed Comcast data caps](#)

Date: 9/2/2015 11:40:49 AM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: Comcast

Description

Comcast is my only option for high speed internet. They are proposing to place data caps and charge extra for overuse. The caps are much too low and since they have a monopoly in my area (Kirkland WA) I will be forced to pay. We need to block data caps or at least allow competition so I have a real choice (not DSL).

Ticket: # 505629 - \$30 Fee or 300 GB Data Cap - Not Fair

Date: 9/2/2015 11:56:03 AM

City/State/Zip: Miami, Florida 33184

Company Complaining About: Comcast

Description

Comcast has just announced the expansion of their data cap trials to South Florida. I have been informed that a cap of 300 GB per month will be in effect, with a penalty overage fee applying, starting 10/1/15.

This is not acceptable, and is not conducive to a fair and open internet. This is very obviously an attempt to reign in the use of online streaming sources for content and instead push customers to purchase or upgrade to large, expensive, and archaic television plans that they may not want or need. This eliminates choice, which is especially egregious given the general lack of choice available in Internet providers in most of the country (South FL/Miami has either Comcast or AT&T, but both have caps).

Our society is now greatly dependent upon the Internet, not only for entertainment, but for school work, research, communication, commerce, etc. Our growing use of the Internet shows no sign of slowing, yet Comcast continues to attempt to set unreasonable limits on its use. 300 GB is a paltry amount of data with regards to common use of the Internet these days, with HD (the default setting) video streaming from YouTube/Netflix/Hulu equating to over 3GB per hour. This is going to result in a lot of families being financially pressed, especially as more services are beginning to rely heavily on people's abilities to download their software and data as opposed to providing physical copies.

I am a heavy user of the Internet, with most of my household's content being delivered over the Internet. The trial Comcast is implementing in Miami specifically allows for a \$30 per month fee to return to unlimited data - or in this case, retain the service I've already been receiving for years. Essentially what this means to me (and I imagine many other citizens) is that we are being subject to a price hike of \$30 per month, because otherwise we're likely going to suffer outrageous overage charges on a monthly basis. This price increase is on top of the premium we already pay for our previously-unlimited, flat-rate speed tier - which costs American citizens vastly more compared to other developed (and undeveloped, for that matter) nations.

While I appreciate the so-called choice of not facing a data cap for a nearly 50% increase in my monthly bill, in the end it isn't a choice at all. Families will need to protect themselves from unexpected overages, and this essentially raises their cost of living.

Comcast needs to be encouraged to act in good faith with the communities they [practically] hold monopolies in. Increasing monthly cable bills by such a large amount - either by overages or extortionate fees - is unacceptable when there's only one cable provider in town. Comcast continues to argue that what they're doing is making the playing field fair, charging heavy users more than those who use less; if that were true, then why are they still charging people such as our parents and grandparents \$50 per month for 6Mbps speeds for checking their email?

Please work with Comcast and encourage them to be truly fair and reasonable with their customers. The data caps are nothing more than a price hike over already overpriced speed-tier service plans. There is nothing fair about charging large sums of money to low-usage and high-usage customers alike for service alone, while also increasing charges for those of us who already pay increased service fees for faster service (which allow us to reach our caps faster, and in turn pay more overages).

Ticket: # 505774 - Stop Comcast Cap on Internet Data and extra fees

Date: 9/2/2015 12:35:35 PM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

The monopoly Comcast is imposing a data cap and fee for customers who pass the 300 GB usage in different areas of the USA. I live in the city of Miramar in Broward County, Florida. I encourage the FCC to stop Comcast monopoly practices. Comcast is trying to circumvent Net Neutrality policies. Usage caps and charging additional fees to customers looking for an alternative to the cable television package will qualify as that. Their products and services are mediocre compared to their prices. They are going after people who cut the cable and don't buy their tv packages. Comcast TV packages are very expensive and full of channels that customers don't watch. Their internet speeds are slow compared to many other countries which are not as advanced as the USA. Comcast does not deliver on the promise speeds of their internet packages. Comcast is going after people who use Netflix, Sling TV, Hulu. etc. The FCC needs to look into this and stop Comcast and any other telecom monopoly that tries to take advantage of consumers. There are only two ISPs in my area and both are a monopolies with data caps, Comcast and AT&T(DSL and UVerse).

Ticket: # 505922 - New Monthly Data Cap

Date: 9/2/2015 1:10:06 PM

City/State/Zip: Pompano Beach, Florida 33060

Company Complaining About: Comcast

Description

Comcast is implementing data caps (300 GB/month) in select cities in Florida, which will affect me. This intrinsically strikes as discriminatory, and ultimately an unfair business practice when they all but hold a monopoly on cable access. As the internet continues to expand with features like direct downloads of software and online movie viewing (ie netflix), data caps place a severe restriction on consumers, and violates fundamental concepts of net neutrality. With limited options in terms of high speed internet access, and such a high barrier of entry for competitors, this move reeks of price gouging. And while their comment is that it affects only a small percentage of consumers, that percentage continues to grow at an exponential rate.

Additionally, there have been prior complaints as to the accuracy of comcast's measurements. This is a move that must be stopped, and barriers to entry for competition relaxed.

[Ticket: # 506071 - Data cap](#)

Date: 9/2/2015 1:31:01 PM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

Recently implemented data cap of 300gb which is very limited for constant streaming of services.

Ticket: # 506093 - 300GB Data Cap

Date: 9/2/2015 1:33:59 PM

City/State/Zip: Miami, Florida 33116

Company Complaining About: Comcast

Description

300GB Data cap trial they are implementing in South Florida.

Ticket: # 506610 - Comcast data cap in Florida

Date: 9/2/2015 3:45:03 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

Comcast has announced that it will impose a data cap on what was an unlimited data plan for home internet access. To regain unlimited data, I must now agree to a 50% payment increase. This is a blatant attempt by Comcast to increase profits without providing any increase in services and should be ended!

Ticket: # 506703 - Comcast Data Caps

Date: 9/2/2015 4:12:20 PM

City/State/Zip: Fort Lauderdale, Florida 33308

Company Complaining About: Comcast

Description

Comcast recently announced that my city will start imposing 300gb data caps Oct 1 with the option of removing that cap for an additional \$30 a month. <http://customer.xfinity.com/help-and-support/internet/data-usage-trials>

I feel as if this is unfair. I already pay \$90 month for internet and I can not afford extra \$30. I don't think it's right raise the price like this.

Ticket: # 506732 - COMCAST Data Caps

Date: 9/2/2015 4:19:36 PM

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

Comcast is now implementing data caps on their offered Internet plans which previously had no data caps. This is unacceptable and is a step in the wrong direction for the future of technology. They are punishing users who do not use their cable plans as I myself stream all my content and refuse to accept the reality that is cable television today.

The FCC needs to step in and make this right. COMCAST and other ISP need to be put in line and understand that the Internet is almost a necessity nowadays.

Ticket: # 506819 - Comcast Announcement of New Internet Data Limits

Date: 9/2/2015 4:40:04 PM

City/State/Zip: Parkland, Florida 33076

Company Complaining About: Comcast

Description

I recently received a communication from Comcast stating that effective October 1st my Internet service will have a monthly 300GB data cap. This application of a "Data Limit" is totally unacceptable and abusive on the part of Comcast, especially if you take into account that it is being applied equally to new customers and existing ones, so no "grandfathering" for established customers, as the Wireless Carriers do.

This new limit is just an attempt to penalize the "cable-cutters" and try to push people into subscribing to cable TV. This is not my case, as I have been a Comcast customers for years of both TV and Internet. It will also cause many customers, myself included, to drop our Comcast service and go to a competitor who does not impose data limits. Additionally, by charging extra for usage over 300GB, either in blocks or as an unlimited plan, they are telling their customers, like me, that they just want to charge us more per month. I already pay well over \$200 per month for my Comcast service and an increase is going to be absolutely unacceptable.

In conclusion, this "Data Cap" is a very bad idea on Comcast's part and it is abusive to customers like myself who consider and use the internet as another household utility.

Ticket: # 506947 - Comcast Data Cap

Date: 9/2/2015 5:12:10 PM

City/State/Zip: Atlanta, Georgia 12345

Company Complaining About: Comcast

Description

I think comcast's data cap is horrible for innovation of the internet. To me, it's their strategy to maintain product differentiation between cable tv and internet. I don't have enough money for cable, but my streaming capabilities are hindered substantially by slow internet and data caps. I'm not stupid, I see what they are doing. Please put this to an end so we can progress as a society with a neutral internet with high speeds and bandwidth.

Ticket: # 507049 - Comcast implementing data caps in opposition to the recent Net Neutrality

Date: 9/2/2015 5:39:00 PM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

I recently got a note from Comcast stating that they're implementing data caps on my account. These data caps run afoul of the recent FCC policy of net neutrality. They are also automatically charging you when you go over the caps.

Comcast is monitoring usage through a meter that has been widely reported as inaccurate, yet provides no way to dispute the meter's output.

Ticket: # 507158 - Internet data cap from ISP

Date: 9/2/2015 6:17:22 PM

City/State/Zip: Boardman, Ohio 44512

Company Complaining About: Armstrong

Description

Armstrong Cable company is limiting my data usage with a tiered cap. The company, in my opinion, is clearly penalizing customers based on their service level related specifically to whether the customer subscribes to cable TV services with them.

This practice by nature is punitive against consumers who choose to forgo Armstrong's cable television services in favor of streaming content.

The overage charges that Armstrong imposes are also severe and out of line with the amounts of additional data each additional overage charge applies to.

Furthermore, in an apparent profiteering type alternative Armstrong offers a pre-payment option for data usage over their stated tiered data caps. Any fees from pre-payments are strictly profit and non-refundable in the event the customer does not exceed the set data caps.

Currently as an internet and cable subscriber my data limit is capped at 250GB per month. Internet only customers are capped at 200GB per month.

Armstrong charges \$10 per month per 50GB overage.

If you pre-pay you may get 100GB addition for \$15. Or a potential savings of \$5 per 100GB of overage. The pre-payment is non-refundable if the overage is in fact not reached though.

Armstrong currently provides no clear way to see past usage per month nor actual usage examples of other customers.

Armstrong is for all intents and purposes a monopoly in our area and knows so. They have no competitors offering cable television or broadband internet in our area. I feel this fact has emboldened them to abuse their customers by implementing data caps that are tied to whether customers pay for cable television with them or not. A clear attempt to actively discourage streaming of video over the internet by means of overage charges. The data caps that Armstrong has in place are also very low in comparison to other ISP data caps available in other area of the country. If other ISP's cap their customer's data usage at all.

All of the above appears to be a deliberate manipulation attempt to discourage internet usage and consumption of streaming entertainment by implementation of tiered punitive data caps and a process of pre-payment options that are not refundable in the event they are not used. All of which is also related to the customer's service choices and whether or not they are a Armstrong cable television subscriber as well as an internet subscriber or not.

They are treating internet only customers as lower tiered consumers with lower data caps that could in practice lead to much higher charges for the same amount of internet used compared to customers who also subscribe to cable television service in addition to their internet service. This practice treats different customers traffic differently in a manner that results in higher charges and fees for similar service.

[Ticket: # 507257 - Comcast data usage caps](#)

Date: 9/2/2015 6:55:50 PM

City/State/Zip: Aventura, Florida 33180

Company Complaining About: Comcast

Description

Comcast data caps are starting in Miami in October. I am furious, as Comcast never disclosed that this was an option. I work from home and am a Triple Play customer. My Comcast bill is already \$186/month. An additional \$30/month fee so I can work at home is insane. Please stop Comcast.

Ticket: # 507294 - Data Cap

Date: 9/2/2015 7:21:06 PM

City/State/Zip: Rincon, Georgia 31326

Company Complaining About: Comcast

Description

As the sole cable provider in my area (Savannah Georgia) Comcast functionally holds a monopoly on high-speed/broadband internet. Their data cap of 350 Gigabytes on my 50MBp/s plan connection is ridiculously low as compared to the speed available. The intent of the cap is quite obviously an anti-competition/abuse of monopoly in the form of prohibiting users from pursuing alternative sources of television/streaming media online as opposed to purchasing cable T.V. packages. They also charge an outrageous \$5/50gig overage fee, with zero alternative options for purchasing different tiered data plans.

Ticket: # 507303 - Data Cap Follow Up**Date:** 9/2/2015 7:23:42 PM**City/State/Zip:** Olmsted Township, Ohio 44138**Company Complaining About:** Cox

Description

I filed a complaint against Cox regarding data caps on August 2nd, 2015 (Ticket No. 442642). I received an email from the FCC stating that Cox would be responding to me within 7 to 10 days. I have not received any response from Cox regarding this issue. I would like to file another complaint against Cox regarding their actions. I would expect the FCC to follow up with Cox on why their response to my complaint and this data cap usage has not been received in a timely manner.

Ticket: # 507308 - Comcast Data Caps in South Florida Region**Date:** 9/2/2015 7:25:24 PM**City/State/Zip:** Coral Gables, Florida 33134**Company Complaining About:** Comcast

Description

Comcast is instituting a monthly data cap in the South Florida area. The data caps are calculated to penalize Internet users who use more data than others, such as those who stream video. Comcast should not treat some users differently than others in the same community or market. In addition, this policy also discriminates against "cord cutter," i.e., those who decline Comcast's cable television offerings in order to stream video content from Internet providers like Hulu and Netflix. The intent and effect is to limit competition. Comcast should treat all data, and data usage, equally.

[Ticket: # 507324 - Internet data consumption cap](#)

Date: 9/2/2015 7:32:14 PM

City/State/Zip: Greeley, Colorado 80634

Company Complaining About: Comcast

Description

Comcast has a 250GB data consumption threshold on my account. The enforcement is currently suspended, but as of the recent FCC ruling, data caps on internet usage is unlawful. Comcast is violating the law with this policy.

[Ticket: # 507462 - Comcast data cap](#)

Date: 9/2/2015 8:49:34 PM

City/State/Zip: Palm Beach Gardens, Florida 33418

Company Complaining About: Comcast

Description

Comcast is extorting customers with a new data cap of 300gb while offering your old agreed upon service for an additional \$30 monthly

[Ticket: # 507440 - Comcast data caps](#)

Date: 9/2/2015 8:41:23 PM

City/State/Zip: Athens, Georgia 30607

Company Complaining About: Comcast

Description

Comcast's data cap of 300gb per second is extremely anti-consumer. I know multiple families who surpass 300gb per month just by watching tv shows on Netflix.

[Ticket: # 507455 - Comcast data cap](#)

Date: 9/2/2015 8:47:01 PM

City/State/Zip: Loxahatchee, Florida 33470

Company Complaining About: Comcast

Description

Comcast is now violating it's restriction under title 2. Via a 300gb data cap. In the south Florida area.

[Ticket: # 507469 - Comcast data cap](#)

Date: 9/2/2015 8:51:40 PM

City/State/Zip: Loxahatchee, Florida 33470

Company Complaining About: Comcast

Description

Comcasts has begun using a data cap with a fee to return your service to agreed upon specifications

[Ticket: # 507489 - Comcast data cap](#)

Date: 9/2/2015 8:59:34 PM

City/State/Zip: Palm Beach Gardens, Florida 33418

Company Complaining About: Comcast

Description

Comcast in south Florida has started extorting existing customers via a new 300gb data cap while then allowing customers to regain their current plan via \$30 fee

Ticket: # 507581 - Comcast Data Cap

Date: 9/2/2015 9:59:05 PM

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

Comcast is trying to implement data caps. So they sell me on a faster connection so that I can reach this data cap sooner?!

Also, I'm sure there are going to be some sites that don't count against this data cap, wouldn't they be skirting around the Net Neutrality issue?!

Ticket: # 507656 - Data Cap from Comcast

Date: 9/2/2015 11:04:43 PM

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

I have been with comcast for just over 3 months now, and every single one of those months, no matter how much I try to stay under the data cap, I go soaring over it. I am out of free overages so this month I will start being charged for any overages, and it pisses me off. I have decided not get cable at my new apartment in favor of streaming services like Netflix and Hulu, but Comcast is making that impossible for me since just my wife and I streaming shows has gone well over the limit. I think their meter may be wildly inaccurate as well since this month I have barely streamed anything at all and I'm already at 23gb in two days. Comcast is trying to corral people into buying their TV service by limiting usage so much that you can't stream without being charged a small fortune for it. I am sick of this company getting away with murder and hope that the FCC is going to take action against them soon. These limits do nothing but make comcast money hand over fist by screwing the consumer since their service does not cost them any more no matter how much I use it. End this madness, please.

Ticket: # 507658 - Data caps

Date: 9/2/2015 11:07:36 PM

City/State/Zip: Lithonia, Georgia 30058

Company Complaining About: Comcast

Description

Comcast data caps are ridiculous and predatory. at 300 gb a family household can go through that in less than 5 days. By spending time watching 3 movies every day on netflix for example, at 5gb a movie, that cap will be reached in less than 2 weeks. This is just one room. that is just movies, when you include daily use, then you will be done with that in less than 4 days. the remaining 3 weeks you will be subject to a \$10 charge per 50 gb.

Ticket: # 507701 - data usage cap

Date: 9/2/2015 11:43:53 PM

City/State/Zip: Batesville, Arkansas 72501

Company Complaining About: Sudden Link

Description

As a person who's only form of entertainment is streaming videos from the internet and downloading and playing games online, I feel as though my household is an excellent case that should be reviewed. I am a person who's only entertainment is streaming video and online games. My household consists of 2 PC's, a PS4 and Xbox One, two tablets, and a ps3, an xbox360, and two cellphones. My data cap is 250GB a month which is nothing compared to how big video games are today some of which reach 100+ GB. I also need to keep my PCs security software up to date so as to not get my information stolen. As for steaming the bitrates and quality of streams are just getting bigger and bigger with 4K streams coming in at 130GB a movie. I don't feel as if the data caps are beneficial and are just put in place to make money off of those who go over when most of them don't have the money to pay the overages. On another note I never signed up for this internet service to be capped in fact when I was on the phone they told me via verbal contract that there would never be a cap in my area. Another thing is that Suddenlink's own movies on demand don't count against the cap even when they are streamed via their site which is in direct violation of Title II. I feel as if they are monopolizing their customers as the competition in the area is subpar at best and very little as in only 1 to 2 other companies. So in conclusion I feel like I can't live comfortably with this cap as me going over would dip into the very little remaining money I have left each month

Ticket: # 507751 - Comcast 300GB Data Cap**Date:** 9/3/2015 2:03:17 AM**City/State/Zip:** Miami, Florida 33184**Company Complaining About:** Comcast

Description

Comcast is starting to place a data cap on my internet plan on October 1, 2015. I already pay upwards of \$200.00/month to ensure that I have fast speeds with Comcast. Comcast is abusing their customers who already pay a hefty price each month by offering a \$30.00 "insurance" plan to keep an unlimited cap on top of their monthly service fees. I urge the FCC to protect internet consumers against Comcast and their unethical internet practices.

Ticket: # 507754 - Comcast applying data cap to my preexisting account.

Date: 9/3/2015 2:04:20 AM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

I've had my promotion for an Internet only deal for a few years now with no issues, now suddenly comcast wants to implement "trial" runs of 300gb data caps a month in my city and of course without my permission they were automatically applied to my account. My city is technically not even on their list to begin with. Miami (the city comcast has listed and NOT the city I live in) and Hialeah (City in which I live) are two completely different sections of south Florida. It's unfair to be forced to pay an extra \$30 dollars if I wanted to have truly unlimited when I was ALREADY paying monthly for such a service and was what was agreed upon when j signed up for my plan with Comcast. I refuse to be forced to pay more for something I was supposed to have unlimited access to already.

Ticket: # 507789 - Comcast data caps

Date: 9/3/2015 4:53:15 AM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

Comcast has issued a statement (email) indicating that they are installing data caps to my currently uncapped account. I already pay \$268 per month for Comcast services and now they want to charge me an extra \$30 per month fee for unlimited data caps. This is unfair and there is no other option for services in my area except for AT&T which has slow, unreliable service.

Ticket: # 507805 - Comcast new Data Cap**Date:** 9/3/2015 6:25:31 AM**City/State/Zip:** Miami, Florida 33176**Company Complaining About:** Comcast

Description

Comcast has just started a data cap in my area. It is not fair or just to have a data cap. Now i can't use my internet service. A playstation 4 game such as gta 5 is 60gigabytes. Netflix will also add up to the total and so will amazon or hulu plus. The data cap is comcast way to get us to pay more so that we can't use netflix anymore. Their own on demand service is not subjected to any data cap just netflix. When I signed up for comcast I was not given any notice of any data cap. I should be able to cancel my service without early termination fee since comcast changed my service agreement. I never agreed to a data cap of having to pay more for using more internet. No where in the contract does it say this. I was told my monthly fee would be a certain amount and soon it wont be. The data cap will change this amount. Please FCC remove this data cap from my account/Florida or at least let me get out of this contract that has a data cap. Thanks.

Ticket: # 507829 - Comcast Data Cap Issue

Date: 9/3/2015 7:23:11 AM

City/State/Zip: Powell, Tennessee 37849

Company Complaining About: Comcast

Description

I have been affected by Comcast's data cap since it was implemented. I placed a call to their customer service department when it was implemented and they told me "it's not a cap! It's an allowance. You can exceed 300GB, but you will be billed for it every month." This changed out of the blue, Without warning and without my consent.

This threatens all that the FCC has been working to accomplish in fair communications. The FCC has been doing noticeable and good things for consumers in the past few years. Please don't let us down! I have no other options for cable internet in the area where I live. Comcast charges whatever they like, and provides whatever service level they feel that they can get away with.

Ticket: # 507870 - Data Caps

Date: 9/3/2015 8:24:36 AM

City/State/Zip: Woodstock, Georgia 30189

Company Complaining About: Comcast

Description

I never agreed to be bound by data caps and yet I'm being threatened by Comcast that if I continue to use more than 300 GB per month, they are going to start charging me. My family streams HD movies and a 300 GB limit is ridiculous. We've had to curtail our entertainment options because Comcast is so amazingly greedy. It is absolutely unacceptable to me that the U.S. Government allows these ISP's to get away with this nonsense. It costs Comcast \$0 more to allow me to stream unlimited data. The infrastructure is already in place.

Please put a stop to this fleecing of the few American taxpayers that are left.

Ticket: # 507912 - Comcast Data Caps

Date: 9/3/2015 9:12:20 AM

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: Comcast

Description

Comcast has introduced Data Caps to the Atlanta cable internet market. This cap unfairly charges consumers extra fees for exceeding 300 GB per month of data usage. In today's world of cloud based computing, always-on devices, and streaming video, this cap can be consumed in a matter of days by a well-connected household. This cap unfairly targets active users of the internet who generate much of the content that makes today's web great.

Additionally, in certain markets, Comcast has begun charging an additional \$30 monthly fee for "unlimited" data usage. This is on top of the already high fees paid for monthly service. The USA has one of the highest costs of broadband in the world, and further cost increases borne by the consumer will only serve to put America further behind in the technological gap compared to competitive nations in Europe and Asia. An unrestricted, open internet for all people is vital to the future prosperity of this nation. Please remove all data caps and eliminate the ability for ISPs to charge extra for services that the consumers should already be receiving.

Sincerely,

(b) (6)

Ticket: # 507917 - Comcast 300GB data cap

Date: 9/3/2015 9:20:36 AM

City/State/Zip: Homestead, Florida 33035

Company Complaining About: Comcast

Description

Comcast has decided to impose a 300GB data cap on it's internet service and charge \$10 for each 50GB over the cap or \$30 for unlimited. I have spoken to almost 10 Comcast customers and every one of them uses more than the 300GB of data aloud under the new terms. This is nothing more that a way for Comcast to drastically increase their pricing!

This is especially an issue for 'cord cutters' who are more likely to pass this limit. I do not subscribe to Comcast TV and rely solely on aerial or streaming video services such as Netflix and Hulu. The \$30 I would have to pay is just a way for Comcast to recoup the revenues they are not getting from me because I choose to receive my video entertainment from another source.

This is nothing more that a way for Comcast to hurt it's competition in the video entertainment sector.

Ticket: # 507933 - Comcast Data Caps

Date: 9/3/2015 9:31:44 AM

City/State/Zip: Miami, Florida 33127

Company Complaining About: Comcast

Description

Comcast has imposed data caps. It's time for the FCC to get involved in putting an end to Comcast and their onerous business practices. This cap serves no actual purpose, other than giving Comcast another excuse to fleece it's customers, especially those with no other recourse due to the fact that they have no other choice. It's unreasonable to have what is essentially a monopoly use data limits to punish customers who don't subscribe to TV service.

Ticket: # 507944 - Comcast Data Caps

Date: 9/3/2015 9:39:31 AM

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

Comcast, a very loosely regulated monopoly, is instituting 300gb data caps on broadband with penalties if you go over. They are trying to turn wired internet into a wireless model.

I am a teacher, who works virtually and this is an onerous restriction to place on someone. It is a shameless attempt to extort consumers into paying more for a service that is as basic as electricity. If electricity is regulated, why shouldn't wired internet?

Ticket: # 507949 - Comcast Data Cap Trial

Date: 9/3/2015 9:42:25 AM

City/State/Zip: Wilton Manors, Florida 33311

Company Complaining About: Comcast

Description

Received an email notification from Comcast stating that they are doing a data cap trial in my area and that they are capping my usage at 300GB. That if I want to avoid the cap and overages I can pay them an extra \$30.

This is not what I signed up for when I signed my 2 year contract. This is a blatant attempt by Comcast to have people cut back on online streaming services. This is an attack on net neutrality and a compleatly for just for profit move by Comcast.

Ticket: # 508035 - Comcast violates Net Neutrality, again.

Date: 9/3/2015 10:12:22 AM

City/State/Zip: Sunrise, Florida 33323

Company Complaining About: Comcast

Description

Comcast has again defied net neutrality, this time by putting south florida in a trial market for a 300gb data cap on internet. If you want unlimited internet data, as internet was originally intended to be, then i will have to pay extra to avoid these bogus data caps. I implore the FCC to swiftly rule this practice as direct violation of both mandates of fcc, and deceptive consumer practices, especially in places where comcast is the only viable internet source

[Ticket: # 508049 - Comcast internet data usage cap](#)

Date: 9/3/2015 10:23:46 AM

City/State/Zip: Miami Gardens, Florida 33056

Company Complaining About: Comcast

Description

Comcast is implementing a data cap on internet usage and I believe this is an unfair tactic just to charge people more money per month for the internet usage. I've been a customer for over 12 years and now they are going to start putting data caps because they say that it will help broadband traffic. That's a bogus reasons and its just a money grab by them. Please look into this injustice. Thanks for your help.

[Ticket: # 508064 - Comcast data caps](#)

Date: 9/3/2015 10:30:34 AM

City/State/Zip: Tucson, Arizona 85757

Company Complaining About: Comcast

Description

I'm concerned about data caps and monetization of internet service providers. I believe ISPs should be considered a utility service, or acceptable levels of competition should be available.

Ticket: # 508083 - Comcast Data Cap in Mississippi

Date: 9/3/2015 10:41:29 AM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

Issuing complaints of home internet provider Comcast from trialing & enforcing an unfair data cap of 300gigs. In instances where the cap is NOT surpassed, data speeds are throttled when reaching 90% of data usage. This is an unfair practice & limits my rights as a paying customer & consumer, due to the limited nature of other home internet providers in my area. Quite frankly, Comcast has a monopoly in my area & they abuse this knowledge, & I the consumer ultimately pay the price unjustly.

Ticket: # 508100 - Comcast data caps

Date: 9/3/2015 10:50:03 AM

City/State/Zip: Knoxville, Tennessee 37923

Company Complaining About: Comcast

Description

It has come to my attention that my internet service provider, Comcast, will impose a \$10 monthly fee for internet usage beyond 50 GB.

Please stop Comcast's implementation of data caps! Unlike with mobile service providers, I have no other option than to use Comcast as my internet service provider. Data caps would allow them to dramatically increase prices for their users who have no other internet provider options. Those of us who have made a decision to not have cable tv and instead stream services such as Netflix and Hulu are being punished by Comcast. If the FCC is going to allow such internet service provider monopolies then they need to ensure fair practices from the providers.

Ticket: # 508128 - Comcast Data Caps

Date: 9/3/2015 11:01:44 AM

City/State/Zip: Fort Lauderdale, Florida 33305

Company Complaining About: Comcast

Description

I live in Fort Lauderdale FL, and my internet provider is Comcast Cable. As many I rely on my internet provider for my total connection to the world and entertainment and have started the process of cord cutting and moving to an all IP entertainment system. I have just received word from Comcast that I will now have data caps on anything over 300Gig a month of data, and unlimited financial penalties if I exceed their limit. I believe this is a back door attempt of Comcast to fight Net Neutrality and supersede the FCC's ruling on open internet for all. If you allow Comcast to put these caps on they are essentially cutting off the ability to stream content from competitive providers and not providing an open Internet that you ruled it should be.

I urge you to rule against Comcast and not allow them to control the Internet usage limits.

Ticket: # 508130 - Comcast Data Capping in Atlanta

Date: 9/3/2015 11:02:07 AM

City/State/Zip: Atlanta, Georgia 30315

Company Complaining About: Comcast

Description

I just received notification that my household will be billed for going over a 300GB cap on our monthly internet data usage. This in itself is in direct violation of Net Neutrality rules, which prohibit ISPs from blocking access to lawful content.

The manner in which Comcast applies its data monitoring is also completely opaque--I have no idea how accurate is Comcast's data monitoring, as the company has shared zero information with me, the consumer. For example, my Comcast data "meter" shows that we are over 300GB for the month of August, but our billing cycle ended on August 14th--I don't understand how Comcast's illegal cap could be applied with any kind of "fairness" or "logic" if it is applied to straddle two different billing cycles. This lack of transparency is also in direct violation of Net Neutrality rules.

Furthermore, a cap of 300GB is ridiculous for today's Internet consumer, and, if enforced, would severely curtail my ability to fully use the Internet as the utility it is (for example, in the five minutes since I received my warning regarding our data cap, my Comcast "meter" shows that I am now 2GB beyond 300GB; extrapolating by using this 0.4GB/minute rate as an average would yield 300GB of data in just 12.5 hours. While this may be an inaccurate average, this cap clearly prevents my family from using the data-heavy areas of the internet, which is ALSO in violation of Net Neutrality rules that make it unlawful for ISPs to target certain types of content and its delivery to consumers.

I am asking the FCC to enforce the rules and guidelines it establishes to protect the rights of the consumer.

[Ticket: # 508140 - Comcast Data-cap](#)

Date: 9/3/2015 11:04:34 AM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

Comcast has now implemented a Data Cap in my area and is trying to force users to pay \$30 a month for unlimited usage. I should be able to use as much data as I want without paying a fee or fine for using up an arbitrary amount that they themselves have deemed too much.

Ticket: # 508265 - Comcast (xfinity) Data Cap

Date: 9/3/2015 11:54:38 AM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

This month Comcast (xfinity) has implemented a data cap on my Comcast business account. They have been rolling out these data caps in "test markets" and unfortunately my area was just selected. They are the only high speed internet (50mbps) provider available in the area, so essentially have a monopoly on internet access. The nearest "competition" is AT&T, who offers a maximum 6mbps connection. Now they feel the \$150 they get out of me isn't enough. I paid \$150 a month for an unlimited connection. Now my connection is capped, and if I would like an unlimited connection I have to pay an additional \$30 per month.

This is an unfair business practice, a threat to internet neutrality, and it must be stopped before Comcast (xfinity) rolls this out nationwide and its too late.

Ticket: # 508322 - Comcast Data Cap

Date: 9/3/2015 12:15:22 PM

City/State/Zip: Atlanta, Georgia 30319

Company Complaining About: Comcast

Description

There is absolutely no reason for a data cap to exist. It is arbitrarily chosen to extort money out of the consumers, and challenges the idea of a free and open internet.

Ticket: # 512950 - Comcast data caps

Date: 9/5/2015 7:01:21 PM

City/State/Zip: Gig Harbor, Washington 98332

Company Complaining About: Comcast

Description

Comcast can not be allowed to implement these data caps. It is insane. It's an obvious money grab. They know people have no other alternative and will be forced to pay more for less.

Ticket: # 508646 - Comcast - Data Cap Limits

Date: 9/3/2015 1:56:45 PM

City/State/Zip: Fresno, California 93726

Company Complaining About: Comcast

Description

Comcast is rolling out data cap plans. For the same open/unlimited service I currently receive, they are now asking an additional \$30 per month if I desire to not be shoe-horned into their data-cap plans. I work at home, and currently Comcast is the ONLY broadband service available. I struggle financially, and their greed is making it progressively harder for me to support my family.

Ticket: # 508704 - Internet service changes little while prices rise

Date: 9/3/2015 2:15:27 PM

City/State/Zip: Chico, California 95926

Company Complaining About: Comcast

Description

With Comcast in the news, on how they are raising prices and expanding the use of data caps across the nation, it's become extremely discomfoting to see consumers, who often have little alternative in services, receive deeper hits in their finances whilst the service the subscribe not only doesn't improve, but degrades. These artificial data caps are very anti-consumer and especially inappropriate with the current climate when it comes to internet services available differing from city to city, some suffering from monopolies. Stop this practice of data capping and keep the internet open, widely available, and fairly achievable. It is of great concern to hear America's internet services working against citizens who have no choice but depend on them, much like I do in Chico where the only choice of good-quality internet service is Comcast.

Also: force the services to fulfill their duty in improving the infrastructure of internet services. Fiber-optic cables is where we should be going and should have been going for years.

Thanks for your time and attention.

Ticket: # 508833 - Data CAP

Date: 9/3/2015 2:48:09 PM

City/State/Zip: Coral Gables, Florida 33133

Company Complaining About: Comcast

Description

Comcast wishes to impose an arbitrary data limit of 300GB. Data caps go directly against net neutrality.

Ticket: # 508858 - COMCAST DATA CAPS

Date: 9/3/2015 2:55:04 PM

City/State/Zip: Fort Lauderdale, Florida 33311

Company Complaining About: Comcast

Description

I did not agree to a data cap when starting my service. I was told that I had a specific plan for 12 months and they put a data cap on my plan after 3 days of being a customer.

Ticket: # 512966 - Comcast Data Caps

Date: 9/5/2015 7:10:33 PM

City/State/Zip: Winooski, Vermont 05404

Company Complaining About: Comcast

Description

Comcast has recently started administering data caps nationwide, applying it in a way that violates net neutrality. Since most ISPs have government imposed monopolies there isn't an opportunity to avoid it.

[Ticket: # 508961 - Comcast data cap in Florida](#)

Date: 9/3/2015 3:24:07 PM

City/State/Zip: Ft Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

Comcast is putting a cap on a non existent resource... Data. There is no reason to have data caps besides that they can make more money that way. There is no competition for high speed Internet in my area so I have no option but to be with Comcast. It should not legal to extort people for what the federal government considers a public utility.

Ticket: # 509234 - Comcast Data Cap Fees.

Date: 9/3/2015 4:45:42 PM

City/State/Zip: Cordova, Tennessee 38018

Company Complaining About: Comcast

Description

I have paid hundreds if not over \$1,000 in data cap fees in the last two years. It's not fair Comcast can run trials that have been going on for YEARS to certain cities. Other cities have zero data caps, but Comcast can look at usage in certain cities an screw their customers out of more money? You guys have to act now on Comcast shady business tactics.

Ticket: # 509326 - Comcast will introduce Internet Data Caps in Miami

Date: 9/3/2015 5:14:37 PM

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

Comcast will introduce Internet Data Caps in Miami which will NOT allow us to use streamed TV like netflix, hulu, Amazon Prime unless we paid \$30 dollars more. We have a 2 year contract that we cannot brake unless we pay a penalty. In our 2 year agreement there is no reference to these cap, not even that it could be introduce. I found it outrageous as they have the monopoly in our area, there is no other cable company. ATT doesn't have UVerse in our are so we don't have a provider that can give us cable + internet and having just one service for one provider will make it even more expensive that currently is

Ticket: # 509471 - Comcast Data Cap

Date: 9/3/2015 5:55:12 PM

City/State/Zip: Miami, Florida 33189

Company Complaining About: Comcast

Description

Comcast will add a 300gb "DATA CAP" in Miami, Florida (killing innovation in our area) starting October 1, 2015. They are the only Broadband internet option we have in this area, making them a MONOPOLY. they want to charge us another 30\$ on top of our already expensive internet we have just to remove the cap starting October 1. This is extortion and unacceptable.

Ticket: # 509729 - comcast cable internet data caps

Date: 9/3/2015 7:41:21 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Comcast is currently implementing a trial \$30 'Unlimited Usage' fee in the following areas: Fort Lauderdale, the Keys, and Miami, Florida. Comcast is charging customers in the above areas an extra \$10 for each 50 GB of additional data. In these areas which previously had unlimited data comcast is charging \$30 MORE for the "privilege" of unlimited data. For those customers who don't want to pay this fee and go over their data cap comcast charging \$10 extra per 50 gb a customers exceeds their data plan. While these may seem like minor changes comcast has been known to imploy "give and inch take a mile" tactics and if these aren't stopped now they will only get worse.

Ticket: # 509786 - Comcast 300 GB Data Capping

Date: 9/3/2015 8:08:29 PM

City/State/Zip: Fort Myers, Florida 33913

Company Complaining About: Comcast

Description

Comcast is planning to cap data usage at 300 GB starting October 1st. Needless to say, this is not an acceptable limit in the modern age where so much data is needed. If the 300 GB limit is exceeded, consumers will be forcefully charged an extra ten dollars per 50 GB used.

Comcast's solution to their own inflicted 300 GB cap is to allow users to pay a "premium" fee of 30 dollars to not have their data capped at 300 GB. In my opinion, this is analogous to a form of internet racketeering. Comcast is creating the problem of a 300 GB data cap with offering the "solution" of paying 30 dollars, or they risk having their data capped at 300 GB per month. This is a solution that would not be necessary had Comcast not created this problem. It's time to keep big companies from taking advantage of and extorting the consumers they should be working for.

Ticket: # 510016 - Data Caps

Date: 9/3/2015 11:00:38 PM

City/State/Zip: Machesney Park, Illinois 61115

Company Complaining About: Comcast

Description

Comcast is implementing data caps in parts of the US. Data caps in a digital age for data which does not have a physical presence for them to have to handle is absurd. For them to offer "insurance" for \$30.00 to keep from having to pay overage charges in case you go over is nothing more than greed. If Comcast insist on limits and higher rates, their monopoly in many communities needs to be dissolved and any infrastructure they use should be opened to competition.

Ticket: # 510040 - Comcast Data Caps

Date: 9/3/2015 11:26:10 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

I dont want data caps on my home internet, and there are few options besides Comcast when they implement said datacaps. They have a monopoly on internet service in my area, and I refuse to pay more money to maintain my currently unlimited service - which they reserve the right to apply network management in the future supposing I elect to pay extra and maintain my unlimited data plan. Please stop them from implementing this!

Ticket: # 510077 - Comcast Data Caps**Date:** 9/4/2015 12:08:12 AM**City/State/Zip:** Coconut Creek, Florida 33066**Company Complaining About:** Comcast

Description

Comcast has imposed a new data use policy on my plan. After speaking with a customer service Representative I was informed that Comcast can change the usage policy of my internet terms at any time. When I purchased the service it was marketed for 105mbps with no mention of a data cap at all. If calculated over a montly period 300GB/month equates to only 0.981mbps. When I buy bandwidth from a collocation or peering facility they use the monthly/mbps metrics as well. Why is Comcast allowed to used deceptive methods to bill bandwidth?

On further inspection of my bill I'm finding extra charges for equipment that I do not have.

Ticket: # 510155 - Comcast Data Cap

Date: 9/4/2015 3:52:29 AM

City/State/Zip: Covington, Georgia 30016

Company Complaining About: Comcast

Description

It's pretty clear what's going on here. Implementing data caps in "Trial" markets that have no other internet options. Each market being different from the next. So this market gets a 600 GB cap, but I get 300? While others get unlimited? OH!

I know you've gotten many of these already, I just want to bring attention to some other logic flaws in this.

How can you offer three different speed tiers, but offer the same cap on each one? Huh? That doesn't make any sense at all.

I have been outright lied to in the past by Comcast because most of their employees are uneducated that this even exist. I've been told everything. You never had a cap, you have no cap, the cap was removed, your cap is actually 500 GB, etc. etc. etc. I have logs for proof.

I've been a customer for over 10 years and my bill is at an all time high with minimal changes, yet somehow I'm now getting capped like this is some foreign country in 2003.

This is also, obviously, a measure to minimize cord cutters. I haven't cut mine, though.

Comcast, a company now offering a \$300/month (\$1,000 installation fees) 2 GBPS residential service that just three months ago they claimed wasn't even possible, nor that would its customers even need something a fraction of that.

I could go on. This is criminal. Sick of it.

Ticket: # 510232 - Comcast Data Cap limits and throttling after limit is used up

Date: 9/4/2015 8:57:37 AM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

I live in Nashville, and ever since Comcast imposed the data Cap limit in 2012 I have for the most part stayed under. However as more devices in my home require a connection my data usage has continued to increase to the point the last 4 months ive been averaging 600-700 gb. After 3 months of exceeding the cap I am now noticing slower speeds and spotty connectivity issues..

Comcast doesnt offer any other data plans, and when i asked today what my options were they told me to call in to opt out which meant canceling my service completely.

I need options that arent going to break the bank, but I am stuck with Comcast where I live.

Thank you in advance for anything that you can help with!!

Sincerely,

(b) (6)

Ticket: # 510259 - mediacom data caps

Date: 9/4/2015 9:28:33 AM

City/State/Zip: Effingham, Illinois 62401

Company Complaining About: Mediacom

Description

Sick and tired of ISP's using data caps to force us not to switch to 100% net video.

Ticket: # 510332 - Comcast data caps and surcharges**Date:** 9/4/2015 10:21:31 AM**City/State/Zip:** Murfreesboro, Tennessee 37128**Company Complaining About:** Comcast

Description

I am currently using Comcast cable service for my internet. I am unable to openly consume streaming internet content due to data caps and overage charges that are placed on my service. We are an eight person home with phones, laptops, a tablet and a TV that all connect to the internet. When calling to discuss this issue they talk to us about ways we can curb our usage rather than ways to make their service more consumer friendly.

My biggest issue that I have with the service is when they advertise pricing, they advertise for the speeds and do not state they have a data cap. When I started the service I did not know there was a limit to the internet usage with heavy penalties for overage. I didn't know until I received my fourth bill which was considerably higher than my last 3. Come to find out they give you a "credit" for the overages on three months you go over which for high usage families like mine makes it seem as if the usage is fine before slamming you with fee because it isn't.

Options for high speed internet are limited alin my area and worse is there are NO unlimited options available. Because of my location and the "trials" Comcast has imposed in my location I am stuck without unlimited internet which stifles my family's consumption. Please help open up the market and eradicate this data ransom in my area.

Ticket: # 510384 - Comcast Data Caps

Date: 9/4/2015 10:42:45 AM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

Comcast is limiting internet usage to 300GB per month and charging an additional \$10 for every 50GB over this limit. However, they will not provide details on what part of my internet usage (i.e. streaming movies, video games, web browsing, etc.) is causing overages. They should either remove the cap or at least provide me details with what part of my internet usage they consider excessive. I work from home, and the data cap is placing an undue burden on my finances.

Ticket: # 510482 - Comcast Home internet Data Cap

Date: 9/4/2015 11:16:36 AM

City/State/Zip: Augusta, Georgia 30909

Company Complaining About: Comcast

Description

I moved down from the north where internet usage is unlimited and the price is low. Here in Augusta GA I have pay higher internet cost with a 300gb data cap per month. This is outrageous! after googling comcast is the only one doing this. You cannot allow this monopoly to continue.

Ticket: # 510527 - Comcast Data Cap**Date:** 9/4/2015 11:32:18 AM**City/State/Zip:** Coral Gables, Florida 33134**Company Complaining About:** Comcast

Description

Comcast recently sent out an e-mail describing their insatiable greed. They have decided to data cap everyone at 300GB and charge anyone that goes over that limit \$10 per 50GB used, or alternatively charge \$30 for the "unlimited" service that we already have. They also make a very lucrative claim that this only affects a "handful of users". I use the internet for several things such as school, entertainment, paying bills, etc... Entertainment being obviously the most consumptuous will in less than a week consume that 300GB of bandwidth. Companies like Valve, Google, Twitch.tv, YouTube, Hulu, Netflix, Amazon, (the list goes on) would also have their business affected by this data cap as we, consumers, would be unable to make full use of their product. Comcast is already charging far too much for how little they deliver as I'm paying 79.99 a month for 30MB down and 5MB up whereas Google Fiber is offering for \$70.00 a month 1GB down and 1GB up (that's 1,000MB down 1,000MB up!) approximately 40x faster service with zero data cap for a lower price. Comcast was recently asked why they added a data cap, their response was that it was a business decision, not a technical necessity. Meaning they just want to milk as much money out of the people as they can, and this just simply isn't right.

Ticket: # 510866 - Comcast imposing data cap and overages charges

Date: 9/4/2015 1:42:21 PM

City/State/Zip: Miami, Florida 33185

Company Complaining About: Comcast

Description

Comcast sent me a communication that starting on October 1st of this year they will start imposing a 300 GB a month data cap. If i go over than I will be charged overage charges and in addition they are offering me a charge of an extra 30 dollars a month on my already existing internet bill to have unlimited data. This is abusive and monopolistic behavior from Comcast and the FCC needs to investigate their practices and abuses. This also should be looked at for the Net/Neutrality aspect as it would seriously hamper my ability to stream Netflix, Youtube and other services and yet Comcast imposes no such penalties in terms of measuring how much data is being used when using their own streaming services like their Xfinity web application and also their Xfinity website

(b) (6) .

Ticket: # 511058 - Comcast data cap in Miami, Fort. Lauderdale area

Date: 9/4/2015 2:35:01 PM

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

Dear FCC,

Comcast will start initiating a data cap of 300GB a month to customers in the Miami and Ft. Lauderdale area starting Oct. 1, 2015. Their reasoning is because the average customer does not use that much data a month. Back in 2007 that may have been the case, but in 2015 where Netflix, Hulu, Amazon Prime exists and HD streaming is used frequently, online gaming is a thing, Youtube is a thing, and have four people living in your household you can easily go over that. Comcast gives you a choice of eliminating that cap by paying an extra \$30 a month added to your bill. In my area we do not have much of a choice as far as what ISP we can use, it's either Comcast or AT&T, so it seems to be almost like a monopoly of sorts. The main problem to all of this is, the customer already does not have a choice, so by not having a choice Comcast is already taking advantage by adding a cap or a fee to the customer. We can't go to any other ISP, we cannot just cut Internet all together. Today, the Internet is a necessity to communicate and get through daily life. This also hurts businesses like Netflix or Hulu because this limits the user to watching their content, because of a data cap. Since these streaming companies are a direct competitor to cable companies like AT&T and Comcast, this will help them more than it will hurt them. Comcast is taking their time with the "trial" they are doing with data caps, since it's only in certain cities. If this is applied nationwide, I'm it will be more of an issue and complaints will increase. So why not start now.

Thank You,

(b) (6)

Concerned ISP customer.

Ticket: # 511266 - Comcast Data Caps

Date: 9/4/2015 3:48:35 PM

City/State/Zip: Hialeah, Florida 33016

Company Complaining About: Comcast

Description

Comcast is setting a data cap at 300GB per month to their users.

On average our house hold uses between 450gb to 900 gb a month, and we are a conservative family of 4 people.

We use internet for everything in our everyday life, we use it for online college, television streaming, music streaming, work related things, paying bills, viewing weather and news.

Our entire life revolves around the internet and Comcast is exploiting that.

Comcast in many areas is the only choice to access to the internet and they are exploiting their customers knowing they have no other options!

Charging their users prorated for using the internet should be illegal!! We pay comcast \$100 a month for our highspeed internet and on top of that they are charging us \$10 for every 50gb we go over!

This is insanity. It is your job as the FCC to protect us from companies taking advantage of us! We need your regulations and we need your help!

Please stop putting this issue off, it's affecting is now more than ever.

Ticket: # 511496 - Comcast data usage cap

Date: 9/4/2015 5:17:17 PM

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: Comcast

Description

Comcast is using the data cap to punish consumers that don't wish to purchase cable service. They cannot offer an accurate account of data usage or how they calculate actual data used. This is just their way of sidestepping the new net neutrality laws. Please stop this, their usage cap will not end. They will continue to use it as a way to recoup the money they are losing from people that are not being forced to buy their cable service.

Ticket: # 511502 - Comcast Data caps (Miami)**Date:** 9/4/2015 5:22:55 PM**City/State/Zip:** Miami, Florida 33186**Company Complaining About:** Comcast

Description

I live in Miami and Comcast is about to start implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that isp's are already ARTIFICIALLY choking the connections of netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "netflix/youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your isp deems acceptable. As such, the isp's have a duty to provide that product without interference. The FCC has a duty to protect net neutrality. Internet users can look up whatever they want/use their allotted bandwidth however they want.

THIS IS EXTORTION, and internet service providers like Comcast are criminals. The only reason they are able to do this and still be in business is because they operate in regional monopolies, aka consumers can not take their money elsewhere to show their discontent. The internet is far more important to communication than telephone lines ever were and should be classified under title 2.

Ticket: # 511515 - Broadband and data capping in Maysville, KY

Date: 9/4/2015 5:30:55 PM

City/State/Zip: Maysville, Kentucky 41056

Company Complaining About: Limestone & Bracken Cablevision

Description

My name is James Maddox and I live in Maysville, KY. I am filing this complaint because I believe Limestone & Bracken Cablevision (Cablevision) has an unfair monopoly on the Internet service provider market in Maysville, KY, which has caused the Maysville, KY area to lag behind most areas in internet connection speeds and usage.

I believe they have kept prominent Internet Service Providers in the surrounding areas, like Time Warner and Comcast, out of Maysville, KY to allow them to provide sub-par service to the residents of Maysville. The FCC has stated that "Basic Broadband internet speeds are 25/3 Mbps download/upload . Cablevision fails to provide this "basic" service to the residents of Maysville. Their highest speed for residential customers is 15/5 Mbps. Since there is no other cable ISP in Maysville, they know the residents of Maysville have no other option but to pay for the limited service they supply. To top it off, they have enacted a "data cap", which limits the amount of data you can receive in a month, effectively forcing the user to forego video streaming as a form of viewing shows and movies, and pay for their overpriced TV packages, or pay \$10 for every 25 GB over the cap, which ranges from 150 Gb for \$28 a month, to 300 Gb for \$60 a month. I believe this is an blatant attack on net neutrality. It is just as effective in controlling and manipulating the consumer as blocking websites and throttling speeds. If the user does not get a TV package, he or she will have to pay a \$15 monthly fee to not have cable television.

Ticket: # 511598 - Data Cap**Date:** 9/4/2015 5:54:44 PM**City/State/Zip:** North Miami, Florida 33161**Company Complaining About:** Comcast

Description

I live in Miami and Comcast is about to start implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that isp's are already ARTIFICIALLY choking the connections of netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "netflix/youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your isp deems acceptable. As such, the isp's have a duty to provide that product without interference. The FCC has a duty to protect net neutrality. Internet users can look up whatever they want/use their allotted bandwidth however they want.

Ticket: # 511908 - False Overages

Date: 9/4/2015 9:49:46 PM

City/State/Zip: Southaven, Mississippi 38671

Company Complaining About: Comcast

Description

Comcast has a data cap of 300gb in my area. If you go over, you can purchase 50gb additional data for for \$10.

Comcast is stating that I have used 100gb in just four days. I have used the service for about a year and have only just barely gone over the 300gb limit a few times. I have not changed my data habits. Could Comcast be falsely reporting my data usage in order to get me to purchase additional data?

Ticket: # 512227 - Comcast Data Caps

Date: 9/5/2015 11:31:15 AM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

I would like to file a complaint against Comcast's use of data caps. This is a ridiculous restriction of a service that should be open and unrestricted. Comcast is proving why they are the most hated company in America. It is my opinion that Comcast is holding this country back by gatekeeping a service that people require for modern day life.

Ticket: # 512234 - Comcast Data Caps

Date: 9/5/2015 11:36:53 AM

City/State/Zip: Avon, Connecticut 06001

Company Complaining About: Comcast

Description

I am writing to express my complete and utter disgust for Comcast's newly unveiled data cap of 300GB-per-month to all existing internet packages, which will apparently go into effect on October 1, 2015.

Several years ago Comcast enacted such a plan, randomly dismissed it, and has since been running pilot programs in select areas.

Why are they arbitrarily starting this program now? Why are they giving such short notice? Less than a month to re-align myself with their policies? Shame.

Why 300GB? Five years ago it was [if I remember correctly] a 250GB cap. Are we to accept the fact that in those five years there has been only 20% inflation on the usage of data? Given the rise of products like Netflix and Amazon Prime, that makes no sense.

Another point, why has Comcast not expanded their telecom grid to allow for a larger cap? Where did those trillions in subsidies go? Where does the ludicrous amount I pay each month go? Where is my gigabit internet?

This is clearly an attempt to extort the customer away from services like Netflix and punish them for cutting the cord on that old, outdated system called cable television.

Comcast is a monopoly and is exerting influence in every way they can in order to line their pockets while doing as much harm to the customer, the community, and the internet-based economy as they can.

Thank you for taking the time to read and accept my frustrations, begotten over many years as a Comcast customer.

(b) (6)

Ticket: # 512331 - ISP Data Caps**Date:** 9/5/2015 1:02:26 PM**City/State/Zip:** Egg Habor Township, New Jersey 08234**Company Complaining About:** Comcast

Description

Data caps should not be allowed. It penalizes the consumer for using the internet that they pay for and allows the business to double dip on the payment. Comcast has introduced data caps a couple of years ago and it is something that should be stopped. A 300GB data cap is very easy to go over especially when you are paying for a 100Mb/s. To charge \$30 to get unlimited data when it costs \$70 for internet means you are paying \$100 before fees and taxes. I hope you guys can put a stop to this. Consumers should not be penalized for something that is a basic necessity.

Ticket: # 512361 - Home Internet Data Caps

Date: 9/5/2015 1:20:48 PM

City/State/Zip: Richmond, Virginia 23236

Company Complaining About: Verizon Wireless

Description

I have become aware that Comcast plans on imposing data caps for its users. These seems like a money grabbing monopolistic move since many people don't have the chance to switch companies. These caps seem easy to go over and therefore can cause immense costly tolls on normal people. Please don't allow companies like comcast to use shady business practices for increased profits at the cost of every average person.

Ticket: # 512396 - Comcast Data Caps

Date: 9/5/2015 1:54:03 PM

City/State/Zip: Fort Myers, Florida 33919

Company Complaining About: Comcast

Description

Allowing data caps on home Internet is absurd, more so because for many people (including myself) Comcast has a monopoly on apartment complexes and communities. Stop they're blatant robbery of the American people.

Ticket: # 512412 - Comcast Internet Data Caps

Date: 9/5/2015 2:13:18 PM

City/State/Zip: North Charleston, South Carolina 29406

Company Complaining About: Comcast

Description

Comcast's data caps serve no purpose other than to punish those who are on internet only plans and get their TV/Movies via streaming options as opposed to a cable box. Data is not a finite commodity and should not be charged as such i.e. based on consumption and charged fees for overages

Ticket: # 512425 - Data Limits And Unfair Business Practices**Date:** 9/5/2015 2:20:27 PM**City/State/Zip:** Weston, Florida 33327**Company Complaining About:** Comcast

Description

Hello,

I have been using Comcast internet service for over a year and was recently coerced into purchasing a new internet and TV bundle (dropping my Dish service) to avoid a 35% increase in the internet only service on 07/31/2015. I have comparable Internet providers available in my area (Advanced Cable, AT&T). One of the reasons I decided to stay with the Comcast service was there were no data limits, and no impending data limits were mention by the Comcast representative when I agreed to the contract. I have now been informed by Comcast, that to continue to enjoy my internet service I must pay an additional \$30 a month or risk usage fees. And as I am now under contract until 08/01/2017, I will also incur early cancellation fees to switch to another provider, .

Also, Comcast recently increased the bandwidth of my internet service by 33% in July. Which is great on an internet service without data caps, but is now a vehicle to help Comcast impose the new fee schedule.

This is unfair. Please help.

Ticket: # 512426 - Data Cap over premium network

Date: 9/5/2015 2:21:02 PM

City/State/Zip: Parkland, Florida 33076

Company Complaining About: Comcast

Description

I already pay an expensive premium for a fast internet at my home. I have what they call Triple play where I have the most expensive package. That along to me sounds like a violation since they charge less if you hire internet, TV and phone altogether. (Only internet would be even more expensive.. and the speed I need wouldn't be available without TV)....

So, and now, in the middle of the contract they will start enforcing data caps (on 300G) limits on me without any justification...

It's like they are selling me a fast car for a more expensive price and only letting me use 1% of the time..

I can't believe this company is being allowed to do anything they want in America without any regulations. What is funny that I'm not aware of anywhere in the world where data cap is used on internet providers.

Please, I need FCC help to stop these charges. This is way worse than what it sounds and FCC should intervene please.

[Ticket: # 512454 - Comcast data cap](#)

Date: 9/5/2015 2:34:38 PM

City/State/Zip: Jamaica Plain, Massachusetts 02130

Company Complaining About: Comcast

Description

Comcast is instituting a new 300 GB data cap for home users. This will stifle competition. Personally, it will make it harder for me to use the services I already pay and subscribe to, and will make it harder for me to access content stored on computers at home from remote locations. Please prevent this cap from being instituted. Commissioner Wheeler said he would address caps when they become more widespread. Now is the time.

Ticket: # 512507 - Comcast Internet Usage Cap**Date:** 9/5/2015 3:04:08 PM**City/State/Zip:** San Jose, California 95111**Company Complaining About:** Comcast

Description

Hi, I am writing in complaint of Comcast's proposed internet usage cap of 250gb. Internet is a vital and very important aspect in our household's day to day activity. With a business in home we rely on internet to provide us with the connection to the web in order to conduct business and personal activity. We depend on it and we have noted that our internet usage vastly exceeds Comcast's proposed 250GB internet usage limit. We pay \$55 for 120mb download and 12mb upload speed and with those speeds we would meet the 250GB cap within a week. Comcast's claims for implementing this data cap is to make it cheaper for consumers (they expect their customers to save on average \$5 a month) when in fact this change will limit our accessibility to internet and cost us hundreds of dollars in overage fees. There is no need for an internet usage cap, I request that the FCC take action on Comcast in regards to their data cap and I can only hope that the FCC will see that a data cap will do much more damage and harm to consumers than good.

Ticket: # 512515 - Comcast Internet Usage Cap**Date:** 9/5/2015 3:06:04 PM**City/State/Zip:** San Jose, California 95111**Company Complaining About:** Comcast

Description

Hi, I am writing in complaint of Comcast's proposed internet usage cap of 250gb. Internet is a vital and very important aspect in our household's day to day activity. With a business in home we rely on internet to provide us with the connection to the web in order to conduct business and personal activity. We depend on it and we have noted that our internet usage vastly exceeds Comcast's proposed 250GB internet usage limit. We pay \$55 for 120mb download and 12mb upload speed and with those speeds we would meet the 250GB cap within a week. Comcast's claims for implementing this data cap is to make it cheaper for consumers (they expect their customers to save on average \$5 a month) when in fact this change will limit our accessibility to internet and cost us hundreds of dollars in overage fees. There is no need for an internet usage cap, I request that the FCC take action on Comcast in regards to their data cap and I can only hope that the FCC will see that a data cap will do much more damage and harm to consumers than good.

Ticket: # 512529 - Comcast Data caps

Date: 9/5/2015 3:14:10 PM

City/State/Zip: Lombard, Illinois 60148

Company Complaining About: Comcast

Description

Hello,

I am complaining about the use of data caps with Comcasts Internet services. I feel that this is breach of the net neutrality rules as it targets specific services, i.e. Netflix, YouTube, etc. This cannot be allowed to continue otherwise we will begin to see tiered internet plans like we do with cable. Another reason is that the internet is an infinite resource, we don't mine for the internet, or hunt for it, or collect it in any way shape or form. It is 1's and 0's that cost nothing to produce. This will only hinder further technological development of our country. We are already behind as a 1st world nation in regards to internet speeds and availability, lets not lead the world in data caps. I hope that actions are taken against the practice soon before we become the laughing stock of the world for progression.

Ticket: # 512542 - Comcast Data Caps

Date: 9/5/2015 3:31:50 PM

City/State/Zip: Savannah, Georgia 31406

Company Complaining About: Comcast

Description

The arbitrary implementation of data caps by Comcast is a brazen monetization plan to increase profits in the face of dwindling TV subscription numbers. I have no other choice in broadband internet as Comcast has a defacto monopoly in my city. I also believe that the numbers Comcast provides that 92% of their subscribers use less than 300gb/month is specious as even my 60 year old parents continually get alerts that they have gone over the monthly allotment. Now Comcast is charging an additional \$30/month charge to residents in Florida to again obtain unlimited internet that consumers used to pay a flat monthly rate for. This is obscene. Monopoly corporations should not be able to behave in this manner without repercussions.

Ticket: # 512656 - data caps

Date: 9/5/2015 4:58:18 PM

City/State/Zip: Bellevue, Nebraska 68123

Company Complaining About: Cox

Description

Comcast and cox are both attempting to place data Caps on Internet data usage. This is unethical. I'm sure you are aware of the reasons why seeing as this complaint constantly comes to your ears.

Ticket: # 512642 - Home internet data cap is unacceptable

Date: 9/5/2015 4:47:22 PM

City/State/Zip: Effort, Pennsylvania 18330

Company Complaining About: Blue Ridge Communications

Description

My name is Randy Paun. The account this complaint is regarding is under my brother-in-law's name, Evan Marshall. Our families live together, in the same house, and split the bill for this internet connection.

We live in Effort, PA with a Blue Ridge Communications internet access package. We were charged an extra ONE HUNDRED DOLLARS on our August bill for using 100 more GB than the 400GB monthly cap. This cap was hidden among some paperwork that was later sent to the house (and signed, regrettably). The "overage" charges weren't even addressed on their website, when shopping for a plan. You have to go hunting through fine print documents just to find it.

They claim to have sent us something that said we were using too much data, but since we pay our bills online only, the "paper bill" just goes straight to recycling. This overage was never address digitally.

After fighting about how unjust it was to be charging me for using the internet in the way it was intended (freely and unlimitedly), we "settled" at us paying them \$50! On top of that, we increased our "package" in hopes we don't incur such UNETHICAL charges again, giving them even more money, thus rewarding this despicable behavior!. It's VERY easy to use up 400+GB a month these days between streaming and downloading high def, ultra def (4k+) movies and pictures, not to mention lossless music and dvr recordings, all of these things require larger and larger files. We haven't even talked about downloading games from steam and others yet. ONE game downloaded can be more than 100gb. It's only going to get easier in the coming future, with 4k streaming becoming the norm, and more and more games becoming bigger and more graphic intense, and more networks/media platforms are going digital/streaming.

A free and unlimited internet is extremely important to American households now. We are becoming more and more relent on having an unrestricted internet, data caps included. The services our ISP essentially offers, just by giving us access to such things (netflix, hulu, streaming music, dvr, gaming etc etc), should be free of extra charges, just because the file sizes are becoming bigger and bigger. These services by the way (netflix hulu etc.) PAY the ISPs for the data that is trafficked to us! The ISP are essentially double dipping, charging us, and 3rd party services for the same usage/same traffic!

Please don't allow ISPs to charge extra and penalize us for using the service we pay them for, fairly.

Thank you

Ticket: # 512712 - Comcast capping customers!

Date: 9/5/2015 5:27:10 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: Comcast

Description

About 6 months ago we signed a 2 year contract with Comcast for a \$199/month plan for all three services (TV, Internet (105mbs), and phone). When we signed up we asked the representative if we would have any data caps with Comcast and they said no "You can use as much internet as you want, you will not be limited". And now we get an email stating we are going to be capped at 300GB or pay an extra \$30 a month for unlimited (you can see at the bottom).. We currently use roughly 400GB a month.. I don't think this is fair and we called them to see what are options are and they said either cancel service and pay our ETF fee or pay \$30 more a month (which we will not be doing).

The email states

"

An important update about your
XFINITY Internet service

We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We will also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

The median usage for XFINITY Internet customers is 40 GB of data in a month. And based on your recent usage history, it appears this new 300 GB data plan will not impact you. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below.

Here are the details of the plan:

While we believe that 300 GB is more than enough to meet your Internet usage needs, if for any reason you exceed the 300 GB included in your plan in a month, we will automatically add blocks of 50 GB to your account for an additional fee of \$10 each. We're also implementing a three-month courtesy program. That means you will not be billed for the first three times you exceed the 300 GB included in the monthly data plan.

Here are the details of the Unlimited Data option:

If you don't want a 300 GB data plan, the new Unlimited Data option is an alternative that provides additional choice and flexibility, especially for customers who use lots of data. You can choose to enroll in the Unlimited Data option at any time for an additional fee of \$30 a month, regardless of how much data you use. Enrollment in this option goes into effect on the first day of the subsequent calendar month. For additional information, [click here](#).

Here are a few tools for you to easily track and manage your usage:

Usage meter – Track how much data you have used each month with our usage meter.

Data Usage Calculator - Estimate your data usage with our

calculator tool. Simply enter information on how often and how much you typically use the Internet, and the calculator will estimate your monthly data usage.

Notifications - If you are on the 300 GB plan, we will send you a courtesy "in-browser" notice and an email letting you know when you reach 90%, 100%, 110%, and 125% of your monthly data usage plan amount. You can also elect to receive notifications at additional thresholds as well as set up mobile text notifications. Learn more about notifications [here](#). Notices will not be sent to customers who enroll in the unlimited data option.

If you have any additional questions about the new data usage plan, please see our [FAQs](#).

Thank you for being an XFINITY Internet Customer.

Sincerely,

Your XFINITY Team

Please note that this is a consumer trial. Comcast may modify or discontinue this trial at any time. However, we will notify you in advance of any such change."

Ticket: # 512714 - Comcast Data Caps

Date: 9/5/2015 5:27:23 PM

City/State/Zip: Napa, California 94559

Company Complaining About: Comcast

Description

It has recently come to my attention that Comcast will soon be enforcing data caps on their cable internet service. I'm writing to insist that the internet remains "unmetered" to preserve its main and most vital purpose, the dissemination of free speech, and the free flow of ideas and content between people all over the world.

As a web developer, my job requires that I have a fast and reliable connection to the internet at home, and at my office. If a client's website requires heavy maintenance, I could risk hitting a data cap many times over during one billing cycle. I have no choice but to send and receive this much data, as databases are getting bigger, screens are gaining higher and higher resolutions, which cause image and video file sizes to skyrocket, and all of this creates very little to no extra cost to comcast.

If their networks weren't capable of handling the loads they currently handle, we would see laggy network responses and download/upload speeds. However, when all my equipment is working properly, I have never once received a speed test score with a large deviation from the speeds I pay for.

The bottom line is our ability to collect more and more detailed data means that our files are only going to get bigger, and thus will require higher network speeds and larger "data caps". These data caps over time will become antiquated, and impede the free flow of data necessary for modern society to function and the people of the world to use the internet as a tool to solve our most important issues.

It is imperative that the internet be put into the hands of the public, and not in the hands of monopolistic corporations whose only interests are to make more money.

Ticket: # 512739 - Data caps on home internet???

Date: 9/5/2015 5:36:04 PM

City/State/Zip: Fayetteville, North Carolina 28314

Company Complaining About: Comcast

Description

Imposing data caps on home usage is outrageous. First Comcast tries to throttle the Internet connection speed and now wants to charge extra for a minimal use of GB data? This is robbery to say the least seeing how they are mostly a MONOPOLY in most areas. This needs to be regulated for fair competitive pricing instead of the price gouging that they seem to get away with!

Ticket: # 513266 - Comcast Is Putting a Monthly Data Cap on Home Internet

Date: 9/6/2015 6:08:26 AM

City/State/Zip: Colorado Springs, Colorado 80920

Company Complaining About: Comcast

Description

Comcast Is Putting a Monthly Data Cap on Home Internet. This is Comcast effectively acting as a monopoly.

Ticket: # 512757 - Concerns regarding Comcast data cap**Date:** 9/5/2015 5:53:37 PM**City/State/Zip:** Knoxville, Tennessee 37920**Company Complaining About:** Comcast

Description

I am writing to you today because of my concern about the recently implemented data cap from Comcast in my area.

At the end of August a courtesy pop-up notified me that 90% of my allotted 300 GB was used. This was concerning because I never received notice by postal service or email that a data cap was being placed on my account. Since Comcast bills for the next billing cycle I had already paid for a service that I did not know would be limited.

It appears that every 50 GB over we are charged an additional \$10. A discount of \$5 per month is available only for economy package consumers that use less than 5 GB per month. Consumers seem to have the option of purchasing a business line of service that would not include a cap. The added charges or the additional fees a household would pay for a business class of service are easily compared to paid for fast lane services. Instead of business paying the extra cost, though, it is dumped onto the consumer by either limiting access or requiring additional payment for access.

Due to this forced data cap my household has to now evaluate and prioritize our usage. The member of our family effected the most is the one who works from home. As with anyone who works from home now, email communication and connection to the work servers are essential. We have reduced the use of streaming services we pay for to try and compensate for the data used by this family member, but at what point will she need to limit her work once we stop all non-essential streaming?

Personally, I feel we have no choice but to pay more. The only other service provider in our area has always had an advertised 250 GB cap. We can choose to pay additional fees, sign a business service contract, or add on an unneeded TV package in an effort to reduce the monthly bill to compensate for overages.

No matter what we do as consumers, we are either limited or unfairly charged by a company that is suppose to provide access to a service that should not be limited. I fail to feel guilty about being part of the 10% that uses half of Comcast's data (<http://blog.credit.com/2015/09/comcast-is-putting-a-monthly-data-cap-on-your-home-internet-124851/>) when Comcast has spent \$17 million on lobbying efforts. (<http://www.bloomberg.com/politics/articles/2015-04-23/comcast-finds-golf-and-128-lobbyists-can-t-sell-u-s-on-merger>) That is \$17 million that could have been used to improve their infrastructure to meet the growing and changing demands of the technology marketplace. That is something I find unfair.

Ticket: # 512768 - Comcast Data Cap

Date: 9/5/2015 5:55:13 PM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Comcast

Description

In a market with no competition, Comcast setting data cap comes down to a monopoly knowing that they can abuse their power. It's similar to setting water and electricity taps as well. Customers are paying Comcsst for speed of use without a cap and it should continue that way unless they seriously revise their rates.

Ticket: # 512797 - Comcast Implementing Monthly Caps on Data use

Date: 9/5/2015 6:05:11 PM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

Comcast has begun rolling out trials of monthly data caps for home cable internet while simultaneously rolling out new more expensive uncapped plans. This is an egregious abuse of their dominance in the market and is based on a complete false sense of scarcity. There is no central pool of "data" that runs out as people use it. This practice is disgusting and takes advantage of users who don't understand the nature of internet traffic.

My current plan has not changed and I am thankfully not in an area code where they are starting to run this scam. However I also have no other choice in cable internet provider in my area. If I wish to have modern access to the internet that is reliable and stable enough to support my work and lifestyle I am stuck with comcast.

I am filing this complaint in the hopes that others like me will do so as well and that the FCC will take action against this dishonest and exploitative practice. Please put a stop to this before it is allowed to spread.

Ticket: # 512817 - Comcast Data Caps

Date: 9/5/2015 6:10:16 PM

City/State/Zip: Tigard, Oregon 97223

Company Complaining About: Comcast

Description

Hello, I recently read of Comcast, my ISP's plans to implement data caps on home internet. These caps seem a way to gouge more money out of consumers who are stuck in areas with no other high speed internet provider. I believe the FCC should step in to protect consumers and an open internet. Thank you.

Ticket: # 512822 - Comcast

Date: 9/5/2015 6:11:39 PM

City/State/Zip: Charlottesville, Virginia 22903

Company Complaining About: Comcast

Description

Comcast has a monopoly in the city I live in. They do not provide the speeds I am paying for. The data cap they are planning to implement would be extremely unreasonable given my current usage, and again I would have no option but to pay for subpar service.

Ticket: # 512847 - Data Caps

Date: 9/5/2015 6:16:46 PM

City/State/Zip: Buckhannon, West Virginia 26201

Company Complaining About: Comcast

Description

Comcast is implementing data caps. These caps seriously violate net neutrality and the free internet.

Comcast says these caps will affect only a small percentage of their customrs but in an age where everything is streaming media this will affect so many people.

This does not help the customer at all. This only gives more money to Comcast. This doesn't help congested service at all.

Ticket: # 512850 - Comcast Data Cap**Date:** 9/5/2015 6:17:48 PM**City/State/Zip:** Norfolk, Virginia 23518**Company Complaining About:** Comcast

Description

Per this article: <http://blog.credit.com/2015/09/comcast-is-putting-a-monthly-data-cap-on-your-home-internet-124851/>

Comcast is attempting to put a monthly data cap on home internet, an act that will snowball, like phone plans have in recent years, into an attempt to gouge as much money out of people as possible while providing as little of a service as they can. If they are allowed to continue with this plan, we will see people struggling to justify paying extra money for internet use, severely diminishing the power of the United States population to stay a relevant figure in a global, interconnected world. As a young college student, spending extra money on data is not possible for me. I would have to watch what I do on the Internet, avoid anything that uses high data (streaming video via Netflix, internet gaming, Skyping, etc.) in an attempt to save money. I have no other options in my area to switch providers, as Comcast has a monopoly on internet service in the area.

Please, step in, before this gets too far. You've already stepped in once to stop the attempts by ISPs to treat data packets differently, a process that would have severely hurt consumers before. Please, step in again, and stop this before it spirals out of control.

Sincerely,
A Worried American Youth

Ticket: # 512851 - Comcast and Data Caps

Date: 9/5/2015 6:17:51 PM

City/State/Zip: Scranton, Pennsylvania 18503

Company Complaining About: Comcast

Description

Comcast's implementation of Data Caps will directly interfere with my ability to function as a Medical Student. My school utilizes video podcast learning which requires me to either stream or download my required lectures. In this last month, I was required to listen to close to 65 podcasts ranging from 25-78 minutes. If Comcast goes through with this, I find it nearly impossible for me to continue to access my required material at a reasonable rate. This is unacceptable as I do not have any other recourse for internet connectivity. Their blatant disregard for customers and the transparent monopoly as an ISP in North Eastern Pennsylvania is going to prevent me and the 200 other students from my school from accomplishing our work. Please, you cannot allow something like this to happen.

Ticket: # 512862 - internet data caps

Date: 9/5/2015 6:20:10 PM

City/State/Zip: Kent, Washington 98030

Company Complaining About: Comcast

Description

Dear FCC,

Internet data caps seem to be pushed more and more by major ISPs without any improvement to domestic infrastructure. This is an exploit practice to cut costs, and hurts the consumer base. Most consumers, like myself, don't have other options to select other competitive ISPs and when ISPs decide to implement data caps such as the industry leader, Comcast, has done, it's detrimental to the telecommunication output of this country.

Ticket: # 512893 - Comcast Data Caps

Date: 9/5/2015 6:28:30 PM

City/State/Zip: Yardley, Pennsylvania 19067

Company Complaining About: Time Warner

Description

I'm filing this complaint to register my complete disgust of the data cap policies instituted by Comcast today. Providing data to a home has arguably no cost of operation, yet now we are being charged for going over some arbitrary non-technical quantity on top of the exorbitant costs we already pay for said service in the first place? This is mind-boggling. How the FCC hasn't handled this yet I have no idea.

Ticket: # 512911 - Introduction of Data Caps**Date:** 9/5/2015 6:37:27 PM**City/State/Zip:** Lakeside, Oregon 97449**Company Complaining About:** Comcast

Description

<http://blog.credit.com/2015/09/comcast-is-putting-a-monthly-data-cap-on-your-home-internet-124851/>

Comcast is going to introduce Data Caps on their home internet when they have previously operated without them for over 30 years. This is blatant corporate monopoly as there are many areas in the United States that only have them as a company. This is also an issue because they have not listed a reason under law that they cannot offer unlimited Data. This is also shown in the fact that companies like Charter Communications, Google Fiber, Verizon, and many others are still offering unlimited bandwidth as they have no issues with their users habits. As this is not corporation wide and affected by an introduction of bill this move by Comcast could only be seen as a corporate cash grab to get more out of their customers.

I want an investigation by the FCC on why this is legal. I would also want the investigation to include if the areas comcast services across the United States have sufficient competitors that meet new recently introduced Broadband and High Speed classifications.

Ticket: # 512917 - Data Caps

Date: 9/5/2015 6:38:13 PM

City/State/Zip: Cuyahoga Falls, Ohio 44223

Company Complaining About: Comcast

Description

First, please do not take my information and give it to a company to contact me. Doing so completely defeats the point of this. Comcast should not get my info.

Comcast's decision to cap data is bad for Americans. It is going to artificially increase costs, it will strangle access for the most vulnerable, and will seriously harm economic activity if (when) other companies see that the FCC will allow it. Please do not. I can't imagine how many products I will have to stop using if costs go up because of data caps.

Please do something to stop data caps. It is just bad for America.

Ticket: # 512932 - Comcast Data Caps

Date: 9/5/2015 6:51:08 PM

City/State/Zip: Reno, Nevada 89511

Company Complaining About: Comcast

Description

Comcast is expanding their plan to cap data usage. Early this year the FCC ruled on net neutrality. Now Comcast is checking to see if they can bypass the FCC ruling by capping the users instead of the content providers. The net result is the same. A data cap of 300GB is very small and if I used my internet at the speeds provided then I would hit 300GB in about 10 hours. The FCC needs to step in and amend net neutrality to not allow caps on anyone. I don't use comcast but if they are able to get away with this then the vileness will spread.

Ticket: # 512946 - Comcast Data Caps

Date: 9/5/2015 6:58:39 PM

City/State/Zip: Salt Lake City, Utah 84105

Company Complaining About: Comcast

Description

Comcast today announced that effective October 1, 2015, their Xfinity cable internet service would have a data cap of 300GB per month on household accounts.

This is something that simply cannot be acceptable to the majority of internet users, and is a blatant cash grab by Comcast against consumers with no choice of credible competitors. Most locations have only one or two cable internet providers, and it simply is not possible for these consumers (such as myself) to vote with our wallets by changing ISPs when our current one acts in such blatantly anti-consumer ways.

With the rise of "cord cutting" internet video streaming avenues such as Netflix, Hulu, or Sling TV, modern video gaming consoles with frequent 20-50 GB game and update downloads, and large software and operating system downloads (many of which happen automatically with little or no user control), having a cap of 300GB is completely anti-consumer.

The FCC needs to intervene to help keep the internet available as the open tool it is designed and intended to be, free of corporate control and money-grabbing by ISPs that are already incredibly profitable without pegging on overage fees for their unneeded data caps.

Comcast will be offering an unlimited data tier, but it will be an additional \$30 a month for the exact same service their consumers have already been using for years. While I am opposed to the concept of these data caps entirely, if they are to be implemented it would be much more pro-consumer to discount the capped plan accordingly, as opposed to raising the prices for the uncapped plan and charging the same for what is now an inferior service.

Thank you for taking my views into consideration, and keep up the good work.

Ticket: # 512953 - data caps

Date: 9/5/2015 7:03:08 PM

City/State/Zip: Willmar, Minnesota 56201

Company Complaining About: Comcast

Description

I'm filing a complaint to protest Comcast implementing data caps. I'm not a Comcast customer (thank God), but this is a dangerous precedent to set for all internet providers.

Please stop this.

Ticket: # 512986 - Comcast Data cap

Date: 9/5/2015 7:23:37 PM

City/State/Zip: Miami, Florida 33138

Company Complaining About: Comcast

Description

Comcast recently announced they would start placing data caps of 300GB to their home internet service. I crunched some numbers and realized that with my current bandwidth of 100mbps, I would blow through my data cap in as little as 6.5 hours. Personally, I think it is unacceptable that a company of this size and power is allowed to impose such a restriction which would further reduce the quality of our country's internet services which are already pretty terrible when compared to the rest of the developed world. I am insulted that government agencies that I support (such as the FCC's net neutrality rules) allow for such backwards practices by a de facto monopoly to take place. We shouldn't be competing with third world countries when it comes to the cost and effectiveness of our internet connections and if Comcast is allowed to impose these new limits that is exactly what will happen.

Thank you,

(b) (6)

Ticket: # 512991 - Comcast Data Cap

Date: 9/5/2015 7:25:33 PM

City/State/Zip: East Liverpool, Ohio 43920

Company Complaining About: Comcast

Description

I currently have Comcast Internet, if only for the fact that they are the only broadband provider in my area.

It has come to my attention that Comcast is going to implement soon a billing system that is similar to what many wireless service providers use, and that is a data cap on home usage.

For customers like me who have a wireless provider with a data cap, since, they also offer the only decent service in my area, I need to rely on my home network to avoid being charged more for overages on my wireless bill.

The Internet is a necessity for a lot of people. With people struggling to find good paying jobs, or jobs with enough hours in the week, that's why they have been moving to services such as Netflix, and even Hulu. Cable prices are outrageous, and you can find just the content you want online for a lot less.

All this does is hurt the working man. If this is implemented, the working American will go broke just trying to stay in contact with their families, loved ones, and even the people they work with.

Please look into this, and address this ridiculous policy.

Ticket: # 513002 - Data Caps

Date: 9/5/2015 7:36:59 PM

City/State/Zip: Flagstaff, Arizona 86004

Company Complaining About: Sudden Link

Description

SuddenLINK IN Flagstaff has data caps and I was forced to buy a business plan or pay ridiculous prices. They charge \$10 for every 50GB you go over their cap. It's so easy to go over the cap just watching Netflix on a couple devices throughout the month.

Ticket: # 513004 - Comcast Data Caps

Date: 9/5/2015 7:38:26 PM

City/State/Zip: Hugo, Minnesota 55038

Company Complaining About: Comcast

Description

The introduction of data caps is a horrible money grab which, unless you hardly use the Internet will absolutely go over.

Ticket: # 513008 - Comcast Data Caps**Date:** 9/5/2015 7:40:59 PM**City/State/Zip:** Mountain View, California 94040**Company Complaining About:** Comcast

Description

You may have recently heard from not only myself, but I will assume many others regarding recent announcement by the Internet Service Provider, Comcast, to impose throughput restrictions, hereafter referred to as "Data Caps" on their residential broadband service to customers in certain geographic locations starting on the 1st of October, 2015.

Due to the rise of internet-centric innovations that are being used by a growing number of American consumers, a chief example being the streaming of entertainment (i.e.: "Video and Audio") over User Datagram Protocol (UDP) -- the throughput requirements of the average consumer have changed, dramatically. Comcast, which also owns an entertainment content licensing business in the form of their cable television services is in this instance limiting and degrading services to consumers who may be using competitive entertainment services (ex: "Netflix"). As a result, it is my understanding this may very well be in violation of both S. 8.1 (which outlines anti-competitive business practices) and S. 8.7 (which outlines discrimination by protocol) of the FCC 2010 Open Internet Act.

I believe as a consumer and US Citizen that it is the regulatory obligation of the Federal Communications Commission to investigate this potentially illegal impediment/degradation in services.

Ticket: # 513064 - Comcast Running Trial on Data Caps**Date:** 9/5/2015 8:23:14 PM**City/State/Zip:** Fort Collins, Colorado 80524**Company Complaining About:** Comcast

Description

Comcast is running trials in many locations across the United States in which they are capping customer data at 300GB and will be charging fees for additional use. Data caps are inherently anti-consumer. They represent a significant additional cost while adding no value to the service whatsoever. In a normal situation, I would simply choose a different provider. However, in many areas across the USA people simply do not have viable alternatives to Comcast for their ISP. In all but name, this company has monopolized high speed internet access in many areas that I've lived previously. I ask that the FCC consider the impact this is having on our economy and infrastructure. If policies do not shift, I fear that the USA will continue to fall behind the rest of the world as its hard-working citizens are bled dry by corporate interests.

The internet is an essential part of modern life and should be regulated as a utility, not a private industry. Thank you for your consideration.

Ticket: # 513106 - Comcast Data Cap in Mobile AL**Date:** 9/5/2015 8:55:48 PM**City/State/Zip:** Mobile, Alabama 36608**Company Complaining About:** Comcast

Description

I live in Mobile, AL and last year my ISP (Comcast) implemented a data cap of 300 GB/mo. Since that time I have exceeded the data cap every month and have been billed for the extra data. For instance, last month (August, 2015) I used 500 GB of data and was charged \$105.95 just for internet service. A majority of my data usage is from streaming video (Netflix, Hulu, etc.). As these services are in direct competition with Comcast's cable television service, it is obvious that Comcast has an interest in limiting my usage by placing a ceiling on the amount of streaming video I am allowed to watch on their internet service. I also use the internet for downloading digital copies of video games (up to 50 GB each) and cloud backup services. These are common ways to use broadband, but Comcast's data cap has forced me to limit my usage of these services. Unfortunately, Comcast is the only ISP in my area ,so I cannot switch to another provider. Please investigate this anticompetitive practice.

Ticket: # 513138 - Comcast Data Cap

Date: 9/5/2015 9:44:21 PM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: Comcast

Description

I'm being charged \$10 for each 50 GB block over 300 GB. Is this fair? I thought the net neutrality law prohibited that. I am a cord cutter and rely on services like Netflix, Amazon Prime and Hulu. The data cap makes this financially unfeasible. Comcast seems to be bullying customers into using their cable service or pay higher prices to use other services. Comcast has a monopoly here in Elizabethtown, KY so I have no other choice of provider. Please look into this matter. Thank you, (b) (6)

Ticket: # 513160 - Comcast Data Caps

Date: 9/5/2015 10:13:57 PM

City/State/Zip: Scranton, Pennsylvania 18503

Company Complaining About: Comcast

Description

Comcast has been charging an additional fee for anyone who exceeds a set data cap, and this practice is abominable.

[Ticket: # 513164 - Comcast instituting data cap again](#)

Date: 9/5/2015 10:21:20 PM

City/State/Zip: Jamaica Plain, Massachusetts 02130

Company Complaining About: Comcast

Description

Comcast is starting up a 300 GB data cap again. FCC Commissioner Wheeler said he would address data caps when they become more widespread. Now is the time. A cap will stifle innovation and competition, and make it harder for customers to access the services we already pay to subscribe to.

Ticket: # 513308 - Comcast Usage Limits

Date: 9/6/2015 9:51:46 AM

City/State/Zip: Highlands Ranch, Colorado 80130

Company Complaining About: Comcast

Description

Recently Comcast announced that they implement usage limits. I live in an area where Comcast has created a monopoly (by contract Comcast is the only option) and therefore I have no choice of switching. With new internet applications that require high bandwidth, this change will have the effect charging people for how they use the internet.

Further, when I purchased a two year contract with Comcast, it was sold to me as "unlimited." Clearly Comcast implementing a data cap is "limiting" something sold as "unlimited."

In the interest of public policy and to foster a healthy internet Eco-system, please require Comcast to drop the usage limits.

Ticket: # 513349 - Unfair throttling in favor of content sold by provider

Date: 9/6/2015 11:17:42 AM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: Armstrong

Description

I have internet only service from Armstrong in the Medina Ohio area. Armstrong, who has a monopoly in my area, has instituted a 250GB per month data cap where each additional 50GB is charged at a rate of \$10. If no other service is "bundled" with internet, the cap is lowered to 200GB. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Armstrong as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 513413 - Comcast Proposed xfinity data caps**Date:** 9/6/2015 1:06:57 PM**City/State/Zip:** Robbinsdale, Minnesota 55422**Company Complaining About:** Comcast

Description

I recently read an article in which Comcast has proposed putting a 300gb data cap on home internet usage, and will be trialling it in certain areas. While I'm not a customer who is effected by this trial, I am an electrical engineering student and tech-savvy person who VEHEMENTLY disagrees with this practice for several reasons.

One, I cannot control a portion of the data that I use. Many websites contain autoplay features or graphic interfaces that are quite large in terms of data, some of them being websites I need to access for my education or to stay up to date with my skills. Two, I believe this will create a tiered internet in which those that can pay to access the free flow of information will get to and those who cannot afford it, won't. Three, I believe this system can be easily abused by Comcast and is in reality only a way to kneecap Netflix and other high def video streaming services, and fleece them into paying more money. In 2014, Comcast earned a 10-15% quarterly profit, to imply that this move is to save customers money or because they're not being profitable is, frankly, insulting to the intelligence of anyone who knows an iota about technology and business. Four, I am knowledgeable enough to work around these caps, and I feel duty bound as someone who is tech-savvy enough to do so, others will not be and I firmly believe that Comcast is betting on the ignorance of their customers. Five, I believe this police will lead to a slippery slope of policies from Comcast that will very likely cripple their user's internet, and with Comcast holding a large natural monopoly of internet service provision in the US, they are too powerful as it is and this will only end poorly.

Ticket: # 513446 - Comcast unfairly implementing data cap that does not apply to their services

Date: 9/6/2015 2:04:18 PM

City/State/Zip: Parkland, Florida 33067

Company Complaining About: Comcast

Description

I would like to file a complaint with regards to Comcast implementing a 300 GB data cap while their own streaming services are unlimited and do not count towards the cap.

I recently received notification that Comcast will be implementing a 300 GB data cap on their Xfinity internet data service. If a subscriber exceeds 300 GB they will be charged penalties, or they may choose to pay more for “unlimited” service.

This gives Comcast an unfair advantage to any other streaming video provider such as Netflix, Amazon Prime, DirecTV on-demand, Apple, Hulu, or other providers. Comcast is using what is essentially a monopoly position as both an internet service provider and video service provider to unfairly compete. At the very least this is unfair, and seems to be a violation of recent net neutrality rulings.

I request any action that can be taken to remedy this situation. The most desirable remedy being that Comcast discontinues this data cap. Alternatively, if they do keep the data cap it should apply equally to all services, including any and all Comcast/Xfinity on-demand video services.

Ticket: # 513600 - Comcast Data Cap

Date: 9/6/2015 5:49:13 PM

City/State/Zip: Miami, Florida 33135

Company Complaining About: Comcast

Description

I'm writing in regards to Comcast's recent announcement that customers in my area will be penalized with a new data cap. This data cap basically means that our old contract with Comcast will go out the window as Comcast blackmails consumers into paying more for the same (very poor) service we already receive, or be severely limited in our internet usage. Comcast's 300GB data cap means that competitors like Netflix and Amazon Prime streaming will be effectively shut down, as they will certainly drive users over Comcast's artificially created data scarcity. They know that with a data cap it will be impossible for consumers like me and my family to use these competitor internet services. They will do anything to shut down competition. Consumers are helpless right now. We've seen the detrimental effects of monopoly in this country before. The FCC must act. The FCC must do something to stop Comcast from its monopolistic abuse of power. Every day, Comcast encroaches more and more, buying up territory, driving out competition, and now suffocating the final few services that offer alternatives for media access in what is already a very static, stale market.

Ticket: # 513809 - Data Cap on Xfinity/Comcast Internet

Date: 9/7/2015 12:07:10 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

I purchase internet only through Comcast/Xfinity as I am a cord cutter and do not want any of their TV packages. I was not told about the internet cap when I signed up for their service. And only recently found out that Knoxville was among the so called test areas along with Memphis and Nashville.

As I also am a student who uses it for online classes (videos, etc.) and a cord cutter as well as having a wife who is disabled who watches shows using Hulu, Netflix and Amazon during the day as she cannot work, I feel I that the data cap is just a marketing tool to get people who are cord cutting to purchase their TV packages and find it quite deceptive since they do not tell people beforehand that there is a cap.

There is no option to opt out of this cap and the only recourse is to either not go over the 300GB cap or pay \$10 more a month for every 50GB you go over.

This is another deceptive tactic. If I do not use the 300GB in one month the unused does not get rolled over to next month. If I do go over and pay an overage fee for another 50GB and do not use all of the 50GB, I still lose what I did not use.

If I pay for 50GB I expect to get 50GB.

Comcast states they have measures to track your usage but below is a screenshot I took on August 30, 2015 that shows that the application was not working so I could not see what I used.

Internet is not like Gas or Electricity. They do not have to make more data if people use more. There are no power plants or refineries to produce more internet data.

I feel they are losing customers to cord cutting, and as a customer that has used their customer service which is horrendous, I can see why they are trying to force users back into buying cable TV. They did not receive the worst customer service award for nothing.

I feel the cap should be cancelled. They have tried their test and the test has failed.

Ticket: # 513847 - Comcast Data Cap**Date:** 9/7/2015 1:42:29 AM**City/State/Zip:** Marana, Arizona 85653**Company Complaining About:** Comcast

Description

I live in the Tucson Arizona test area for comcast data cap. They started this test in 2012 and it is still going on no other cable internet provider does this. I have a data cap of 300 GB which we usually hit and if we go over we are charged \$10 for every 50 GB over. This is not fair. Why should there be a cap. I live in an area where I have no other alternative for good internet now I am afraid every time I use the Internet my bills will be so high that it will cause a strain on me please end the data cap. Make the Internet fair for all.

Ticket: # 513859 - Comcast/Xfinity 300gb cap

Date: 9/7/2015 3:04:16 AM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

Xfinity is pushing for a data cap (primarily in the big south), forcing customers to either pay an extra for "unlimited data" while if you exceed the cap without "unlimited data" you are charged extra to extend the data cap. Not only does this serve no purpose, but this feels like extortion. Nobody actively monitors their bandwidth usage for home internet usage, it's basically a trick for uninformed users and those unaware of bandwidth as a principle. There is no technical benefit or reason for them to impose caps.

Ticket: # 513915 - data cap

Date: 9/7/2015 8:48:37 AM

City/State/Zip: Boston, Massachusetts 02130

Company Complaining About: Comcast

Description

Comcast is starting up a 300 GB data cap again. FCC commissioners Wheeler said he would address data caps when they become more widespread. Now is the time. A cap will stifle innovation and competition, and make it harder for customers to access the services we already pay to subscribe to.

Ticket: # 513929 - Comcast implements 300gb data cap

Date: 9/7/2015 9:22:32 AM

City/State/Zip: Miami, Florida 33187

Company Complaining About: Comcast

Description

Comcast has implemented a 300gb data cap to FL. I just renewed for a 1 year contract a few month ago and this was not part of the agreement. They are punishing and forcing their customers to stop using other services like Hulu, Netflix, and Amazon Video as they count towards the data cap. I also download digital games that are usually about 40gbs to 80gbs per game on the Xbox One and I am being punished for this, too. There needs to be some kind of regulation so companies like Comcast cannot implement these data caps for people that are on contracts or for people that have no other alternatives for internet providers.

Ticket: # 514029 - Comcast Internet data caps

Date: 9/7/2015 11:03:59 AM

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

I am complaining because of the obvious cash grab scheme that Comcast is currently using with their data caps on their internet packages. I have had their internet for just under a month and have already gone over their data cap, which I was unaware of as it didn't state anything about the cap clearly on their website. The service rep I spoke with also did not inform me of their data caps. This is not the only complaint I have, either. They are also monopolizing the internet and cable services in my area. I was a happy charter customer, but I had to move for school. After the move I was extremely unhappy when I found out I had only one option for decent internet speeds (albeit they are extremely expensive compared to other companies) with Comcast. I currently do most of my school work on the internet and the fact that I have to pay them more and more every month for a useless feature that was instated just so this company could take more money out of my pocket is extremely unfair, Un-American, and anti-capitalist. If this were any other country they would have been stopped at the door. Why haven't you done anything about this???!!!!!

Ticket: # 514083 - Comcast Data cap

Date: 9/7/2015 11:52:21 AM

City/State/Zip: Freeport, Maine 04032

Company Complaining About: Comcast

Description

I recently was told Comcast was the only service available on my street even though Time Warner services the entire area. Not knowing any better I simply signed up for Comcast. At NO TIME was I made aware of the 300Gb data cap I would be subject too as I am in a "Test area". I found out about the cap after the fact by a friend, NOT by the service representative I signed up with. Something has to be done about this.

Ticket: # 514116 - Comcast Data Cap

Date: 9/7/2015 12:16:38 PM

City/State/Zip: Watertown, Massachusetts 02472

Company Complaining About: Comcast

Description

Comcast is starting up a 300 GB data cap again. FCC commissioners Wheeler said he would address data caps when they become more widespread. Now is the time. A cap will stifle innovation and competition, and make it harder for customers to access the services we already pay to subscribe to.

Ticket: # 514832 - Comcast Data Cap

Date: 9/8/2015 12:23:35 AM

City/State/Zip: Woodbridge, New Jersey 08830

Company Complaining About: Comcast

Description

Comcast's new 300gb data cap is ridiculous! They have admitted that it serves to "technical" purpose, they're just trying to milk more money out of us consumers. I live in an area where Comcast is the main monopoly for ISPs and I don't want to have to deal with this.. It's 2015.

Ticket: # 514846 - Data Caps

Date: 9/8/2015 2:47:59 AM

City/State/Zip: Corydon, Indiana 47112

Company Complaining About: Verizon Wireless

Description

With all the studies that have been done I've noticed most of them tend to say that ISP's are ripping people off. With technological advances the ISP's could keep congestion down, and prevent bogged down networks if it were necessary. These ISP's: Verizon, At&t, Comcast ect. have shown the consumers that they only want their blissfully ignorant happiness, and their money.

These ISP's continue to lobby our politicians with the money their consumers give them, so their puppet politicians will keep working for them, and they can keep up this scam.

PLEASE ACT ON DATA CAPS! Please do not delay. I am confident that upon a closer, more thorough inspection of this problem you will reign in these ISP's for their shoddy business practices, and will make a judgement that will help the consumers. Thank you.

-(b)

Ticket: # 514914 - Comcast, Data caps and business plan

Date: 9/8/2015 8:39:45 AM

City/State/Zip: Port Orange, Florida 32129

Company Complaining About: Comcast

Description

Approximately one year ago (judging by my past bills) Comcast begin an "experiment" with data caps in what was then my home state, Georgia. I work in the IT field and begin going over my my data limits monthly. After several warnings, Comcast was going to begin charging me \$10 for every 50 GB I went over (I believe this was the charge at the time). My only real option was to transition to a business plan, which did not have data caps. To do so though meant entering into a 2 year contract, which to terminate early meant paying 75% of the remaining months of service. I entered into this, not because I was happy with the contract or my service, but because it was the only realistic option available. There was no competition, so I had nobody other than Comcast to turn to, and I was forced to either pay increasing fees for their residential service or sign up for an extended contract.

This month I accepted a new position in Florida. Comcast indicates that my new area isn't serviced by them, which means I can't move my service. However, I still have approximately 15 months of service left on my contract. To get out of this contract means paying Comcast \$1,125. Additionally, as of last month, Comcast also begin offer unlimited data for a \$30 per month charge in my new state.

In short, I feel like a combination of inconsistent and experimental billing fees, uncertainty about my future, and lack of competition has forced me into a situation that will cost me over a thousand dollars to rectify.

My previous address:

(b) (6)
Armuchee, GA 30105

Ticket: # 514917 - Data Caps unfair access

Date: 9/8/2015 8:45:57 AM

City/State/Zip: Alpharetta, Georgia 30005

Company Complaining About: Comcast

Description

Data Caps now in place in only some areas have created a hardship on our family.

Not only do we have to pay for internet but now are having to pay when a certain data usage is reached.

With society being forced into streaming almost everything from phone usage to children's homework, the average 4 person family normally used twice what is allowed. Then we are punished financially to access more data.

This is not allowing fair access to the internet.

PLEASE REMOVE DATA CAPS - THEY ARE UNFAIR ACCESS.

COMCAST HAS A MONOPOLY IN THIS AREA AND WE HAVE NO OTHER PROVIDER.

I work at home which means using the internet as a vehicle, yet I cannot get business unlimited internet since we are not zoned for business.

Ticket: # 514934 - Comcast Data Caps

Date: 9/8/2015 9:02:57 AM

City/State/Zip: Sunrise, Florida 33326

Company Complaining About: Comcast

Description

Comcast is implementing a data cap in my area and I believe this is against the open internet protocol and is nothing but a way to increase prices for those who have little or no options but to use Comcast for high speed.

I am a cable cutter and think I am being punished for not using the Comcast cable service, but rather the various and competitive streaming services.

Ticket: # 515032 - Comcast Data Caps

Date: 9/8/2015 10:13:00 AM

City/State/Zip: Railroad, Pennsylvania 17355

Company Complaining About: Comcast

Description

Comcast data caps are bad! These data caps are a symptom of the large market share that they control, as consumers often have very little choice in who their provider is. Comcast has openly admitted that there is no technical necessity for these caps:

<http://www.extremetech.com/computing/212376-comcast-admits-that-its-data-caps-are-a-business-decision-not-an-engineering-requirement>

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Please consider making internet as regulated utility like electricity! These data caps are unacceptable and fly in the face of how a 1st world country should provide access to information.

Ticket: # 515455 - data cap with comcast

Date: 9/8/2015 12:35:25 PM

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

the other day i was notified my city (fort lauderdale) will be on a trial for data caps .. they told me i will have to pay more if i go over 300gb, i kept tract of my usage and it never wnet over 250 gb ,,, now that the cap have begun , they say i have used 32 gb inthe first 8 days . when i called and ask about the validy about them measureing my data and wanted a breakdown ,, they disconnected me... if they are going to use data caps , (which i hate) i feel there should be a 3rd party measuring this ,,, not the company that is charging you and if we are going to have data caps then there should be data that is not included in the cap, like education sites, medical sites , gov sites , city sites , state sites , ,,, the things that we are all required to do. please do not let comcast do this trial ,,,

Ticket: # 515906 - Internet data caps

Date: 9/8/2015 2:34:49 PM

City/State/Zip: Alpharetta, Georgia 30005

Company Complaining About: Comcast

Description

I have been a long time customer of Comcast Xfinity internet service and I strongly protest the use of data caps. More and more families are cutting the cord and relying upon the internet to stream their video content. My family and I use Netflix, HBO Go and other fee based sites for our entertainment and news sources and we should not be penalized with higher data usage fees for personal entertainment use. Please restrict Comcast and other ISP's from imposing data caps.

Ticket: # 516945 - Data overage charges

Date: 9/8/2015 7:28:41 PM

City/State/Zip: Milford, Pennsylvania 18337

Company Complaining About: Blue Ridge Cable

Description

I recently started getting higher than normal cable bills. When I called they told me there were data cap restrictions imposed. The caps were listed as anything downloaded during their peak time would be considered "over" if you exceeded 250gb per month. Non peak time was unlimited. Today, they released this: <http://www.brctv.com/news/new-data-caps>

This is a total restriction now and I believe is a violation. With streaming, Gaming and downloads only getting larger those limits will not be hard to exceed and are at the least anti-consumer. This opens doors for the cable monopolies to impose restrictions on us they should not be able to. Please advise.

Ticket: # 517430 - Internet Data Caps

Date: 9/9/2015 7:20:51 AM

City/State/Zip: North East, Maryland 21901

Company Complaining About: Armstrong

Description

Armstrong forces a 300gb data cap on my house hold's internet usage. I have TV, Internet and a phone line through them. I have tried to lower my payment to Armstrong a month by canceling my TV service, but they threatened to lower my data cap and the bill would then roughly be the same that I would be paying with the TV service.

Ticket: # 517470 - Overcharging for data usage beyond 250 gb a month

Date: 9/9/2015 8:35:20 AM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: AT&T

Description

In these days with 4k streaming, where all devices are connected to the internet. A cap is completely old and backwards, and merely functions as a way for the ISP's to make more money. No other country in the western world has internet prices as high as the US. Something has to be done, remove data caps now!

Ticket: # 518006 - Cable Company Data Caps

Date: 9/9/2015 12:17:59 PM

City/State/Zip: East Stroudsburg, Pennsylvania 18301

Company Complaining About: Blue Ridge Communications

Description

I was just notified that I no longer have unlimited data from my Cable internet provider. They have imposed a monthly data cap. This is my only option for internet service.

Ticket: # 518136 - DATA CAPS

Date: 9/9/2015 12:53:07 PM

City/State/Zip: Oak Ridge, Tennessee 37830

Company Complaining About: Comcast

Description

What the hell is up with data caps? They offer no benefits for the internet and quite limits internet usage overall. Those who use data, for legal purposes, get charged more and if they want unlimited they are charged as well. I live in TN and it's just bullshit. How is this open internet when they limit how much you can be on it? I am constantly looking at my data to make sure I don't go over the cap and pay more money.

Ticket: # 518292 - Comcast

Date: 9/9/2015 1:39:58 PM

City/State/Zip: Chicago, Illinois 60634

Company Complaining About: Comcast

Description

I honestly can't name more than two internet providers in my area. I'm sure there are more, but they are absolutely dwarfed by the the behemoths Comcast and AT&T. With the news of Comcast's testing of data caps and AT&T's 3g-level speeds, I don't feel as though I have a choice in any of these matters. I am at the whim of these two providers, all because it's impossible to compete with them. Even Google - one of the biggest companies on this planet - is having trouble entering the internet provider market. Unless I see any evidence of any networks really struggling with their infrastructure due to high usage, I refuse to believe these caps, throttled speeds, and hidden charges are necessary.

Ticket: # 518468 - Comcast Data Cap

Date: 9/9/2015 2:24:27 PM

City/State/Zip: Hattiesburg, Mississippi 39401

Company Complaining About: Comcast

Description

Comcast has been approximately doubling my monthly bill for exceeding their data cap of 300 GB on my home internet service.

Ticket: # 519310 - Data Caps.

Date: 9/9/2015 5:06:47 PM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

Comcast data caps on residential connections are absolutely an example of extortion. I'm paying for a speed fast enough that according to their data cap policy will be capped out in a matter of 8 hours, this is absurd and should not be allowed in the United States where the internet is a necessity.

Ticket: # 519684 - Wave/Astound Cable Internet Data Cap should be illegal

Date: 9/9/2015 7:08:25 PM

City/State/Zip: San Francisco, California 94112

Company Complaining About: Wave/astound

Description

I have cable internet with Wave/Astound Cable company and they have a very strict Internet Data cap in place. We have to limit our internet usage or else be faced with additional overage charges for going over the Internet Data cap. We have gone over many times, and had to pay expensive overage charges. Internet Data cap should be illegal.

Ticket: # 519707 - Data Caps**Date:** 9/9/2015 7:13:53 PM**City/State/Zip:** Walla Walla, Washington 99362**Company Complaining About:** Multiple

Description

Wireless telecom and some internet provider have data caps (although some internet providers have soft caps). I believe that throttling (slowing of data speeds) should not be allowed based on caps. My reasoning is that data transmission does not cause hardware destruction or damage. The hardware is meant to constantly transmit and process information and data caps are a means that is simply stifling industry development by providing an unnecessary source of money. Consumers should be able to decide what service is best for them based on service capability not based on how much data the consumer is allotted. Additionally, with modern data speeds these caps can be achieved in as little as a week depending on the service type and speed purchased. For example, most wireless communications allow for 2 to 5 Gigabytes of data with simple video viewing and sharing (very prevalent today with our generation) could burn through this data with as little as 50 video views (estimate of about 100 MB video size in 480p resolution). With higher speeds this number can be significantly reduced if videos are being watching in HD quality (which currently speeds allow). For standard internet providers their (the caps are set somewhere between 300 and 500 GB) speeds can allow these caps to be achieved within a two weeks. Broadband providers are achieving speeds up to 1Gb/second meaning a family of four watching media streams could easily break through the cap (at these speeds media can be easily delivered in upwards of 1080p quality for multiple devices).

As such I think data caps should be banned, because it encourages the industry to stagnate instead of progress because all companies can offer the same speeds without care for actual technological competition. Thank you for your time.

Ticket: # 519724 - COMCAST/XFINITY DATA CAP

Date: 9/9/2015 7:19:46 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Just received notice in a form of email from Comcast/XFINITY of proposed data cap that may take place. I'm having a hard time understanding how this falls under my Contracted Terms of Service with Comcast which reads:

5) Comcast may rearrange, delete, add to or otherwise change programming or features or offerings contained in the Services.

It's vague, but does not mention "Limit Service", or say "charge additional fees" to maintain service offered at time of contract. How is this or will this be legal?

Ticket: # 519757 - Comcast Data Caps**Date:** 9/9/2015 7:30:02 PM**City/State/Zip:** Hollywood, Florida 33024**Company Complaining About:** Comcast

Description

Recently Comcast informed customers in the Ft. Lauderdale area that they will be testing new data caps and charging \$10 for every 50 GB over their 300 GB limit. For \$30 customers can purchase unlimited internet on their plans. This policy will stifle internet use and innovation in the area. The lack of options for internet service providers in my area prevents the free market from correcting the issues caused by Comcast and as such, it is the FCC's purview to examine and regulate uncompetitive practices by the telecommunication industry. The 300 GB limit being "tested" by comcast is unreasonably low for any household which relies on technology. In my home of four, there are two college students who rely heavily on the internet for classes and material, including video lectures, videos, audio, and notes. Three of the four members of the household must use the internet to connect to remote computers and video conference. In addition, using the internet for services such as Netflix, YouTube, and video games are use more data than comcast alots. The implementation of data caps by Comcast appears to be nothing more than an attempt to squeeze more money out of overpriced internet service

Ticket: # 519875 - Data Caps on Customers

Date: 9/9/2015 8:18:58 PM

City/State/Zip: Dingmans Ferry, Pennsylvania 18328

Company Complaining About: Blue Ridge Cable

Description

Blue Ridge Cable has now placed Data Caps on us. I believe this is unfair as my child's school requires that her homework be done on an ipad. I feel that this is in violation of/ or should be a violation of free internet or net neutrality.

Ticket: # 520109 - Comcast Data Caps in Florida Cities**Date:** 9/9/2015 11:01:55 PM**City/State/Zip:** Fort Lauderdale, Florida 33312**Company Complaining About:** Comcast

Description

I find objectionable the imposition of a 300 GB data cap, with overage fees of \$10 for each additional 50 GB, in the greater Miami area. Comcast has a virtual monopoly in this region of the US, and if any resident in this area would like to retain the 'unlimited data' features that they currently enjoy, they can pay an extra \$30 for that privilege. There is no corresponding quality or bandwidth increases commensurate with the imposition of fees, and is in my view nothing more than price gouging after having driven out or excluded all competitors.

[Ticket: # 520485 - Data caps only benefit Comcast](#)

Date: 9/10/2015 10:33:05 AM

City/State/Zip: Fort Lauderdale, Florida 33301

Company Complaining About: Comcast

Description

Comcast is imposing data caps in the South Florida area beginning in October. These limits seem to be targeted to prevent users from freely streaming movies from sources other than their own. If the data cap is truly a limit for all customers, then the data that Comcast generates for the customers should also be counted in that limit. Otherwise, Comcast is intentionally trying to prevent their customers from using other streaming services (e.g. Netflix). This tactic seems to be an indirect assault on the spirit of net neutrality.

Ticket: # 520762 - "data cap" overage charge

Date: 9/10/2015 11:51:32 AM

City/State/Zip: Kingwood, Texas 77339

Company Complaining About: Sudden Link

Description

My service provider, Suddenlink Communications, is charging me a fee for going over an arbitrary "data cap" on my monthly internet service bill. This "data cap" is in no way advertised in their service descriptions and has no true relationship to the service I am paying for. This practice is completely illegitimate and the FCC should take action to prevent ISPs from extorting their customers. The worse part is that there is no true competition for internet service in my area. So Suddenlink has no motivation to treat its customers well because we have no option for high speed internet other than them.

Ticket: # 520911 - Data Caps and a monopoly service

Date: 9/10/2015 12:44:54 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

I received a letter telling me of a trail where they will charge me more for data usage after a data cap. If I want to have internet the only provider I found to service my location is comcast. This is unjust, not what I signed up for. I have no comparable alternative to choose from, limiting my free market choice. This seems like it may be illegal.

Ticket: # 521645 - Comcast introducing data caps

Date: 9/10/2015 3:50:16 PM

City/State/Zip: Houston, Texas 77092

Company Complaining About: Comcast

Description

Comcast is beginning a rollout of data caps with little/no justification or choice of competitor. Ever since the SC ruled that cable lines are owned by companies and not the FCC, we've been taking steps down the wrong road. Read a chapter out of Europe's book for once.

<http://www.msn.com/en-us/money/companies/comcast-rolling-out-higher-charge-for-some-home-internet-users/ar-AAe6cyC>

Ticket: # 521976 - Please stop the cap! (It's not just comcast...)

Date: 9/10/2015 5:25:33 PM

City/State/Zip: Ontario, Oregon 97914

Company Complaining About: Cable One

Description

Cable One (basically the only choice for internet above 20Mb in the rural area where I live has usage caps for *all* of their residential customers, even paying \$100/month for internet allows me to only use 500GB of data (at my rate of 100Mb/sec that's 11 hours of full utilization) and yet, they're raising the speeds on all residential plans without raising the caps. Noises have been made that you'd be looking into a comcast's utilization of usage caps if they were rolled out nationally, however you're missing that many (most?) of us aren't served by comcast but still have caps. Cox caps, Cable one (mine) caps, time warner is even flirting with caps. This is an artificial scarcity scenario (even the government accounting office agrees) and you need to look into it in every cable internet company, not just comcast... It's yet another example of how lack of competition is keeping america behind the world in terms of net connectivity. I quite like cable one, but the practice of having data caps is archaic between downloading new console games (30GB+) and the soon to be more common 4k netflix / studio streaming, this is serving to make a massive divide in a typical family home situation between the digital haves and the digital have nots.

Thank you for your time,

(b) (6)

Ticket: # 522434 - Comcast Data Cap**Date:** 9/10/2015 8:18:57 PM**City/State/Zip:** Durham, Maine 04222**Company Complaining About:** Comcast

Description

The issue I take with the data cap is a couple things that have to do with A. The inability to choose a reliable internet service in my area due to the localized monopoly Comcast has over my town and B. the fact that this data cap seems very much like a blatant grab for money and big, "Up yours, I'll do what I want." because I can't choose to go with a different company (TWC, Google, Verizon, etc.)

Granted, I'm sure if internet were considered a public utility then competitors such as Google (with their new Google Fiber) would be able to great healthy competition with the surrounding company and I wouldn't be paying egregiously for an internet service that doesn't have to compete with anyone around me.

Ticket: # 522642 - Comcast "Usage" Caps**Date:** 9/10/2015 9:50:57 PM**City/State/Zip:** Tucson, Arizona 85743**Company Complaining About:** Comcast

Description

Comcast Usage caps on the internet they provide is currently outrageous. Our current cap is 350gb which might have been barely acceptable in 2012 but with everything available online or being always connected nowadays it is a joke. The cap has never been about keeping the infrastructure from falling apart but rather just another way to squeeze money out of consumers. As it is we can't enjoy streaming netflix, hulu, amazon, pandora or downloading a PS4/Xbox One game without worrying about how it will affect our monthly bill. With multiple devices in a household all being connected to the internet wanting to update, game downloads being anywhere from a couple of gigs (small indie titles) to 60+ gigs (big budget titles like halo masterchief collection), streaming/downloading music/videos/pictures, and work/personal communication like e-mails or instant messaging that 350gb data cap goes by really fast, especially in a household with more than 1 person. I believe that the usage cap is a way to punish customers that decide to want to view content elsewhere other than directly from comcast as it punishes a customer with overages if they want to stream or buy their television/movies from another business such as netflix, amazon, or apple rather than signing up for their television service with their cable boxes in order to dvr or rent programs from them (which we have signed up for because of the cap). A more fair usage cap would be ~1-2TB a month with the way the internet is heading if they wanted to punish the severe abusers harming the network which was their initial reasoning for introducing the caps. We also doubt their meters on how much data is used is accurate either as when we changed modems to our own and switched our phone service from them to ooma our data usage went down on average ~20gb-35gb a month. Not to mention that their usage meter will go down for days at a time which currently it has not been working for us since 8/21/2015 and resulted in us getting an e-mail stating we went over 8/30/2015 in the morning meaning we are going to get charged an extra \$10 on our next bill even though we did not have a way to check our current usage (which also means our courtesy credits will not reset for another year even though we have not been over in the previous 6 months). I would like to see the FCC step in and make them update their caps every year to something acceptable or get rid of them entirely.

Ticket: # 522976 - Comcast Data Caps

Date: 9/11/2015 9:30:10 AM

City/State/Zip: Miami, Florida 33015

Company Complaining About: Comcast

Description

Comcast is starting to roll out data caps nation wide and is something that can really kill the internet by taking away what we rightfully pay for. Comcast is allowing for unlimited by charging \$30 on top of what is already a very high price cable internet.

Ticket: # 526742 - Unfair Business Practices Regarding Blue Ridge Cable TV on Internet Caps Monopoly

Date: 9/14/2015 8:59:28 AM

City/State/Zip: Henryville, Pennsylvania 18332

Company Complaining About: Blue Ridge Cable

Description

Blue Ridge Cable company has placed extremely high costs to myself and the rest of its customers with the new data cap Internet charges. People bills will be tripling with their new FEES. There is no company to get internet services from in our remote area in the Poconos and Blue Ridge knows this.

They state you can "view" your usage on their website after registering; however, there is no "total" area to see your total use to date. To find the total, you must calculate this by yourself (with day by day totals).

If you go over the usage limit, you will be charged \$10 (every time you go over) and will be given 50 gb. But for a family of 4, who is on the internet constantly, works from home, and streams data 24 hrs per day, this is an outrage to consumers. You MUST investigate and make changes to regulation that insists there are to be "no caps" for consumers. Blue Ridge is a monopoly in the Poconos and is extremely overpriced. Why is it that "Service Electric" a few miles away has lower fees for cable TV and Internet and has NO caps??

SECTV = uncapped, lower priced

BRCTV = capped, higher prices, monopolistic business practices.

Please be sure to look into this as we are outraged over this practice and there was another cable company we could go to. If we could use Service Electric, myself and many of us would take our business elsewhere. We are counting on you to help us save some dollars regarding Internet pricing, which is so important to people working from home and families that have shut off cable TV and only "stream", to save dollars.

If you can go nothing, why not allow Service Electric to service people in the Poconos to give Blue Ridge some competition and eliminate the monopoly they have on their customers. We are counting on you the FCC, the help save us from this monopoly business practice of Blue Ridge Cable!

Sincerely, (b) (6)

Ticket: # 524727 - Comcast Data Caps South Florida

Date: 9/11/2015 8:07:04 PM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Mr. Wheeler, today I am speaking to you as a powerless fellow citizen of this country of ours. The only power that we the people have in this times of technology against the monopolistic service providers is to write to the FCC in the hope that something will happen of it.

Today I became aware that Comcast will be introducing data caps across South Florida which unfortunately includes my internet connection. Comcast has been testing this restriction on a few states for the past two years, this month they will introduce South Florida to the list. I find this puzzling, since it was only a trial two years ago.

Its understandable if they introduce something like this due to network congestion. But when I read articles like the following from ARS technician where they quote VP's from Comcast as saying this is a business decision more then a network problem. It upsets me as a customer and a citizen of this country that these companies can continue to push and push and take as much out of our pockets as they can when ever they see fit without any real merit.

I beg of you, please get on top of this and fight Comcast on this data caps and prevent them from doing this to us.

Comcast VP Article Quote

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Ticket: # 524809 - Data caps wories

Date: 9/11/2015 9:09:47 PM

City/State/Zip: Broadview Heights, Ohio 44147

Company Complaining About: Cox

Description

For months I have been outraged with data caps and that is why I am not gonna stop sending in complaints until this nonsense stops, do I need to start picketing in front of cox to make it stop? I know data caps are bullshit and they do not have nothing to do with congestion. Recently with Microsoft Windows 10 they have added Peer to Peer updating which is automatically enabled which would allow users to download updates from another user machine in which does count towards the data cap combined download and upload. I can't even play a video game without worrying about going over my allowed data it's not like they can inject a message into my video game saying I used all my data. I can't even even stream from Netflix with 4k and last I recall we are in the 21st centry and they know EVERYTHING takes bandwidth and I know the usage meter isn't accurate. Everyone is getting price gouged anyone who doesn't have cox hats off to them. I know if I ever move it wont be with cox.

Thank you

(b) (6)

Ticket: # 524848 - Comcast Data Caps & Throttling Unfair/Unlawful Practices**Date:** 9/11/2015 9:51:16 PM**City/State/Zip:** Germantown, Tennessee 38139**Company Complaining About:** Comcast

Description

I use Comcast for my internet services, and have seen my data being throttled on large file transfers, and even worse I now see 300 GB data caps in the area where I live. I am paying for the service of internet, and when I initially signed up there was nothing mentioned about a data cap. I now, as a consumer, have to modify my lifestyle because of this unlawful practice. In addition, Comcast charges me if I go over the 300 GB limit. I think this is an UNLAWFUL and UNFAIR practice, especially since Comcast will not charge you for data that uses their movie/TV service, but will for using Netflix and the Internet in general. Please protect consumers from dangerous and unlawful behavior like this. PLEASE!

Ticket: # 525113 - Extremely low Usage Limits violate the spirit of an open Internet

Date: 9/12/2015 11:03:20 AM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: Comcast

Description

The terms of Net Neutrality prevent Comcast from charging content providers extra in order to receive preferential treatment or an Internet "fast lane". All content should be treated the same. Comcast is subverting this by placing restrictive data usage caps on their customers. The burden now falls on the consumer. With a 105 Mbps Internet plan, I could conceivably reach the 300GB/month usage limit in less than a day. I pay significant overage fees every month. Even with constant policing of my family's Internet consumption, I routinely use over 600GB a month.

The end result is that I heavily restrict Netflix usage, YouTube, and digital distribution of Xbox, PS4, and Steam video games. My situation is not unique. Comcast's usage policies are unrealistically restrictive, and heavily discourage usage of Netflix and other streaming services that compete with Comcast's own cable TV offerings. Furthermore, my usage meter has only functioned for a few weeks during 2015. I had no way to know how much overage charges I would be paying until I received my bill.

I'm all for Comcast making a profit. It's the American way, and allows them to build new infrastructure. However, in the year 2015, any data cap below 1 or two terabytes is unacceptable.

Ticket: # 525154 - Your Create a Follow-up does not work

Date: 9/12/2015 11:43:08 AM

City/State/Zip: Youngstown, Ohio 44514

Company Complaining About: Armstrong Cable

Description

I wrote twice about Armstrong Cable internet data capping and did not receive a response from them at all within two months! I just attempted to create a follow-up and it does not work! I would like feedback as to what I can do to stop our local cable company that has an Oligopoly within our area from imposing unfair data caps. Please read my previous complaints and have Armstrong reply to my complaints within 30 days as they are supposedly required to do. Thank you!

Ticket: # 525409 - Comcast Data Caps

Date: 9/12/2015 2:27:59 PM

City/State/Zip: Florence, Alabama 35630

Company Complaining About: Comcast

Description

I am filing a complaint because of the practice of Comcast having data caps. This is an example of extortion at its finest. How are we supposed to keep up with current technologies while companies, specifically Comcast, limit the amount of data we can receive? The amount of data we use increases every day. Comcast realizes this and wants to squeeze extra dollars out of every customer. Living in a house with four people who watch Netflix, browse the Internet, and do online work/school, the data cap is ridiculous. Before the month is over I have already reached it and Comcast then bills me for over usage. Not only this, but they also throttle the internet speed that I am paying for when I am close to the data cap! This is yet another way to limit net neutrality by pricing out people who can't afford this now basic essential to modern life. Please stop this criminal like practice.

Ticket: # 525947 - Bandwidth Cap

Date: 9/12/2015 9:40:43 PM

City/State/Zip: Princeton, Florida 33032

Company Complaining About: Comcast

Description

Comcast enforcing an artificial data cap and requiring an additional \$30 a month for unlimited data

Ticket: # 525725 - Data soft cap

Date: 9/12/2015 6:20:31 PM

City/State/Zip: Coral Gables, Florida 33134

Company Complaining About: Comcast

Description

The 300GB data cap is to the extent of my knowledge completely pointless. Comcast has no equipment limitations that makes this cap necessary. And as far as I am able to understand it is simply there so that people get overage fees and fines or so that people that spend long amounts of time on the internet have to pay more. This is an asinine move by comcast. Trying to impose limitations like this will simply hinder, slow, and prevent the spread of information and knowledge which has been so greatly enhanced by the instant connectivity created through the use of the internet.

Ticket: # 525757 - Comcast Data Caps

Date: 9/12/2015 6:44:05 PM

City/State/Zip: Miami, Florida 33172

Company Complaining About: Comcast

Description

Comcast has announced that starting October 1st, 2015 they will be trialing a new data plan that will include 300GB of data. My family watches a lot of content from the internet and I fear that we will surpass this new data cap easily.

Ticket: # 525874 - data caps

Date: 9/12/2015 8:38:32 PM

City/State/Zip: Aventura, Florida 33180

Company Complaining About: Comcast

Description

data caps are a joke. stop Comcast and any other ISP from enforcing these game roles. I already pay for unlimited internet, why do I need to pay \$30 for the same exact service I was getting yesterday? I never consented to any changes on my services.

refer link: <http://www.phillymag.com/business/2015/09/11/comcast-internet-usage/>

Ticket: # 525957 - Comcast Data Throttling and Cap**Date:** 9/12/2015 9:48:04 PM**City/State/Zip:** Decatur, Georgia 30030**Company Complaining About:** Comcast

Description

Comcast is currently implementing a "market trial" of a data cap on certain cities such as Atlanta, GA. Our household consists of four law school students who highly object to usage based pricing. Usage based pricing for internet services is absurd. Comcast's infrastructure around the city is so vast that congestion is in no way an issue, no matter how they try to claim it to be. Many other companies do not impose a data cap but sadly, Comcast is the only one in my area and therefore, no alternative is available to us. We purchased the plan that offered us a faster internet speed but we cannot take advantage of it because of this data cap.

Ticket: # 525982 - Blue Ridge Data caps

Date: 9/12/2015 10:26:52 PM

City/State/Zip: East Stroudsburg, Pennsylvania 18301

Company Complaining About: Blue Ridge Communications

Description

Blue Ridge imposed Data Caps on customers without notifying them. The agreement states that if the customer signs, they agree, OR if they just use the service it's an automatic agreement to their policy changes. No notification that they added the data caps, and just using the service is an agreement.

Their cable service uses internet to download VOD movies and shows. The layman doesn't realize this. This is purely a money grab for them. They plan on most people not realizing and then paying the price down the road.

[Ticket: # 525990 - Comcast data cap](#)

Date: 9/12/2015 10:38:50 PM

City/State/Zip: Southaven, Mississippi 38672

Company Complaining About: Comcast

Description

My complaint is with Comcast / Xfinity's monthly data cap of 300 Gb. I think it is not really fair that just because I live in the Memphis market I'm subject to a "trial" program since 2012. If these caps aren't nationwide, I'm really confused as to how this isn't market manipulation in some way.

Ticket: # 526130 - Wireline Internet Data Capping**Date:** 9/13/2015 11:39:48 AM**City/State/Zip:** Valley Bend, West Virginia 26293**Company Complaining About:** Sudden Link

Description

Suddenlink is my ISP and i was looking at my bill one day ant noticed that i was paying for 50 megabit per second internet but i was only receiving 30 meg internet. I called suddenlink to file a complaint and they said they had to send someone to my house. Once the tech was here he was able to up the speed to 50 megabits per sec. While the tech was here it was mentioned to me that they have 100 megabits per second in this area. I told him that i want to upgrade to the 100 meg plan which went off with no hitches. after a while i recieved a email that i had used over 80 % of my data allotment for the month. I immediately contacted suddenlink and they said that there has been a cap which they called it some other legal term since December. I went online and went back to September of last year and read every bill up to this month. I read every single word on every bill and there was no mention of the data cap. The data cap they they show on the internet usage page is 450 Gb per month. I reviewed my usage for the last year with my 30 meg connection and it showed that i had went over the 450 gb threshold 5 times. now my concern is now that my internet speed has been raised by 70% it is worthless because if i went over with a 30 meg connection then how will i be able to use the new speed. With the 100 meg upgrade i went to netflix and upgraded to there super high quality service and bought a new 60" 4K television. Now i wont be able to use any of this. Also once i hit the 450 gb threshold my internet is not throttled but i begin to get charged overages. After hours of research i found out that Suddenlink and all other dual suppliers of cable tv and internet have internet data caps. This is because they want us to watch there cable so we have to watch the commercials because they are loosing there customers to non commercial TV. So they implement a internet data cap to make this happen. now when i sit in front of my computer i am scared to even use the internet because i might go over my allotment for the month. Once i leased a car and it sit in the driveway the whole time because i was afraid to go over my allotted miles. I feel the same with my internet connection now. From what i can see on the FCC stance on this matter is they are 5 years behind times. Everything consumers do now days is based around the internet and it is ridiculous that your ISP can control consumers. Plus there is no other competition foe service in my area. I called frontier to see if i could switch to there DSL service and they told me that it was not offered in this area. So what i see is a monopoly which The FCC in the past has had trouble with. Me my wife and my son all watch video online and very little regular TV. Most consumers want to watch what they want to watch when they want to watch it. Also it doesn't tie my TV to watch commercials so if i have to go somewhere it hit pause. this is like owning a sports car on a little island plenty of speed but no where to use it. Please do something about this before it really gets out of hand. i have seen that there is a lot more people that me that is upset over this practice and when you call and complain to the ISP they tell you that you are 0.01 percent of users that hog broadband internet. they also clam that the cap is to protect the other suddenlink customers so they have the same speed as everyone else. well if that was the case when the would be network congestion then they need to implement a throttle of say half or 75% of your speed but only while there is network congestion. but what they do now is give a cap. So how that would work is every one would have to suffer for the first 15 days of the month until the broadband hogs used up there allotment of data. This is crazy and no way the truth of there hidden agenda. One last thing is there usage for data meter that they bill by is not in real time

and when you get towards the end of the month you have to wait several days in order to see if you went over your allotment.

Ticket: # 526422 - Xfinity data caps

Date: 9/13/2015 7:25:13 PM

City/State/Zip: Goodlettsville, Tennessee 37072

Company Complaining About: Charter

Description

It seems to me that Comcast/xfinity's data caps are nothing more than a blatant attempt to circumvent net neutrality, and, quite frankly, to ensure a monopoly in their service areas. Consumers across this country like myself have no alternative besides Comcast because they have deliberately manipulated the system in order to ensure they are the only provider of cable or internet available. In my particular case, they paid my apartment complex a kickback to let them run the only lines from the street to the building. I, as a consumer, accepted begrudgingly that this was my lot, but figured I would use streaming services to enjoy programming I wanted to see without Comcast interference. Imagine my surprise, then, to find that Comcast is running "data cap trials" in my area. Comcast is deliberately manipulating the market to make sure that they are being paid for services rendered, even if it is for services of theirs that consumers are actively attempting to avoid. By capping, they are forcing consumers to either pay them for use of their competitors' services, or resign themselves to "upgrading" to another Comcast offering. Either way, Comcast wins, the consumer loses, free market loses, net neutrality loses, and this country gets a little worse.

Ticket: # 527600 - Broadband Cap - AT&T

Date: 9/14/2015 2:18:56 PM

City/State/Zip: Hampshire, Illinois 60140

Company Complaining About: AT&T

Description

Hello, we recently experienced severely slow internet speeds in our home for the past week. When we placed a call to AT&T, they were unable to determine the issue, but suggested it might be that we are close to our data cap. I have 2 problems with this: (1) We were never informed of a data cap when we signed up with AT&T. All we knew was what speed we were purchasing. When I asked an AT&T service rep to show me where on their website I could see my data usage, he was unable to find it. How are we supposed to adhere to a limit when we are unaware of our progress against it? It seems as though they want to keep this cap "under the radar" because it is unpopular with consumers, and their hope is that it only affects a small percentage of users. This is an unfair business practice. These things need to be transparent to consumers, and we should not have to rely on an assurance from the ISP that "96% of users won't ever hit the cap". (2) I am also in disagreement with there being a usage cap. I believe this cap is in place to save the business models of cable companies against streaming services like Netflix and Hulu. Consumers should not have to suffer because of this. We already pay for speed of service, so then why should we also have to pay for quantity? With more and more of our worlds moving online, from streaming games and movies, to backing up our files, etc., it will continue to become a larger issue where people are increasingly breaching the cap. We as consumers should not be limited to what technologies we would like to utilize, or be penalized for using them. The internet is not a luxury item any longer, it is something that we need to be a productive part of society, and so we need to take a close look at what we allow for-profit companies to limit in regards to our access to that. Thank you for your time and understanding.

Ticket: # 527612 - Comcast Data cap

Date: 9/14/2015 2:23:47 PM

City/State/Zip: Elizabethtown, Kentucky 42701

Company Complaining About: Comcast

Description

Hello,

I have serious complaints of the data caps that comcast has issued at 300Gb per month. With the way that the industry is going, HD streaming, 4k streaming, gaming and more and more entertainment via the internet, it is very difficult to manage and keep the data below the cap. I play PC games and Xbox games, just ONE game (GTA V) was 60 Gb in one day. So the rest of my month we had heavily monitor all data usage. With paying \$70 a month for my internet, I feel this is a complete rip off. It seems that comcast is capitalizing on this, with their \$10 per 50 Gb over the cap. It also is bottlenecking the industry, almost forcing their customers to get cable as opposed to Netflix or Hulu or Sling. PLEASE! Please, help with the data caps! In my county, Comcast is the only service that has a reasonable broadband connection.

Ticket: # 527863 - Comcast charging excessively because of their data caps

Date: 9/14/2015 3:34:49 PM

City/State/Zip: Nashville, Tennessee 37218

Company Complaining About: Comcast

Description

Comcast is using their data caps to wring money out of their users, while providing horrible service, all thanks to their captive monopoly in my area I have NO choice for broadband as they are the only broadband I can get where I live.

Not only do we manage to exceed our data cap pretty much every month because their data usage calculations are so outdated, but our internet is dropping out on almost a daily basis. We have contacted them about the issue and they have yet to actually do anything about it.

Ticket: # 529368 - Data Caps

Date: 9/15/2015 11:09:03 AM

City/State/Zip: Austintown, Ohio 44515

Company Complaining About: Armstrong Cable

Description

The Data Caps provided by Armstrong Cable in Ohio/PA are archaic and simply used to incentivize the higher internet plans & to bundle TV/Phone along with Internet.

The 200/250GB (without TV/WithTV) is hit about 20 days into the billing cycle by watching netflix only on evenings/weekends. This is on top of being proactive to stop the streaming when noone is watching to minimize wasted data.

On the 35Mbps plan using max bandwidth would hit the datacap in only 11-15 hrs. Obviously we are not using the max bandwidth, but that is just to show how exaggaratingly low these caps are set.

I only need 3Mbps to watch netflix, 35Mbps is more than enough, but they sell a plan for 2x as much money called optimized for netflix. It is 75Mbps and the datacap raises to 400GB.

The unmentioned implication of this is plain. Use our TV service or pay for more than you need to compensate us for you using Netflix. This is paid prioritization of their own service plain and simple. TV/Phone usage does not count against my used data, so why do I get more if I subscribe to those?

See attachment Article VI Section E Subsection a on Page 29 for the table showing the data usage limits for cable modems. (Note it is incorrectly labeled bandwidth usage even though it does not describe bandwidth throttling but a hard data cap)

Please do not share my account number with the company, I already lose connection frequently & fear reprisal.

Ticket: # 530800 - Comcast Data caps

Date: 9/15/2015 6:00:06 PM

City/State/Zip: Knoxville, Tennessee 37931

Company Complaining About: Comcast

Description

I recently moved to an area in Knoxville TN that is ONLY served by Comcast. I don't want cable tv since I watch mostly streaming video such as Netflix and Amazon Prime. Apparently Comcast is the only internet provider in the free world that has data caps on their service. I can't understand how they can have a monopoly in this area and punish me for not buying their overpriced cable service. Please help with this unfair monopolistic practices by Comcast.

Ticket: # 531157 - Low Bandwidth Cap on data connection**Date:** 9/15/2015 8:42:38 PM**City/State/Zip:** Buckhannon, West Virginia 26201**Company Complaining About:** Sudden Link

Description

I am limited to 450 gigabytes of data when I was sold unlimited service. I received a letter from the presidents office with a generic response to my serious issue and it is not an acceptable answer. At 100 megabit I can sustain 1.5 megabit for the entire month and not go over my limit. I did not purchase a 100 megabit line to be limited at 450 gigabytes. 1 to 1.5 terabytes would be acceptable. I challenge suddenlink and the FCC to prove just how this cap holds any technical reasoning and submit this to me in writing because suddenlink does not pay near as much as they are asking for the data. Remember viacom suddenlink? You're doing this to me now after they just did it to you. Gouge me for more money. If you have bandwidth issues in my area then either quit overselling your service or install additional bandwidth. This data cap only serves to squeeze more money out of me as I will give a simple analogy below. If a neighborhood has a small water line supplying their house is it reasonable to say that they will suffer from low water pressure when everyone turns on the tap at once? Was it that one person on the street filling up their pool that caused the low pressure even though he filled it after everyone on the street went to work? NO!!!! It is when everyone turned their taps on at once that lowered water pressure. Not the guy filling his pool! Same with the internet. My main usage times for downloads are during off peak usage times and I should not be punished for a technical issue I am not creating. I insist that suddenlink is breaking net neutrality laws as I am unable to access all my LEGALLY purchased content without exceeding my data cap. I have no higher speeds available in my area and why should I pay for extra data I may not use? Why should I be taxed a second time for data I've already purchased? I own a 4KTV. Streaming netflix at 4k uses 5 gigabytes per hour. That's 90 hours total or 3 hours per day for just one person!!!! At 1080P which is a common HD resolution that's 2GB per hour for a total of 225 hours or 7.5 hours per day. Now with your average family of 4 that's 1.8 hours of 1080P netflix per person per day. Tell me again how the "average" family doesn't use over 293 gigs a month? That's completely unrealistic considering my math accounts for only netflix usage and no other digital content or downloads. Yes, we can drop the quality but why? Why should I have to drop my video quality just to keep my bill at a reasonable level? This is taxation without representation because I am a heavy steam user with over 2,000 dollars in PC Video games which I must download from steam I end up paying extra just to download my already purchased games. Some games are in upwards of 60 gigabytes a piece and if you add up DLC (Extra game content) and game updates to install one game it could eat up close to a whopping 100 gigs of my data plan. If the FCC doesn't step in and thwart this practice we are going to be heading down a grim road where digital content and internet software vendors lose lots of money because customers won't buy their services due to greedy cable companies. This "Data Plan" move is purely a business decision. I bet if you look at suddenlink's reports you will notice they added lots of TV subscribers with the introduction of the cap. Sounds fishy to me FCC. Why doesn't shentel have a cap? Why doesn't Frontier have a cap? Why doesn't google fiber, verizon fios, time warner cable, etc have a cap? Because caps are a nonsense excuse to gouge the customers for more money. I beg of the FCC to open an investigation into the issue of data caps on terrestrial broadband connection as this is something that inhibits the growth of the internet and will become more of an issue down the road as the internet evolves and uses more data than it does now. I challenge suddenlink to show actual studies from an independent organization showing that their average internet customer uses

only 293 gigs of data as I think this number is pure hogwash. Also, suddenlink, we all know that you are not being truthful about the reasoning behind the caps as comcast has came out and said it was purely a business decision and had to technical reasoning whatsoever. Also, why is it that comcast offers unlimited for 40\$ extra per month and you can't? I would gladly pay that much more for my extra data usage but if I hit the terabyte marker that's an extra 120\$ per month!!!!!! So basically suddenlink is telling me my bill could exceed the price of a commercial connection! FIX IT SUDDENLINK AND DO SOMETHING ABOUT THIS FCC!!!! I'm tired of being bullied into higher and higher bills with this company!!!!!! Ask frontier, I won't give up suddenlink!! I do not care if it's in the RSA, AUP, or not this is an attack on the open internet as it's a slick and sly way for suddenlink to limit internet video usage so that customers are forced to purchase their cable services since they can't directly limit internet video usage or throttle it. In my honest opinion holding networking certifications this is nothing more than a legal loop hole for them to limit their losses from "Cable cutters" which is more popular with my generation and younger customers than it is older ones.

Ticket: # 531419 - Data caps

Date: 9/16/2015 12:44:58 AM

City/State/Zip: Ames, Iowa 50014

Company Complaining About: Mediacom

Description

Mediacom has been using data caps for some time. It is my understanding that data caps are no longer allowed. You can see their usage caps at:

<https://mediacomcable.com/site/internet.html>

Ticket: # 531446 - Comcast poor implementation of data caps

Date: 9/16/2015 1:10:01 AM

City/State/Zip: Mascot, Tennessee 37806

Company Complaining About: Comcast

Description

Comcast only gives the amount of data used. It does not say does not even provide the detail... CSR stated privacy policy prevents it... Then the cap is against the privacy policy.

Furthermore, it does not even get any more granular than monthly number, which ironically is not the billing cycle nor a north american time zone. It is based off time in England. It should display in hours, days, and at least type of service... (YouTube, hulu, Netflix, and even streampix).

In Knoxville, it seems the number is for data amount uncompressed. Comcast is a big big big data compressor...they compress the crap out of the competitors forcing the consumer to use their services... But this data cap goes against it and they are charging against the uncompress data size..not the compressed.

Ticket: # 531470 - Comcast Data Caps

Date: 9/16/2015 3:03:50 AM

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: Comcast

Description

The Comcast Data Caps of 300gb per month is absolutely ridiculous. I have been charged so many times and have to limit how much I can use my internet.

Ticket: # 531497 - Data Cap concerns

Date: 9/16/2015 5:34:52 AM

City/State/Zip: Beverly, West Virginia 26253

Company Complaining About: Sudden Link

Description

Ok when we signed up for our service many years ago it was with a clear understanding that we were paying for unlimited use of our internet. And it was advertised as such. So imagine our surprise to learn that they decided to change our plans.

The data limits are so low that they are designed for their customers to go over to pay more for your internet a month. And their data usage tracker is very inaccurate at best. And there is no oversight to know exactly how much data we are using and being charged for.

They say their data plans are fine for most of their customers and that few of them even use half of their monthly data allowance. Which is far from the truth with no evidence to back this up. The only way this could be true is if it was a single person living by themselves and they only use their internet to surf the web.

In our modern age we live in now we have televisions, tablets, laptops, phones, gaming systems and pc's all connected to our internet for various reasons. And we do far more than search pictures or text documents online. We watch various streaming sites such as netflix and purchase digital content such as movies music and even games. And these files are not very small. A high quality movie alone is 6 gigs or so. And many games are 30+ gigs or so to download. 250 gigs a month is nowhere near enough to cover these types of everyday uses.

In the past year alone i have gone over 150 gigs past my data allowance a month. They charge \$10 for every 50 gigs over. That is an extra \$40-\$50 a month that is going to be added to my bill. Never mind their highest data cap is 450 gigs. And i've hit over that 1 at least once or twice.

So they switch our bills over to a new plan knowing we can do nothing about it as they are only one of 2 internet service providers in our area. And then they say that most customers do not even use half of their monthly allowance?

My home is the typical American home in that we have 4 people in my house. A father mother daughter and son. And we do not even have a smart tv in our home that connects online. We have a pc for each of us so 4. 1 gaming system and 2 tablets. That is it. And not all of them are online at the same time.

Yet i'm hitting data usage almost twice of what my allowance is. I'm hitting between 450-500 gigs of data usage a month if what their data tracking is even accurate or true none of which i've seen evidence of. So my 250 gigs allowance paying \$10 per 50 gigs over my limit that's gonna be an extra \$40-\$50 a month for my bill.

And to top it off? This puts a limit on what services i can use breaking the open internet. How? Instead of charging internet streaming services money to not have their streaming capped they are

instead limiting customers on using these services with these caps by charging them to the point they can no longer afford to use these services.

A typical movie uses close to 3 gigs of data an hour for a high quality and ultra high uses 7 gigs an hour. So at typical 250 gigs allowance that Suddenlink gives now as their lowest starting speed you can only watch 83 hours of high definition movies or shows and only 35 hours of ultra high definition. Now a typical household watches far more than that a month.

A kid comes home watches netflix until bed time or youtube. So on average they watch on average 150 hours a month. That is 5 hours a day every day for a month. That is one single person accessing the internet. And that in no way adds in the fact of internet surfing or gaming. 250 a month is a ridiculously low amount of data usage.

So we are being told with no evidence that most of their customers do not exceed their data limit during a months billing cycle. With no evidence as to the accuracy of their measuring system for telling us how much we use per month. There is no oversight to ensure that they are not just charging us extra to just increase their profits.

And they are limiting what online services we can use as if we use these services we will be charged twice as much to use them due to these caps. Use netflix as an example. I pay a monthly fee to use it. It forces me to use up all my allowance for the month and go over. Now I have to pay extra for my internet usage being charged twice to use the same services I use to enjoy regularly.

This will definitely hinder online companies such as netflix as well as gaming companies that sell games such as steam sony and microsoft. As now people will not be able to afford to use those services due to them being charged for going over their data cap. Please look into this and get this fixed.

Ticket: # 532419 - Please stop Comcast and its internet data cap.

Date: 9/16/2015 1:48:19 PM

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

I just received notice yesterday of a plan by Comcast to bring their "data usage plan trial" initiative, which I know is just corporate jargon for DATA CAP, to my area. Starting October 1, all residential internet users in South Florida, no matter what speed they're running on, will have the "choice" of either using less than 300GB, paying \$10 extra for every 50 GB they run over, or paying \$30 flat extra to switch to a business account to stay on unlimited data plans. I am displeased about this, and you need to investigate these caps and stop them in their tracks.

Despite internet companies' insistence that "you can do SO MUCH with 250-300GB, most people won't ever need to worry about it!", I along with many vocal customers know the actual truth: that the Internet is getting bigger and bigger every day, and options for data streaming (videos, online gaming, etc.) are on a constant increase. Also, many if not most residential DSL/cable internet customers are not single individuals, they are entire families with multiple devices making use of this internet. Their claim that only an insignificant minority of customers reach 300GB in a month is debatable at best in light of these facts, and even if it's true now, future trends for streaming potential virtually guarantee that it will not remain true for an extended period of time.

Numerous testimonies from customers in places who've already been subjected to these data caps over the past sixteen months can be found everywhere that this new extension of their data cap "trial" plan, telling us from experience how obstructive and extortive these caps are. Customers are already paying higher prices for additional data in the form of speed tiers—one customer with faster access to data implicitly has more access to data in any given period of time than another customer with slower access to data has in the same period of time. Customers using high data-intensive subscription services (with Netflix, Hulu Plus, and the WWE Network being more famous examples) or who are using their internet to build and maintain personal websites they've already paid for, which includes directly uploading and downloading information, are already paying more for that data as well. The prospect of customers on 105Mbps connection speed plans who are already paying for subscription services and websites suddenly having to also contend with a 300GB monthly data cap unless they're willing to pay more money, is ridiculous and akin to entrapment into being charged three times for the same single use of the Internet. Yet this is exactly what customers like myself are facing.

A customary examination of these data caps' locations tells that they are in areas where Comcast has little to no market competition. Comcast executives have even been caught admitting that these data caps are pure business decisions not based on any technical limitations or requirements whatsoever. And for lighter customers whose monthly internet usage falls well below 300GB, their only means of monetary relief under these plans is a plan in which they get charged or credited according to how much their monthly usage falls above or below 5GB.

Consider the rulings that have been handed down by the federal government and in particular you the FCC in recent times. You have classified the Internet as a Title II public utility based on how ubiquitous it is in the lives of everyday Americans. You have also rejected Comcast's attempts to

merge with Time Warner Cable, on which they spent \$400 million in lobbying costs, due to market monopoly and antitrust considerations. Comcast's data capping service is very clearly a money grab attempting to recoup these losses by in effect punishing customers for using a public utility that it has agreed to provide for. In the "Internet Issues" category list on your form below, this could easily fall under Billing, Interference, Open Internet/Net Neutrality, as well as Speed, for this affects all of these issues. I ask you to please not only suspend Comcast's plans to extend their data cap "trials"—which I remind you have been going on 16 months already, plenty of time to make a decision about implementing them for good—but also to investigate further into where the "trials" are already in place so that Comcast may be forced to put a stop to them altogether.

If the Internet is a public utility, and if a company's monopolistic greed for control is a good enough reason to kill off its attempt at a merger, then the same company's monopolistic greed is no excuse for punishing the public for making use of this utility. This is the perfect opportunity for the FCC to send a strong message about the seriousness of its previous rulings, as well as foster the goodwill and trust of the American people.

Thank you for your time.

Ticket: # 532580 - 304 Gold Mill Tr Canton GA 30114

Date: 9/16/2015 2:26:54 PM

City/State/Zip: Canton, Georgia 30114

Company Complaining About: Comcast

Description

I live in an area that is data capped at 350gigs a month to which you get charged for going over on internet. How is the internet being capped and they are the only option in the area unless I want 56k dial up..... Comcast knows people are cutting the TV subscription and now watching TV over the air and through the internet. You can EASILY go over 350gigs without warning. Comcast executives have even said there is no reason to cap data. But there is incentive for Comcast when they CHARGE YOU more money for going over. Comcast essentially has a monopoly in most markets and with data cap limits its just another way they are getting away with this. PLEASE MAKE A CHANGE AND UPCAP THE DATA!!!!!!

Ticket: # 532895 - internet Data cap

Date: 9/16/2015 3:55:52 PM

City/State/Zip: Savannah, Georgia 31410

Company Complaining About: Comcast

Description

Comcast has a 300 GB data cap and anything over will incur overuse charges. My complaint is that the 300 gb is far too low of a data cap, especially since there are so many streaming services and devices that use up a lot of data. Also other areas of the country that are provided internet service through comcast are not subjected to this data cap, while certain test markets such as Savannah are. I don't believe this is fair, and I would like comcast to get rid of this data cap since its only purpose is to get more money out of the consumer with minimal cost to them.

Ticket: # 533147 - Comcast Data Caps

Date: 9/16/2015 5:07:00 PM

City/State/Zip: Piedmont, South Carolina 29673

Company Complaining About: Comcast

Description

I recently moved to an apartment that has a contract with Comcast as their sole internet provider. I work from home in a technology position so internet is a necessity but in two weeks I have already surpassed my data usage limit. I was never informed by any representative of Comcast that such caps existed and no cap has ever existed with any of my previous internet providers. Under the FCC definition of an Open Internet, I believe Comcast is violating my rights access the internet at any time of my choice. I would choose another provider but am limited by the services provided in my area. Please consider making home internet data caps illegal as they create a financial hardship on consumers who have no other choice.

Ticket: # 533311 - Data Caps

Date: 9/16/2015 5:51:01 PM

City/State/Zip: Royse City, Texas 75189

Company Complaining About: Sudden Link

Description

I want to support the fight for banishing Data Caps. We live in a society that is built around the usage of Internet, and it's downright criminal that ISP's are allowed to limit the amount of Internet we use a month...

Ticket: # 533704 - Data caps

Date: 9/16/2015 8:52:19 PM

City/State/Zip: Philadelphia, Pennsylvania 19107

Company Complaining About: Comcast

Description

Data caps are unfair and should be stopped. Comcast is taking advantage of its customers and doing it slowly under the radar. Please prevent this.

Ticket: # 533754 - Data cap and billing discrepancy

Date: 9/16/2015 9:24:36 PM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: Comcast

Description

When data cap was introduced to my area, I wasn't give enough information about this policy change and how and when this cap is measured, I was charged about \$100 from Dec. 2014 to Feb 2015, after which I cancelled my service. I was unable to access my bill online or verify the data usage's accuracy. Data cap on home internet is a great example how ISP play with cosumers after losing the argument of nobody want gigabyte internet, what is the point to a faster internet with data caps when consumers started to streaming more and more multimedia content online? I would rather have a 20MB internet without data caps rather than a 50MB with data cap.

It has become clear that Comcast want more money out of cable users other than anything, as you can now pay \$30/m to have this data cap removed.

Ticket: # 533842 - Comcast Data Usage Cap "Trial"**Date:** 9/16/2015 10:35:06 PM**City/State/Zip:** Collierville, Tennessee 38017**Company Complaining About:** Comcast

Description

I recently "cut the cord" on my AT&T Uverse cable TV and switched to Comcast for my internet service provider. There are NO other choices in my area. I NEED a typical amount of data available for a family of 4 that streams Netflix, Hulu, Amazon Prime and SlingTV to replace my cable TV. I was NEVER informed of any data caps upon signing with Comcast and was issued an alert on my computer screen tonight that I have used upwards of 90% of my 300GB allowed. This is absolute trickery and should be illegal. How is this a trial if it has been occurring for upwards of 2 years (I found out tonight) and how can this be legal to impose this cap WITHOUT any disclosure to the consumer? I am furious about this and will be monitoring my usage closely for any \$10 per extra 50 GB and will demand a refund if imposed. How many customers does Comcast intend to squeeze \$10 per extra 50GB out of? The profit has to be in the many millions of dollars. This is a clear anti-trust law violation and a shady way for the cable companies to strongarm their cable cord cutters into paying them these ridiculous fees ANYWAY. It's a second slap in the face after you realize we have slower internet than North Korea. Please enforce your previous statement, FCC, to investigate these Data Usage Cap "Trials" to expose them for what they are: THIEVERY.

Ticket: # 533932 - Data caps, overage charges, and low speeds

Date: 9/17/2015 12:22:01 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Antietam Cable Television

Description

I'm a customer of Antietam Cable Television in Hagerstown, MD 21740. I pay \$60 a month for a supposedly 50/mb DL speed yet I have never hit 10% of that mark. My download speeds at most have been about 2.5 mb/s. On top of these low numbers; Antietam introduced a 300 GB data cap several months ago with additional charges if I exceed the limits. This is not something that should be happening with the additions of internet tv and a lot of our media consumption being on the internet. Thank you.

Ticket: # 533968 - Internet Data Caps**Date:** 9/17/2015 2:37:05 AM**City/State/Zip:** Slippery Rock, Pennsylvania 16057**Company Complaining About:** Armstrong

Description

As a young adult living in the Slippery Rock PA area one thing that is NECESSARY for me and my roommates is a good internet speed with unlimited data. We need enough data to be able to stream our videos from Hulu, Netflix, or YouTube; be able to stream music from Pandora, Spotify, and any other similar program; and also be able to download large files such as Videos, updates to video games, or the video games themselves without the worry of going over an arbitrarily set data cap.

We first decided to go with Armstrong Cable Internet because it was the fastest internet for the price available. After having it for about a week, I was e-mailed saying that we are close to using up our total allotted data and lo-and-behold we used up 197GB out 200GB. When I received this e-mail, I was in shock. In shock because when I signed up for the provider online it neglected to inform me of said data cap (mind you I should have looked up reviews for the company myself, but that is no excuse for shady business practices). For the next week we had our internet unplugged and we tried figuring out what to do next. Should we spend even more money on a data cap that is criminally low? Should we make the switch? As 4 college students with a limited amount of money, this worried us.

Eventually I got a hold of a representative from movearoo who told me that Century Link (a provider we were thinking of switching to and the only other provider for our house) did not enforce data caps. Hearing that good news, I happily accepted the offer for the 8Mbps download speed for \$42 a month (42Mbps slower than Armstrong's speed), but went with it because no data cap.

Today on September 17, 2015 I decided to do some digging round about Century Link because I wanted to know what others thought, and lo-and-behold again I found complaints of, you guessed it, data caps. Not only did I not see this on Century Link's website while looking at the possible plans for my house, but the representative who signed me up for the service told me there were no data caps, the whole reason my roommates and I made the switch! So now, I have to call them again to make sure if we are subject to the data cap. If we are, then we were lied to, hence fell prey to false advertisement. If we do not, then hooray! However, this is absolutely criminal and should not be allowed. This is not professional behavior, and it is tough on us because they are the only ISPs to go to. They act like criminals with this data cap, and it takes advantages of us.

Data caps need to be stopped. The internet is an open place that should allow information to flow through freely without and form of tampering. To allow ISPs to set arbitrary data caps is to victimize citizens; especially those unfortunate enough to find another provider who does not enforce these caps.

I beg of you, not just for myself or for my roommates, but for everyone in America: **ELIMINATE DATA CAPS!**

Ticket: # 533969 - Data Caps**Date:** 9/17/2015 2:40:03 AM**City/State/Zip:** Slippery Rock, Pennsylvania 16057**Company Complaining About:** Centurylink

Description

As a young adult living in the Slippery Rock PA area one thing that is NECESSARY for me and my roommates is a good internet speed with unlimited data. We need enough data to be able to stream our videos from Hulu, Netflix, or YouTube; be able to stream music from Pandora, Spotify, and any other similar program; and also be able to download large files such as Videos, updates to video games, or the video games themselves without the worry of going over an arbitrarily set data cap.

We first decided to go with Armstrong Cable Internet because it was the fastest internet for the price available. After having it for about a week, I was e-mailed saying that we are close to using up our total allotted data and lo-and-behold we used up 197GB out 200GB. When I received this e-mail, I was in shock. In shock because when I signed up for the provider online it neglected to inform me of said data cap (mind you I should have looked up reviews for the company myself, but that is no excuse for shady business practices). For the next week we had our internet unplugged and we tried figuring out what to do next. Should we spend even more money on a data cap that is criminally low? Should we make the switch? As 4 college students with a limited amount of money, this worried us.

Eventually I got a hold of a representative from movearoo who told me that Century Link (a provider we were thinking of switching to and the only other provider for our house) did not enforce data caps. Hearing that good news, I happily accepted the offer for the 8Mbps download speed for \$42 a month (42Mbps slower than Armstrong's speed), but went with it because no data cap.

Today on September 17, 2015 I decided to do some digging round about Century Link because I wanted to know what others thought, and lo-and-behold again I found complaints of, you guessed it, data caps. Not only did I not see this on Century Link's website while looking at the possible plans for my house, but the representative who signed me up for the service told me there were no data caps, the whole reason my roommates and I made the switch! So now, I have to call them again to make sure if we are subject to the data cap. If we are, then we were lied to, hence fell prey to false advertisement. If we do not, then hooray! However, this is absolutely criminal and should not be allowed. This is not professional behavior, and it is tough on us because they are the only ISPs to go to. They act like criminals with this data cap, and it takes advantages of us.

Data caps need to be stopped. The internet is an open place that should allow information to flow through freely without and form of tampering. To allow ISPs to set arbitrary data caps is to victimize citizens; especially those unfortunate enough to find another provider who does not enforce these caps.

I beg of you, not just for myself or for my roommates, but for everyone in America: **ELIMINATE DATA CAPS!**

Ticket: # 534142 - Comcast Data Caps

Date: 9/17/2015 10:12:20 AM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

I recently moved from an area where I was a loyal Comcast customer for many many years.

I moved to the Atlanta area and setup my Comcast account, got all my equipment, etc.

After 1 week of using Netflix, Hulu Plus, and downloading video games on my XBOX ONE I received a notification that I had exceeded my data cap.

DATA CAP!? I was not a part of a market where Data Caps existed before, NOT A SINGLE COMCAST EMPLOYEE MADE ANY MENTION OF THE DATA CAP FROM THE MOMENT I LOOKED INTO THEIR SERVICES UNTIL THE MOMENT I RECEIVED THE NOTIFICATION ABOUT REACHING MY DATA CAP.

How is it legal or fair for me to be billed for an entire month's of internet access then only get to utilize the service for a week?

This inconsistent application of this OBVIOUS ATTEMPT TO STIFFLE INNOVATION AND TO CUT CORNERS AND COSTS TO LINE THE POCKETS OF THE CORPORATION AT THE COST OF THE CONSUMERS needs to be made illegal, with heavy penalties.

Whatever happened to a government by the people for the people? Did you all forget that you are here to protect the consumer, not the lobbyists?

I have been hopeful after seeing recent FCC backbone in standing up to these obviously corrupt ISPs, I hope to see you all dismantle this obvious sham of a policy.

Ticket: # 534234 - Comcast Data Usage Caps

Date: 9/17/2015 10:45:15 AM

City/State/Zip: Old Hickory, Tennessee 37138

Company Complaining About: Comcast

Description

I have been a Comcast customer in the Nashville, TN market for over 15 years. I have generally been pleased with the quality of my service; however, the institution of trial-based data caps in my area has completely restricted my ability to freely use and enjoy the Internet service for which I am paying.

Individual Comcast customers in the Nashville area are currently limited to 300 GB per month of broadband Internet usage. There is no way for a non-business user to circumvent this limit. In other words, though I currently pay a premium for faster Internet connection speeds, I am restricted to the same total bandwidth as a person with an economy account. Similarly, if I were to purchase the next higher tier of Internet service/speed, I would still have the same cap.

So, first, this cap effectively prevents me from enjoying the Internet speed I am paying for. I have been forced to throttle the speed of my Internet connection on my router in order to control the amount of data used in my home.

Second, I believe that this cap is clearly anti-competitive, as it prevents me from freely enjoying services provided in adjacent markets by Comcast's competitors.

For example, though I have previously subscribed to Comcast's cable TV service, I found that the service provided was not only not cost effective, but it was also unreliable in my area (which is in metropolitan Nashville, so a rather well-developed, non-rural area). In fact, at one point I paid for cable service for over 90 days, yet never once was I able to get a signal for local broadcast or digital channels. Each time I attempted to watch television, I received an error on my digital cable box. After repeated calls to technical support, time-consuming equipment exchanges, and repeated outages after minor weather events, I opted to cancel the cable service that, despite paying up to \$75 per month to receive, rarely worked as intended.

As many people have done, I opted to divert these funds to streaming services such as Netflix, Hulu Plus, and Amazon Prime, all of which I pay a monthly fee to enjoy and use on an unlimited basis. I also subscribe to two music streaming services -- Spotify and iTunes Music.

Unfortunately, Comcast's data cap prevents me from fully enjoying these services. First, let's consider Netflix. Netflix offers the ability to stream video in HD speeds/quality that use up to 6 GB of data per hour of streaming media. Unfortunately, I have never been able to use this quality setting because of the Comcast data cap. My Netflix account is permanently set to stream video at the lowest viewer quality (and even still this is not always enough to avoid the data cap.)

The comparable Amazon Prime streaming service does not offer the ability to restrict video quality settings -- presumably because the service wants to provide its paying customers with the best viewing experience possible. Amazon's service adjusts video quality based on the connection speed of the service provided.

Unfortunately, since Comcast recently increased its data speeds to 75Mbps, this means that Amazon Prime video quality streams at an extremely high data rate in my area. Who would have thought that having high data speeds would ever be a bad thing? But, unfortunately, it has resulted in my Amazon Prime streaming service using too much of my data. So, as mentioned previously in this complaint, I have been forced to throttle the speed of my connection -- speed that I am paying Comcast to receive -- through my router so that my Amazon Prime streaming video does not use too much data.

(For example, I have attached a graphic from my XFINITY Usage Meter, which I will discuss further shortly. July is the month that Comcast's speed increase to 75 Mbps took effect in my area. As you can see from the limited information provided, this speed increase, which should be a good thing, almost immediately resulted in my almost surpassing my data usage cap for that month. As a result, I had to throttle my connection to avoid a similar issue occurring in August. Unfortunately, I have been less than successful in throttling the data during September, as I am already approaching my cap less than halfway through the month).

Comcast will argue that they do not have a data cap but, rather, data usage plans. I believe this is merely semantics. Yes, it is true that, once I pass 300 GB of usage in a month, I am still able to use my Internet service. However, the privilege of doing so will cost me an additional \$10 for every 50 GB of data I use. This comes on top of the \$80 per month I am already paying for Internet service alone.

Again, in my market, there is no way to pre-pay for data at a lower rate, nor is there any plan that offers unlimited data at a higher price. So Comcast is effectively attempting to charge me extra -- \$10 for every 50 GB of usage -- for the services I have chosen to obtain from their competitors.

Essentially, Comcast is using these data caps as a means to continue charging me for the "cable TV" service I have chosen to obtain from another provider. This is anti-competitive and anti-consumer behavior. It also violates the concept of net neutrality because it restricts what choices I am able to make about the sites I choose to use and visit on the Internet. If I wish to visit and use sites that offer streaming video services, such as YouTube, Netflix, and Hulu, then I am forced to throttle my connection speed in order to do so.

I have also had to disable unrelated services -- specifically cloud storage services such as Dropbox and Google Drive -- because the manner with which these services sync documents and check them for the most recent/accurate version uses "too much" data.

Additionally, Comcast makes it incredibly difficult to track usage and to stay informed. Comcast offers two ways to track one's Internet data usage each month. Customers can log into their Comcast accounts and see a graph denoting the total usage for the month and, if desired, customers can also download an application to their computers to show the same information.

The problems with this application are numerous. A few are detailed as follows:

- First, though the application can be set to update at a minimum of every three hours, the data provided is not accurate and is not updated this regularly. Just this morning I saw my "XFINITY Usage Meter," which purported to have been updated 45 minutes prior, jump from 246 GB of usage to 258. This is far from the first time this has happened. On September 15, my reported data usage jumped nearly 60 GB in a 12 hour period. Essentially, the application not only doesn't update real-time (or even in a useful monitoring period), but the application does not relay accurate information in the

minimum 3 hour period advertised. So it is impossible to rely on this application as a means of rationing data usage.

- Second, both the website and application must be logged into upon each use. Though this restriction is understandable for the website, it makes absolutely no sense for the application and completely defeats the purpose of downloading an application in the first place. This requires customers to take active steps every time they wish to see their usage. There is no passive "always-on" meter or application that allows a customer to see the usage "at a glance." This makes it easy to forget to check/monitor data usage and, as with the issues noted in the first point above, makes it less likely that customers will identify and catch a data-hogging application or hardware item until long after the data has been used and charged by Comcast.

- Third, the application and website give no information on the source or type of usage. This prevents customers from being able to make intelligent and informed decisions about how their data is being used (and makes it extremely difficult for customers to troubleshoot repeated data overages). Both the application and w

Ticket: # 534367 - Comcast data cap

Date: 9/17/2015 11:42:01 AM

City/State/Zip: Fayetteville, Georgia 30215

Company Complaining About: Comcast

Description

I live in the Atlanta market where Comcast is implementing their data usage "trials". Our household has 5 members, three of which are teenagers -- the current 300gb data cap is much too low for us. We have all major game systems plus netflix plus amazon prime -- I currently find myself in the unfortunate role of being a "data cop" and have even had to resort to unplugging my cable modem (for a week or more!) to prevent us from going over our cap.

Since they are, for all intents and purposes, a local monopoly for broadband service, the "trial" is inherently unfair for consumers and honestly they seem to be testing the limits of what they can get away with before the FCC steps in rather than what is technically necessary, without regard to their customers.

Comcast also enjoys the ability to exclude its own services from counting towards the data cap -- essentially providing unlimited broadband for the services it streams -- a very clear conflict of interest and an anti-competitive practice which encourages users to abandon Netflix, Amazon prime, and other streaming services since they possess an unfair and anti-competitive advantage. In my mind, this is a clear violation of Net Neutrality rules.

In addition, they are not treating different test markets fairly or equally -- in some markets, their data caps increase depending on speed of service; in the Florida market, they allow consumers to buy an unlimited option; in other markets, they do not enforce a data cap at all. My area is suffering the least consumer-friendly option as there are no real alternatives (from within Comcast or competitors). Note: They do offer a highly priced 2gb service level with no data caps but it's price-prohibitive at \$299 / month plus high installation fees -- and even for this option, they offered it at a lower price in other markets (\$159/month) and chose to exclude my market.

I fully support a company's ability to price their product and let free market forces determine what the fair price is -- in this case, however, there is no free market due to the local monopoly that Comcast enjoys. The \$10/50gb price for my market is arbitrary and has no merit; this is a case where consumers need protection and I look to the FCC to help resolve these violations of net neutrality and consumer-unfriendly practices.

Ticket: # 534535 - Comcast Data Caps**Date:** 9/17/2015 12:39:16 PM**City/State/Zip:** Atlanta, Georgia 30308**Company Complaining About:** Comcast

Description

Hello,

I am filing a complaint against Comcast, again, for their internet cap scheme. Recently I was performing a pretty massive copy job from a NAS (Network Array Storage) device to an external hard drive connected to my computer. This data transfer was all in house on the local network within my apartment. This job was roughly 287 GB of data. My bandwidth cap with Comcast is 300 GB. On September 11, 2015 I kicked off the data transfer job. That day I am VERY VERY VERY certain I was no where near my bandwidth cap (most likely below 50 GB) and no one was home at the time using my internet. Comcast calls me in the afternoon to tell me I have gone over my bandwidth cap.

I called Comcast and explained to them the situation. They completely understood and even admitted that the data coming from my NAS to my local machine was being considered external data passing through their router AND refused to reset my data meter! This is very wrong to do to a consumer and a customer.

Also, since 2008 Comcast has claimed that this is a "trial" for select locations in the nation. This is completely unfair. I am being forced to comply with this "trial" only because I live in Atlanta (one of their trial locations). When I got Comcast service (back in 2006) I did not agree to this policy. I wasn't even told of this policy until I started to get phone calls about exceeding my data cap. Also, I am unable to get any other provider. Comcast has a monopoly in the area I live in (downtown Atlanta) and it is not fair to any American to be forced into one company's policy because there is no other competitor.

This whole data cap scheme is hampering the forward movement of technology, education, and innovation. This is simply a greedy way to snag more money from their customers and also to kill competition and force people to purchase their cable TV packages. Comcast has even admitted to this. This has NOTHING to do with congestion or a limited supply of data. I know how this all works. This is simply greed in it's purest form. Comcast needs to stop this ASAP.

Ticket: # 534688 - Comcast Data Usage**Date:** 9/17/2015 1:20:16 PM**City/State/Zip:** Hermitage, Tennessee 37076**Company Complaining About:** Comcast

Description

I recently moved from Pittsburgh, PA to the Nashville, TN area. I had my Comcast account transferred and installed in Hermitage, TN. I have had the account in Hermitage since March, 2015. Recently, I incurred \$90 in data usage overage charges (this was new to me, since the Pittsburgh market did not have data caps). I was not notified by the installer that there was a data cap and when I spoke to several Comcast Representatives and Managers, they indicated that there was nothing they can do (supposedly, I was given 3 months of courtesy credits to help gauge usage--every customer gets this courtesy). According to their website, several of the these "trial markets" have an unlimited option for an additional \$30/month. The Nashville market does not have the unlimited option available. Also, according to Comcast's website, this trial has been going on since the beginning of 2013. Although Comcast provides me with 75 MB/s download speeds, I am limited to how much I can use that. They have this market monopolized (other providers have much lower speeds) and have no interest in considering the issues and complaints that this trial is causing.

[Ticket: # 535501 - Comcast data cap](#)

Date: 9/17/2015 3:58:13 PM

City/State/Zip: Madison, Mississippi 39110

Company Complaining About: Comcast

Description

Comcast has started data usage plan trials which limit the user to 300GB/month unless you're willing to pay an additional \$10/50GB. This is ridiculous in this digital age when streaming HD media is common. It's only half way through the month and I've already exceeded the data cap by over 10%.

It took them 2 missed appointments before finally showing up to install the cable. The temporary above ground line sat there for 3 months and they missed 3 scheduled appointments before that was taken care of. Now data caps. I wish we had other options.

Ticket: # 535767 - Data Caps + Throttling

Date: 9/17/2015 5:01:15 PM

City/State/Zip: Mount Pleasant, South Carolina 29466

Company Complaining About: Comcast

Description

Comcast limits our internet usage with a data cap at 300gbts which is ridiculous in this day and age considering their reasoning is flawed "to relieve congestion on the servers." It is a fact that data caps have little to no effect on server congestion, they are quite obviously using these caps as a way to charge those of us who choose not to use their expensive cable service. Additionally, every month that we near and exceed our data caps, our internet download speed (which should be at or near 75mbps) drops significantly to speeds closer to 10mbps yet here i am being charged an extra 10\$ per 50gbts to use it.

Ticket: # 536674 - Comcast data cap

Date: 9/18/2015 9:04:12 AM

City/State/Zip: Augusta, Georgia 30906

Company Complaining About: Comcast

Description

There is no excuse for comcast to set a data cap on its customers. They do not offer a sufficient means of notifying customers when they are reaching their limit. we have received two months of extremely high bills, hundreds of dollars in overage charges that are not explainable. However we have received no alerts to tell us that our usage limit was reached. They do not offer a data cap to residential customers that exceeds 300 gigabytes. The representative informed me that I could not choose how I would receive my data alerts. The alerts could come by phone, email, or regular mail. That is unacceptable for the hundreds of dollars that I pay in overage. NO DATA CAP!

Ticket: # 536872 - Comcast will start imposing Caps on date usage on 10/01/2015.

Date: 9/18/2015 10:56:25 AM

City/State/Zip: Homestead, Florida 33032

Company Complaining About: Comcast

Description

Good Morning, I received a email from Comcast stating that they will start on 10/01/2015. Data cap will be for 300GB. For a household of 3 people this cap is ridiculous low. If you go over the cap you will be charge \$ 10.00 per every 50GB. There is an option of a fee of \$30.00 extra month for their "unlimited plan" with no caps. We are already pay 77.00 and now will need to pay \$ 30.00 in order to avoid the overage charges. Comcast is the only provided that is available in our area with the speeds we need. Uverse is not available here yet and Dish Network speed is only 4G. I had AT&T regular DSL for about 10 years and we were never capped, their service was more reliable than Comcast and my bill never went up. Only reason we had to change to Comcast was the speed of AT&t was to low for our needs. It is ridiculous that Comcast is allow to do this ans something needs to be done. Thank you

Ticket: # 537092 - Data Caps

Date: 9/18/2015 12:04:07 PM

City/State/Zip: Collierville, Tennessee 38017

Company Complaining About: Comcast

Description

Comcast charges me an additional \$40 or more dollars each month due to their anti-competitive data cap system.

Their caps harm me as a consumer and are designed to harm competition such as Netflix and other streaming services which compete with Comcast's cable and on demand services.

This in effect violates net neutrality as it imposes an artificial barrier to data services such as online backup, streaming services, and (in my particular case) access to online education.

Ticket: # 543749 - Unfair data caps in market without competition

Date: 9/22/2015 11:54:24 AM

City/State/Zip: Kunkletown, Pennsylvania 18058

Company Complaining About: Blue Ridge Communications

Description

I live in Kunkletown, PA. where i am a customer of Blue Ridge Communications (<http://www.brctv.com/>). A year ago, when i moved here, the company had data caps on their internet access of 250GB / Month, but this was only between 5PM - 2AM during the other hours, there was no limit. Recently, they've changed their plans, and now we have a cap of 700GB/month (for the whole month). In a house of six people, two of which work from home full time, this is not nearly enough. Now for the last few months, i hit my cap about 1/2 - 2/3 the way through the month and i am charged overages. I called to see what i could do about this, but this is their highest plan. I was told i was welcome to go to hughesnet or something similar (which has even more restrictive caps and much lower speeds) or stay with them and pay the overages every month.

Since this area is the epitome of the term "rural", there is no competition to Blue Ridge and they are free to do what they please, and this keeps people watching television, where they make money off of the advertisements, and off of streaming services (like Hulu, Netflix, Amazon, etc)

I've had to revert to tethering to my cell phone and work (which doesn't get great reception around here either) in an attempt to cut back on my cable internet usage.

My only other option would be to order a second internet connection which would cost almost as much as the overages

Ticket: # 537356 - Data cap results in unfair monopoly

Date: 9/18/2015 1:11:45 PM

City/State/Zip: New Market, Tennessee 37820

Company Complaining About: Comcast

Description

I have been a cord cutter for most of this year and have been quite happy with only having to purchase my internet access through Comcast. That is, until they started enforcing a 300GB data cap on their internet access. The data cap puts pressure on people that use the internet for their television viewing, giving Comcast an unfair monopoly on television broadcasts. This practice is anti-competitive at best. This practice should not be allowed to continue. My area does not have any other options for broadband access, giving Comcast a monopoly on data and television in my area. These practices cannot be allowed to continue in order to provide a free and open market.

Ticket: # 540796 - Comcast Throttling/buffering once 300gb data cap is reached, and charging extra for data overage used to re-connect to original content.

Date: 9/21/2015 10:28:41 AM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

Already filed a complaint (Ticket No. 510232 and account 0570551980102), and I still have not been offered any alternative solution by Comcast.

They are charging \$10 for every 50gb I go over, and after I reach 300gb I instantly have connectivity , speed,throttling, buffering issues causing me to use even more data because of having to re-download, or restart streams because of the throttle/buffering issues.

The issues only occur once I reach 300gb, and although they insist they don't throttle/buffer the connection , my monthly bill is jumping from the \$40 range to well over \$100 because of the overage fees.

I have other friends having the same issues locally in nashville, and I also found an online petition in other markets where the data cap is in place and over 1,300 people are having the same issues. (please see this petition - https://www.change.org/p/comcast-remove-300gb-data-cap-limit-from-all-internet-plans?recruiter=373242628&utm_source=share_petition&utm_medium=facebook&utm_campaign=share_page&utm_term=des-lg-no_src-no_msg&fb_ref=Default)

Comcast will only offer credits to my account, but I have to complain monthly to even get that taken care of. I dont have the time, or money to continue wasting my evening hours trying to resolve this.

Will you please step in , and help us get through to Comcast, so we all can get the service we paid for?

Thanks in advance!!

Sincerely,

(b) (6)

Ticket: # 538080 - Comcast Broward County Data Cap

Date: 9/18/2015 4:25:54 PM

City/State/Zip: Pompano Beach, Florida 33064

Company Complaining About: Comcast

Description

Comcast is testing the 300gb Cap in South florida and plans to start charging in January of 2016, Their limit of 300gb is not real as Video streaming and Home phone and daily internet usage, including Cell phones and tablets, will quickly add up and over 300gb, Their limit should be 500GB, and then start to charge their fees, or have no limit at all as they set their prices for the monthly service. There is no other reliable internet services in my area , thus making it a monopoly on cable Internet service. Fcc, please step in now and stop this Data Cap practice ,and many South florida Homeowners, Businesses, etc. will be affected by this, and a Class action lawsuit could arise costing Everyone. Thank You

Ticket: # 538259 - Comcast data caps when I have no alternatives.

Date: 9/18/2015 5:20:53 PM

City/State/Zip: Boca Raton, Florida 33433

Company Complaining About: Comcast

Description

Comcast has announced that they will be data capping our internet and charging for overages. The reasoning for this is solely profit related and not technical. As I have no other comparable alternatives in my area I believe that Comcast is using their monopoly on the situation to force users to pay for fair internet use.

I would like Comcast to DROP their data cap in my region and offer services at FAIR cost.

Ticket: # 538558 - Data Cap

Date: 9/18/2015 7:42:33 PM

City/State/Zip: Evans, Georgia 30809

Company Complaining About: Comcast

Description

Data Cap and Prices. I am a service member and frequently move throughout the country. Currently I am stationed in GA and this is the first time that I have ever seen a data cap on my usage. The thing that I annoys me is that this is a monopoly to force us to purchase cable. My family streamlines on Netflix and hulu and I feel that this is a way to control us. I can only streamline for at least an hour a day under this program. The same price that I pay now I paid for unlimited data usage in Colorado. Comcast says this is a test market. FYI, it looks like the test market is being tested in the most poorest areas in the South. Also when you go online it does not mention the all their data in limited usage.

Ticket: # 538986 - Comcast Data Cap is Monopoly Abuse

Date: 9/19/2015 10:50:24 AM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

Comcast is a 100% Monopoly in my area of Atlanta. They abuse this position by enacting arbitrary data caps, which unfairly prevent online TV streaming to support their cable TV business.

Ticket: # 539322 - Internet Data Cap

Date: 9/19/2015 3:15:05 PM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Comcast has implemented a data cap in test markets. I am in one of those test markets, with limited options for other providers. I now have had to cancel my Netflix, Hulu, and Amazon Prime accounts because we kept going over the cap. My kids enjoy gaming; and they are extremely limited to the amount of games they can purchase and download. 1 game equals a 1/5th of our data, or 100% of a \$10 overage fee. In other words every game has a "Comcast Tax" added to the price. This is wrecking e-commerce, and the ability for companies to sell us their products and service.

[Ticket: # 539411 - Comcast Data Cap is an underhanded attempt to force Xfinity TV service](#)

Date: 9/19/2015 4:17:46 PM

City/State/Zip: Monroe, Georgia 30655

Company Complaining About: Comcast

Description

Comcast has a completely arbitrary data cap of 300GB per month.

It is, without a doubt, an attempt to discourage Netflix and Hulu use, and force customers to use Comcast TV service.

It skirts the Net Neutrality ruling, violating the spirit of the law without explicitly violating the law. They are taking advantage of a loophole.

It is a non-competitive practice that harms the consumer.

[Ticket: # 539445 - Datacaps](#)

Date: 9/19/2015 4:47:53 PM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

As someone who works in the software industry and also uses the internet for my main access to media I believe that it is ridiculous that there are data caps on my residential internet. Data caps were introduced to Atlanta as a "test market" which implies that there was no technical reasoning behind implementing these caps.

Ticket: # 539461 - Comcast Data Caps

Date: 9/19/2015 4:56:32 PM

City/State/Zip: Atlanta, Georgia 30312

Company Complaining About: Comcast

Description

Comcast is continuing to enforce data caps or thresholds and charging customers for using data beyond their region's set monthly data 'cap' or 'threshold'. This practice is clearly being used to deter customers away from online streaming services such as Netflix and Hulu which many use as cable alternatives.

Ticket: # 539889 - Data Caps and excessive charges**Date:** 9/20/2015 4:41:50 AM**City/State/Zip:** Tucson, Arizona 85741**Company Complaining About:** Comcast

Description

I live in an area where Comcast has instituted additional billing for customers who go over their arbitrary internet bandwidth data caps. We currently pay \$100 a month for internet only with the extended 650GB allowance and yet we have gone over this amount by several hundred GB every month since it was instituted a few years ago. This has resulted in thousands of dollars of excess billings (last month was \$80 additional). Comcast has tried to force me to upgrade to business for 'unlimited' data', but it's a much slower speed, more expensive and I'm not a business.

We have a 3 person home, myself and two teenagers. I am allowed to work from home some days, and both of my children attended on line high school. We own 2 roku and do not pay for Cable. We pay for Hulu, Netflix, Amazon Prime and Pandora music as they provide a better service. I feel that Comcast is unfairly charging us extra for internet bandwidth usage to force us back to using them for cable tv. There is no alternative in our area of Tucson that even comes close to high speed.

Comcast claims that most households do not hit these limits, but I can't see any modern family keeping under them. In an age where Windows 10 pushes automated downloads and many computers do not have disk drives as most programs are stored in the cloud and downloaded as needed, pay as you go data caps are extremely unforgiving, unfair and excessive.

Ticket: # 539600 - Comcast data caps

Date: 9/19/2015 7:19:12 PM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

Comcast has had the Nashville area under a "trial" data cap restrictions over the past several years, but no information on why or when this "trial" will end. I continue to exceed the data cap they are enforcing and they charge me for this. My internet usage is average at best although Comcast says that only around 2% ever hit their caps. Since there are limited broadband options in my area I do not have a choice other than to not have broadband internet in my home or pay their excessive fees. We have waited many years for the gov't or others to step in and force a change but nothing has happened. I think if there was more broadband choices in our area the vast majority would speak with their wallets and leave Comcast, but there is not. When or what can the FCC do to stop this? What can I do to help to force a change? At this moment, all I can think of to do is add my voice to the majority of the folks stuck with Comcast and pray for a change or at the very least fairness.

Ticket: # 539659 - Data cap

Date: 9/19/2015 8:23:03 PM

City/State/Zip: Mobile, Alabama 36606

Company Complaining About: Comcast

Description

I recently moved to Mobile, Alabama for work. I subsequently needed Internet and am offered Comcast as a provider. I got the blast plus bundle. I just hit the data cap today and was confused about my usage was not normal. I love netflix and steam every night as I have grown into not particularly liking commercials. I moved away from my family and am essentially alone so I stream a lot more than I used to (Netflix and Pandora) but feel the data cap is too low and arbitrary from what I've read and gathered. I'm not opposed to data caps, per se, but a different tier of data caps for customers choosing faster Internet speeds. Although, that sounds similar to a "fast lanes" ideology. The choice seems clearly to reduce streaming of alternative services. I will be canceling my service if it continues in this manner. Furthermore, I respect the FCC and their stance on net neutrality. Thank you.

Ticket: # 539697 - GCI usage caps

Date: 9/19/2015 9:17:20 PM

City/State/Zip: Eagle River, Alaska 99577

Company Complaining About: Gci

Description

Im filing this complaint because I don't see why GCI has the right to put usage limits per month on internet. They have 1 gig speeds in some areas and at least 250 mb. If this is possible why would they need to limit our use? they have more than enough network infrastructure to handle people using more than the monthly limiting caps. I believe whoever created these data caps have no education in networking and a very good education in finance. I feel like we are being robbed. We only use GCI here because no one else can offer a decent speed or are not available in most areas.

Ticket: # 539849 - data cap

Date: 9/20/2015 12:21:31 AM

City/State/Zip: Ft. Lauderdale, Florida 33334

Company Complaining About: Comcast

Description

I have been told that I will now have a 300gb data cap from Comcast (only one of the countless problems from them). There is NO COMPETITION for compatible internet in my area (Ft. Lauderdale, FL). Today is the 20th and my family has used 292gb. I have two children in school and will not be able to provide them the tools for their education, without pay an additional fee per month. Comcast has, in my opinion, limited free trade in that I can no longer stream Netflix, let my kids play video games, or even read the news, without the constant worry of additional charges. They have placed an arbitrary cap so that I am forced to not use Netflix and purchase their TV bundles. How are they allowed to do this?

The FCC has failed those who it should protect, the consumers.

Ticket: # 539887 - Data Caps

Date: 9/20/2015 4:07:16 AM

City/State/Zip: Tucson, Arizona 85718

Company Complaining About: Comcast

Description

I do not want to take part in this "beta Test" of data caps that I am being forced to follow. I am paying more money due to this.

[Ticket: # 539909 - comcast data cap](#)

Date: 9/20/2015 8:04:22 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

comcast cable in Knoxville tn has a data cap on my internet resulting in extra fees. In my opinion this extra charge and cap is nothing more then a way to charge more for less. Also my internet speed stays low until repeated calling to complain then speed back to contract level

Ticket: # 540105 - Comcast data caps

Date: 9/20/2015 2:02:16 PM

City/State/Zip: Tucson, Arizona 85743

Company Complaining About: Comcast

Description

I am extremely upset and disappointed in Comcast's data capping and pricing policies here in Tucson.

My base fee for Performance Internet service by Comcast is \$66.95 plus modem rental (which was recently arbitrarily increased to \$10 with no apparent benefit to me). However, my July bill was \$106 due to going over the completely arbitrary data cap of 300 GB/month and therefore being charged \$30 extra.

In July I upgraded to Blast! which gives me an additional arbitrary 50 GB/mo. and a higher (again completely arbitrary) internet speed limit to at least get something extra for the money. However, my August bill was \$125.

My wife and I live in a single family home WITHOUT kids, room mates, visitors, or leeching neighbors. We only have Internet cable modem service through Comcast. We do not care about the latest soaps or reality shows or sports on TV, and therefore decided a long time ago that paying hundred plus dollars every month for TV service was a complete waste of money, and therefore canceled it.

We use the Internet legally for streaming from Netflix, Amazon, and YouTube for video entertainment, and from YouTube and Pandora for music entertainment.

I also enjoy occasional PC computer gaming and purchase games from Steam digitally, meaning I occasionally download a 10 or 20 GB new game or game updates.

My wife works for a company that allows her to work from home. She works online as a social media director, managing blogs and websites, and providing training to customers.

I recently was laid off from my job. In June and July, I went through training to start a new career. This training was offered online through streaming video, online testing, and downloads of various course material.

As you can see, these are all perfectly legitimate and normal uses of our internet connection.

We do NOT illegally torrent media, share our connection with anybody else, or perform any unusual activities that would lead to excessive usage.

Yet we consistently exceed Comcast's arbitrary data caps month after month after month with this perfectly normal and legitimate usage.

This is completely unacceptable to me. It is not fair that I pay a monthly fee for a service, yet have to worry every month about whether I should watch this movie on the weekend or download this new game I want to purchase because it might put me over the data cap and cost me additional money. I shudder to think what it would be like if we had teenage kids with electronic devices. We would either pay another hundred dollars a month for their use or heavily restrict their internet usage - both of which would be preposterous.

What makes it even worse is that I have no choice. There is no competition I can compare to. I have no choice because there are no alternative cable internet service providers, there is no fiber, or anything else with comparable speed and ping times.

As a result, I am stuck with a service that tries to squeeze as much money as they can out of me because they know I have no choice and there are no rules in place to protect me, the consumer, from the negative consequences of this monopoly. Every year, Comcast raises their rates, yet provides nothing extra.

5.5 years ago when we first signed up, the modem rental was \$6 (I think). Then it went up to \$8, and now it is \$10. Yet I still use the same modem from 5.5 years ago with no additional benefit to me for the extra money I'm paying.

The Blast! service option used to be \$10/mo. for extra speed and another 50 GB of data. This price was raised to \$13, again seemingly arbitrarily with no additional benefit to the customer.

Same for the base price of the internet service that slowly increased over the years.

And now on top of that we have data caps, forcing me to pay even more money for the exact same service I have had for 5.5 years.

My first bills were sixty-some dollars. Now they are well over \$100 for the exact same service, plus some extra speed which doesn't really make a difference in most of the use case scenarios described above.

To be fair, I have to say that the quality of the service provided by Comcast has been excellent. In 5.5 years we have had maybe three outages that were resolved within a few hours. The rest of the time the service was always up and without any issues.

However, this manipulation and extortion of customers that do not have a choice needs to stop. There are several articles online that document that these data caps are arbitrary and have no technical basis - they are purely business driven to increase profits. In addition, they have no base in reality. They are set purposely low and not in line with typical internet usage of a modern household. While Comcast might claim that 90-some percent of their customers do not exceed the data cap, these are the customers that reflect an old, outdated reality - they still have a separate TV subscription. These customers are becoming less and less as more and more people cut the cord and join the 21st century by using the internet to access data on demand, as it is intended.

To punish customers for shifting to this new paradigm and trying to force people to stick to the old, outdated paradigm and paying for outrageously expensive, bundled TV subscriptions that also do not give people the choice to pick and choose the channels they actually want to watch is incredibly

stupid and demonstrates that these companies do not get it and desperately try to hold on to a business model that gave them the biggest profit instead of keeping up with the times and giving people what they want.

What I want to see from Comcast:

- * Remove the data caps completely. If you can actually prove that there is a technical reason for having caps to protect the average user from excessive usage by a few individuals (proof which people would love to see), then set the data cap to something that accurately reflects this and does not punish normal legitimate users. Set the data cap to at least a terabyte and raise it every year to reflect the growing demand of internet usage by the average user and the development of technology (.e.g IoT etc.).

- * As long as I pay for modem rental, give me a new modem every year so that I have the latest technology and reduce the risk of equipment failure due to age.

- * Stop raising prices arbitrarily without providing a good reason for the increase and/or demonstrating the benefit to the customer.

I want my bill to go back to this:

\$66.95 base price for the Performance Internet service

\$10 for the modem rental, provided I get new equipment every year

and nothing else. Especially being unemployed right now, paying \$50 less a month makes a difference.

Internet service should be exactly this: a neutral pipe from my house to the Internet over which I can do what I want (as long as it is legal - which is not Comcast's job to decide, btw). ISPs should not monitor customer usage, restrict it in any way, implement arbitrary limits, harvest customer data, profile them, interfere with the data stream, inject their own advertising or any other such nonsense.

Please, Comcast, do yourself and your customers a favor. Your data cap and pricing policies are horrible, your customer service is a complete joke (I have had to deal with it several times helping friends with Internet or TV issues, and it was a horrible experience - from hangups, circular transferring, being read scripts by completely clueless people that do not understand the first thing about the service they are supporting, etc.). Your company has a horrible reputation at this point, and for a reason.

Help yourself - remove the data caps, improve your customer service, stop these arbitrary pricing increases, and show people that you actually care just a little bit about your customers, not just your shareholders.

Ticket: # 540188 - Comcast XFINITY data caps

Date: 9/20/2015 3:53:02 PM

City/State/Zip: Huntsville, Alabama 35801

Company Complaining About: Comcast

Description

Comcast has instituted data caps which are incredibly low and overage charges which are exorbitantly high. Information shouldn't be treated as a limited resource. Please step in and make data caps illegal.

Ticket: # 540314 - Comcast/Xfinity imposing a Data Cap on home Internet

Date: 9/20/2015 6:08:05 PM

City/State/Zip: Hollywood, Florida 33024

Company Complaining About: Comcast

Description

Starting October Comcast / Xfinity will be imposing a 300GB data cap in Ft. Lauderdale FL. Aside from that they are charging \$10 for each additional 50GB that is used beyond the 300GB cap. Only other option they give us is paying an additional \$30 for access to their "Unlimited Internet".

This is something that can not stand, i am in a family of 4 heavy data users between Netflix / Youtube / Online Gaming / HD movie streaming (Like VUDU) / and everyday use i consume anywhere between 400-700GB per month. It's also unfair to have to pay an extra \$30 for service's that should already be included in my bill.

Whats worse is i cant even cancel cause I'm under contract, and the only other company that provides home internet in my area is AT&T, who also uses data caps and has slower internet speeds. So i have no option but to opt into this.

Ticket: # 540451 - Comcast Data Cap**Date:** 9/20/2015 9:11:34 PM**City/State/Zip:** Tucson, Arizona 85749**Company Complaining About:** Comcast

Description

I have an unreasonable data cap from my internet service provider in Tucson, Az. Comcast is my only choice for broadband speeds where I live, but Tucson is a "testing" site for data caps. I have to monitor my data usage to avoid an extra charge, and I have had to severely limit my internet activity in order to stay under the cap. I go to school at Arizona State Online which means that I watch all of my lectures and do all of my school work online. This unfair data cap is limiting access to my college and my education. Also as someone who is looking for work in the Information Technology field, this data cap is hindering the progress of my city, my education, and my career. Why would anyone want to move to a place where you can't access all the services you pay?

Ticket: # 541240 - Comcast Data cap

Date: 9/21/2015 12:52:26 PM

City/State/Zip: Goodlettsville, Tennessee 37072

Company Complaining About: Comcast

Description

It is currently 9/21/15, I have just received a message claiming that my internet coverage by comcast as gone to 110% and is still incurring further overage charges because of a falsified data cap limit that was placed upon my account without authorization or consent, They continue to overcharge my family and make working from home impossible. We supposedly hit our data cap limit on the 17th of this month, and I know for a fact we've used less data then we did the previous month, I tracked it. This means Comcast is falsifying their reports in order to harrass and force charges upon their clients by changing the amount of data they use. This is an outrage that I'm being charged repeatedly for data when no data cap should be legal at all. What's more, they are adjusting the limit purely so they can charge us more, there is no way we have reached our cap by mid-month, let alone even by the 21st.

Ticket: # 541328 - Comcast Data Cap "test market"

Date: 9/21/2015 1:17:13 PM

City/State/Zip: Brownsboro, Alabama 35741

Company Complaining About: Comcast

Description

Comcast has been charging consumers in Huntsville, Alabama additional money for every 50GB of traffic over an artificially mandated 300GB traffic limit. They have been conducting this "test market" of tiered pricing in other areas as well. (See <https://customer.xfinity.com/help-and-support/internet/data-usage-Where-will-these-plans-be-launched>). Complainant argues that Comcast should treat all of its customers across the nation equally. Whereas in other markets, no traffic limitation is currently being applied, Complainant and all others in the "test markets" have been charged additional money for internet traffic above and beyond an artificially set limit of 300GB, as if the data were a tangible utility such as water that were going to run out. Comcast has provided no rationale for the 300GB/month limitation other than congestion, and has provided consumers no evidence that such congestion actually exists.

With a household of 4 sharing an internet connection, this 300GB is very small. We would like to cancel our Cable TV subscription, but watching too much Netflix or Amazon Instant will put us over our cap.

Comcast's 300GB data cap hurts competition and network neutrality by limiting availability of Streaming TV services and promoting Comcast's own TV service which doesn't count towards Comcast's artificial data cap.

We would like to backup our computers using the cloud, but doing so would also put us far over our data cap.

[Ticket: # 541611 - Comcast wired service data cap](#)

Date: 9/21/2015 2:34:08 PM

City/State/Zip: Woodstock, Georgia 30189

Company Complaining About: Comcast

Description

We have hit our first data cap and notification of fees on our high speed internet circuit. This is not an internet only service and we continue to subscribe to comcast content so why the cap? This cap is causing us to curtail competing entertainment options and is very anti-competitive towards netflix, hulu, and other options. I haven't even begun 4k streaming, so the costs will go up accordingly.

Ticket: # 542287 - Comcast 300 GB Data Cap**Date:** 9/21/2015 4:48:05 PM**City/State/Zip:** Sunrise, Florida 33351**Company Complaining About:** Comcast

Description

The 300 GB data cap is plain ridiculous. People who work for home are probably the ones who suffer the most, but people who use the internet for leisure shouldn't have to restrict their usage either. We, in South Florida, also have no other choice of ISP since Comcast pretty much has a monopoly when it comes to high speed internet here in South Florida. There are multiple (reputable) sources that state this data cap is strictly a business move and has no impact on the company besides putting more money into the pockets of the higher-ups in Comcast. In an ever-growing world that is very dependent on the internet, this is complete ludicrousity.

Ticket: # 542700 - Comcast is trying to circumvent Net Neutrality by imposing data caps in Tucson, Arizona

Date: 9/21/2015 7:28:55 PM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

Comcast is trying to circumvent Net Neutrality by imposing data caps in Tucson, Arizona. I do not subscribe to cable television and consume all my media and entertainment over the internet.

Comcast has imposed a maximum data allowance of 300 gigabytes with \$10/50GB for all data usage over that limit. I am the sole internet user in my household and am not a heavy user of streaming media as I have a full time job and am out of the city most weekends, but I still regularly come close to this data cap. This cap would not be sufficient for any standard family household who consumed all of their media online. It is an obvious attempt by Comcast to force users to consume media through their cable television services or pay substantially more for their internet.

Ticket: # 542804 - Comcast Data Caps

Date: 9/21/2015 8:41:51 PM

City/State/Zip: Hephzibah, Georgia 30815

Company Complaining About: Comcast

Description

When I first found out about the data cap to be implemented in Augusta, GA area from Comcast (which is actually the only available non-satellite provider in Hephzibah GA.) I was furious, and now nearly 2 years later I am still furious. I am an average user of the internet most times, on occasions I stream movies and tv programs from providers like Amazon Prime, Netflix and Hulu. However whenever I watch what one would consider a moderate amount of these programs I find that I end up getting phone calls from Comcast saying that I have reached my data limit, even though it's still a week and half til the end of the month. This is wrong, data caps should be in my opinion illegal. Outside of switching to satellite internet at maybe a 10th of the same speed available through wired service, there are no other options to me or the other residents of this area. I have tried reaching out to other providers in the area, however they do not, and from what I gathered simply cannot extend service into our area, because of Comcast blocking them from doing so. Comcast has a monopoly on internet service in my area, and many others across the nation. Thank you kindly for listening and have a lovely day.

Very Respectfully,

(b) (6) (IDW) USN

Ticket: # 542905 - Comcast Data Cap

Date: 9/21/2015 9:44:08 PM

City/State/Zip: Knoxville, Tennessee 37920

Company Complaining About: Comcast

Description

The data cap is ridiculous and incredibly out of date with today's technology.

Ticket: # 543041 - Unfair Data Discrimination

Date: 9/22/2015 12:23:30 AM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

Comcast forced a data cap on me despite it not being a part of my original contract. If I download more than five PlayStation 4 video games in a month, then I have to pay them a fee for each new game I download (due to their file size). Even if I download during off-peak hours or throttle my download speed down, they still charge me extra for high data content.

Ticket: # 543046 - Comcast Data Cap**Date:** 9/22/2015 12:29:46 AM**City/State/Zip:** Kennesaw, Georgia 30144**Company Complaining About:** Comcast

Description

Originally, I had signed up with AT&T U-Verse because they were able to give me a bundle on Internet and Television at a reasonable price in my apartment complex. I believed I had found a way to avoid being saddled with the task of being a Comcast customer because, to be honest, I have had them in the past and wanted absolutely nothing to do with them. AT&T U-Verse came to my house and, within 2 minutes of being there, informed me they could not provide me with television, and therefore could not offer me the same pricing on my Internet as they had before... as a result, I cancelled AT&T U-Verse because the price was too high to justify not having a bundle.

I didn't receive my modem for my Comcast account until 2 weeks after I first placed the order. Okay, I get it. Getting these things take time. But it shouldn't have taken 2 weeks... 2 weeks that I paid for. I was told that I would be getting my Internet ON the 16th (I remember this specifically because I had asked someone both online and over the phone when my modem would be there)... my Internet's modem was not SHIPPED until the 16th. ON TOP OF THAT- whoever set up my Comcast account COMPLETELY botched my order, and gave me a package that I had not signed up for previously. I had planned on spending less than \$70 a month on Internet and BASIC cable (and by basic, I mean the literal bare minimum... we have less than 20 channels total). My first bill came out to be about \$117. I thought, at first, that it was just because of start up fees. Nope. No such luck. My bill was going to be at least \$100 every month... something that two girls (one recently out of college and working her first full time job, and the other in her senior year of college) simply could NOT afford. We ESPECIALLY did not want to pay for this because we were only receiving 20 channels and MEDIOCRE Internet (my roommate STILL has issues pulling up her email account to email her professors and I still have issues getting on the Internet to consult with clients).

All that being said, we resolved to call Comcast because we decided that we just wanted the Internet and paying for less than 20 channels was just plain dumb. We could decided that Hulu and Netflix would be our saving grace, and that would save us some money on our bill. I called and spoke with a very nice representative who informed me that we would be doing ourselves a disservice to have our cable dropped, because our Internet would skyrocket. Although he was very nice, he refused to take the cable off of my bill, even though I insisted. Instead, he somehow dropped our bill down to the price that we need it to be (around \$75). HOWEVER WE WERE BILLED TWICE IN ONE MONTH. We were required to pay the 15th for \$117, and now we are being forced to pay again on the 30th for \$60. I understand that we changed coverage, but we literally downgraded... not upgraded... so how are we being charged twice?

The cherry on top of this was the email, phone call, and notification on my computer screen that I received today from Comcast stating that we had used 90% of our data, and that we only had 30 GB left. Granted, we watch a lot of Netflix and Hulu in this household... we kind of have to. We have 20 channels. When I spoke to the representatives at Comcast (both times- the initial set up, and the frustrated phone call) I told them SPECIFICALLY that we were a household that liked to watch Netflix. We catch up on our shows on Hulu. They ASSURED me that this package that I have chosen would

allow me to watch however much Netflix and Hulu that I pleased. Why then, am I being forced to choose between enjoying the Netflix and Hulu option, or watching the 20 channels that are provided to me by Charter? The only time that I can think of that I have used the cable that Comcast provides is to watch the Auburn @ LSU game this past weekend. ONE TIME.

In summation, it seems as though Comcast has imposed a data cap on its customers in order to interfere with competitors such as Netflix and Hulu. This interference creates an incentive for its customers to use its cable service. I feel as if I am not free to watch what I want to watch, when I want to watch it. I feel as if Comcast is forcing me to choose between the 20 channels they offer me in their "basic" package. Although Comcast does not have a monopoly on my area, they do provide service to most of the apartment complex I live in, as well as other neighborhoods around it. They make plenty of money off of us. Why, then, are we subject to data caps? I already pay too much to be paying extra money for data caps. Comcast is doing a disservice to its customers by forcing us to choose between watching something we want to watch on Netflix, and watching something on the 20 channels they have provided. This is anti-consumer, anti-competition, anti-student, and anti-anyone who works from home. It limits my ability to use my Internet in a way that I'd like, and causes me to choose between what I would like to watch, and what I'm forced to. I would change to a different provider if I could, but there are no alternatives. Remove the cap!

Ticket: # 543051 - I want fast, symmetrical internet without data caps for a reasonable price

Date: 9/22/2015 12:30:36 AM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

Comcast is the only ISP providing broadband in my area as defined by the FCC. I live in zipcode

(b) (6)

It now wants to charge around \$100 for their mid-tier Blast internet without Data caps. An increase of \$30 to an already unacceptable price of \$70, for which Google Fiber and numerous municipally owned networks offer 1000 Mbps, symmetrical, as opposed to the 75Mbps comcast offers.

Comcast's behavior is that of a monopoly that prioritizes profit above the public good, pricegouging people and slowing down the internet infrastructure that should be at 1Gbps+ everywhere at sub-\$70 prices.

Please do something FCC! The american people are being hurt by these reprehensible practices.

Ticket: # 543080 - Suddenlink Data Caps**Date:** 9/22/2015 3:16:34 AM**City/State/Zip:** Grass Valley, California 95949**Company Complaining About:** Sudden Link

Description

Hello, I've recently moved somewhere where Suddenlink is the only ISP available. My family pays a hefty amount each month for slow internet, terrible customer service, and the unbeloved terror that is a data cap. We receive 250Gb per month, which is huge compared to folks with satellite internet, and we are forced to restrain ourselves from entertainment that we were all previously able to enjoy in different areas of the country.

I would like to complain against Suddenlink and the monopoly they hold over Grass Valley, CA, in particular, Alta Sierra, CA. When coupled with Microsoft's peer to peer updating that was by default on in the new Windows 10 update, we have suffered for simply using internet, which should be a utility that all have access to equally at a higher standard than we currently deal with.

Ticket: # 543247 - Comcast Data Caps

Date: 9/22/2015 9:38:46 AM

City/State/Zip: Winston, Georgia 30187

Company Complaining About: Comcast

Description

I am filing this complaint against Comcast for their data cap policy in my area. I have done some research and there is talk that the FCC will look into this if the policy goes nation wide. I do not believe that it matters if it is a nation wide policy or a specific area policy. Now days the Internet is used for much much more than playing games. I use it for my news source and entertainment as well. If they are allowed to put caps and charge additional fees for me to look at news and views that are not offered on tv packages then that is singling me and people like me out as well as the people who are expressing their views. The cap should be halted immediately and mandatory reimbursement for any funds that anyone has paid to date. Large corporations should not be allowed to strangle and manipulate laws and policies to aid in their profits .

Ticket: # 545584 - Comcast Data Cap

Date: 9/22/2015 9:10:10 PM

City/State/Zip: Dallas, Georgia 30132

Company Complaining About: Comcast

Description

Comcast imposes on us a 300 gb data cap with \$10 charged for another 50gb. This is incredibly easy to surpass with just one person watching netflix and streaming video from the internet. Comcast claims this is for the health of the network but everyone knows they are just greedy and want people to keep watching TV. Many third world countries have better internet than us, how embarrassing for the US.

Ticket: # 545637 - Comcast Data Caps**Date:** 9/22/2015 9:32:52 PM**City/State/Zip:** Stone Mountain, Georgia 30087**Company Complaining About:** Comcast

Description

Comcast has instituted "data usage plan trials" that institute a 300 GB/month cap on a select subset of consumers. This "trial" has been going on since at least 2013, and represents discrimination by Comcast. The trial is not present in all cities that Comcast serves, and is more likely to be present in cities where there are little to no competition to Comcast. They allow you to exceed the cap with the expense of \$10 for every 50Gb over the 300 Gb/month limit. These limits were not disclosed at the time of my purchasing a 2 year contract with them in 1/2015. Due to the longstanding nature of this policy and the say that it is implemented only in select markets, indicates that it is not a "trial," yet a way that Comcast is abusing its oligarchical position as an ISP to customers who have no equitable competition to choose from and is in violation of many of the concepts of net neutrality. It is interesting to note that in areas where Comcast is competing with Google Fiber's gigabit service, that no "trial" or data cap is present for their competing products. Further more, the "Internet usage" meter that Comcast provides to users on their website has only been available on 1 of the 6 times that I logged in today, meaning that customers are not able to monitor and alter their usage to prevent additional charges.

I request that the FCC investigate the selective nature of the Comcast "Data Usage Trials," data caps, and billing practices and render a decision on whether it meets with the current Net Neutrality guidelines.

Ticket: # 545805 - Comcast Data Cap and Overage Charges**Date:** 9/22/2015 11:55:16 PM**City/State/Zip:** Marietta, Georgia 30062**Company Complaining About:** Comcast

Description

Comcast Data Caps and Overage Charges seem very unfair, since they are targeting certain metro markets and burdening customers needing internet content not offered by any of the Comcast packages . I am unemployed, using the internet to contact potential employers, and taking online classes that include streaming video. Comcast has a monopoly on cable internet services in my area. Many people do not reach the cap so it would seem that the data cost to Comcast would be minuscule. These overage charges are a goldmine for them now that there are so many college classes offered online.

Ticket: # 567155 - New Comcast "Data Plan"

Date: 10/2/2015 11:00:36 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

I would like to file a formal complaint against Comcast's ISP offerings in my area. Recently, Comcast has notified me that they will be "trialing" a 'data plan' system, which basically amounts to a data cap on terrestrial Internet access service. They then go on to offer "unlimited service" for an additional \$30 per month, lest consumers face overage fees of \$10 per 50GB. They go on to cite biased statistics as justification for the service fee hike.

The data cap effectively means that I can only utilize my service at its capacity for just under 9 hours each month. This is an absurd proposal and a serious threat to ISP progress in the U.S. If I may speculate, this seems like an off-handed way to curb the ever-increasing use of alternative media consumption services--the very services that pose compelling competition to Comcast's own media services, which are, of course, not affected by this new policy.

Also concerning is the method by which they claim they will notify users of overages: in-browser alerts. This effectively means Comcast will intercept end-user traffic, modify it in transit, then submit it to the user as if it were the original data. This is, at its core, a "man-in-the-middle" attack.

All of this is the very behavior that should be prohibited by the FCC. Actions like this serve only to stifle progress and increase corporate profits. It is my hope that ISPs be barred from this type of behavior. The FCC is just about the only thing that can protect Americans from these kinds of corporate games which only hurt consumers.

Thank you for your time.

(b) (6)

Ticket: # 546352 - Data Caps

Date: 9/23/2015 11:31:07 AM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

There is no point to be paying for speed and having data caps. For example 720 video in Netflix is 1GB per hour, and HD movies and tv shows are 4GB per hour this accumulates quickly. The data caps that have are in test only in certain areas and is unfair to the customers that have to 10 dollars for going over the data cap.

Ticket: # 548311 - Comcast Data Cap**Date:** 9/23/2015 10:05:37 PM**City/State/Zip:** Knoxville, Tennessee 37917**Company Complaining About:** Comcast

Description

To whom it may concern,

Having been a loyal Comcast customer for many years I was shocked and disappointed to receive an ominous email stating "that I had used 90% of my data for the month." Comcast Corporation has apparently imposed a "trial" data cap on the broadband internet service provided to my residence. This was never communicated as part of my contract with, Comcast Corp. I was completely unaware of the cap until receiving the above mentioned message.

My home broadband service is utilized for everything from work to entertainment and as such regularly utilizes a large amount of data. The fact that these caps are arbitrarily put into place greatly reduces my ability to have open and unfettered access to the internet. My work is quite literally related to life and death matters and the fact that I have an unfounded data cap on my broadband internet service is unconscionable. Comcast, states I can purchase additional data in blocks of 50GB for only \$10 each. That is not the contract that was agreed upon, my contract did not mention data caps, trial or otherwise that were or could be imposed.

While I understand that Comcast is a business and must therefore make a profit, this is not the way to go about it. Resolution to this issue should involve the complete removal of all data caps, trial or otherwise and assurance that no future caps will be put into place. Additionally, to ensure that Comcast does not try to skirt the rule via other methods, Comcast should not be allowed to throttle or otherwise degrade the internet service provided. Thank you for your time and consideration of this matter.

Best regards,

(b) (6)

Ticket: # 548743 - Cable one implemented data caps - I had no choice

Date: 9/24/2015 10:34:57 AM

City/State/Zip: Odessa, Texas 79765

Company Complaining About: Cable One

Description

I never had a problem with my Internet quality. I work for a property management company and none of my residents have had an issue yet either.

Yet, under the guise of "providing better service for users" CableOne unilaterally implemented data caps on my broadband service.

Now, every time I choose to use the service I pay for, and was using without concern, I am obligated to consider whether I am using too much of my service. I am obligated to make tradeoffs and stream a suboptimal quality to save data.

CableOne's actions violate the principle of an open internet. Under a data caps plan, an individual's access to information, the source of personal growth, is limited by the amount of money they have. Were I to have children, I would be forced to limit their exposure to information online not because of its content, but because of the financial burden inflicted on my family.

I have had residents who expressed this concern to me, therefore I know it is a valid assumption.

Please intercede and stop this profiteering and malicious practice! Help me FCC, you're my only hope!

Best Regards,

(b) (6)

Ticket: # 549364 - Internet Data Caps**Date:** 9/24/2015 1:25:37 PM**City/State/Zip:** Tucson, Arizona 85741**Company Complaining About:** Comcast

Description

I moved to Tucson, AZ in July of this year and switched Internet providers to Comcast/Xfinity. While speaking to them both in the online chat and over the phone with two different representatives, neither of them alerted me to the data cap even though they asked about my Internet habits which include streaming videos and large file downloads for classes. I was only alerted by voicemail that I had used 90% of my allotted data, which I did not even understand existed. I set up my service 10 days prior and had hardly used the internet for at least 3-4 days out of the 10. I searched online and saw that Comcast is doing data cap trials in certain cities and charging extra fees for additional use, which I believe is a gross misuse of their power for those in smaller cities (which seem to be the main targets) with limited internet options. I have attempted to minimize my data usage as much as possible, but it has been impossible. Comcast has a history of trying to impose a 250 GB data cap nationwide in the past, and clearly that did not bode well as it was discontinued. I do not understand how they think that three years later, 300 GB is an adequate amount of data with the increase in HD quality videos and bandwidths.

There is a digital divide already prevalent in the country, and instead of encouraging more use, Comcast is pulling back our enhancement of information sharing by a few decades! Their Twitter account currently reads, "Shaping the future at the intersection of media & technology." However, we are decades behind many of the other industrialized countries! We put millions of dollars each year into the advancement of STEM programs to keep this country competitive and produce competent workers, but how are the future scientists and engineers supposed to learn about technology when there is a barrier to their access to information online? Considering the high standards to which we hold this country, our Internet speed still lags behind already, ranking in only at 12th worldwide in 2014. In comparison, the technology giants including South Korea and Japan rank within the Top 3. Even without a global comparison, such practices isolate users. There has been a constant increase in open source information sharing and online courses open to help educate those who wish to learn more, and data caps are a major barrier that limits access.

I strongly urge Comcast/Xfinity to stop placing data caps on ALL cities and be more transparent as a company. I urge the FCC to put a halt to such malicious practices. I can only see these practices as an attempt to monopolize on all services and as a way for Comcast/Xfinity to punish those who choose to pay for online streaming video services instead of paying their company for TV service. Tucson, AZ is full of students. As a fellow student who relies heavily on the Internet to complete her coursework and to find some peace away from her courses, I strongly abhor the idea of data caps. I regularly pay extra for faster Internet service with the understanding that I will have no such limitations in my usage and to save time in order to complete my heavy coursework. Please, stop imposing data caps. A short term profit will not serve any good purpose in the long term, and Comcast/Xfinity will only face losing customers, who will have no loyalty towards the company. Please do not let a company monopolize in cities where many residents do not have other options and hold them hostage for "experimentation".

Ticket: # 549455 - Comcast Data Caps in the Miami, FL market**Date:** 9/24/2015 1:51:20 PM**City/State/Zip:** Miami, Florida 33190**Company Complaining About:** Comcast

Description

Comcast has once again decided to look into enforcing 300GB data caps despite all the recent advancements in achieving net neutrality. We are receiving letters from Comcast now threatening to enforce their data caps and charge for additional usage.

I no longer subscribe to comcast TV service, a service that provides TV streaming services that compete with directTV, netflix, and hulu but the usage of comcast's streaming service does not count towards your monthly usage. However, netflix, hulu, and directTV's streaming services all rely on and do count against our monthly data usage. This seems to me a clear violation of the true intent of net neutrality laws (the version where all traffic is to be treated equally).

My household also relies on the internet heavily to conduct our jobs. I myself am an IT worker who sometimes works remotely. Having to worry about data over charges on my home connection is the last thing I ever expected. I think it would be worse for the economy and my clients if I suddenly have to start worrying about usage charges, charges that could easily cut into my bottomline as far as what I make. It's impossible to pass these charges onto the employer in an easy way either without having to do additional work and fight over who should pay. The best answer is to never work remotely, continue contributing to traffic and pollution and always go to an office.

In addition to these new usage cap charges, our internet bills keep rising. My bill for example just went from \$60/month to \$85/month, but the data cap is not increased.

I've checked into alternative providers, and unfortunately the only other option is AT&T and they don't provide but a tenth of the bandwidth, which now apparently isn't fast enough to qualify as broadband anyways (< 12mbit).

Ticket: # 549444 - Data Caps for Residential internet

Date: 9/24/2015 1:48:41 PM

City/State/Zip: Avondale Estates, Georgia 30030

Company Complaining About: Comcast

Description

In what world is it okay to have arbitrary data limits on internet usage? I live with one other person who works from home (for National Cash Register) and the internet is required for his career - he's going to use over half of the data available just by working his job. I dont foresee a single month where we don't blow past this data cap. I thought this was a first world country.

Ticket: # 549916 - Arbitrarily low data cap/extremely expensive upcharge

Date: 9/24/2015 4:15:53 PM

City/State/Zip: Grovetown, Georgia 30813

Company Complaining About: Comcast

Description

For months I have been getting charged for going over Comcast's data cap of 300GB per month. They charge a rate of \$10 per 50GB. This is obviously being done due to the large number of people "cutting the cord" and using alternate sources for viewing television and movies. In addition, last month my bill was \$170 over due to apparent usage so I started metering. This month, I have already received a notification that I have hit the cap but my logs (attached and sorted by category) show that I have consumed only 170GB for the last 30 days which means I have 7 days of additional usage. This means that Comcast is unfairly metering connections and lying to the consumer. This is fraudulent. This seems to be occurring in locations that have no other broadband alternative, and possibly lower average income in order to skew testing results in favor of poor business practice.

Ticket: # 549987 - Cableone Cable Internet has a Data Cap on their plans

Date: 9/24/2015 4:33:44 PM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: Cable One

Description

Cableone internet has a Data Cap on their internet plans. This is anti-consumer practice and should be abolished. Data caps are hindering progress in the tech industry. Companies should invest their money into their infrastructure and not how to shadily market their service. Data caps in this day and age is ridiculous and I expect better... no... EVERYONE expects better. It's ridiculous. Companies should not be allowed to put data caps on their services. I'm paying for internet, not internet up to a point.

Ticket: # 550140 - Passive-aggressive semi-harassing letter

Date: 9/24/2015 5:10:19 PM

City/State/Zip: Atlanta, Georgia 30315

Company Complaining About: Comcast

Description

I received a letter today from Comcast regarding a previous complaint against them for their shady data caps. Their "usage monitor" does not function on my PC unless I disable software that protects against malicious scripts, plus it's just a crappy business practice that is only in place because they have a near-monopoly in my area, and a complete one in my neighborhood. AT&T told me they have no intent upon bringing broadband speeds to my address. The tone of the letter was summarily dismissive, and downright offensive.

Please note that I do not consent to have a Comcast customer service representative contact me regarding this issue, as they are patently unhelpful and downright dishonest.

Google Fiber can't come soon enough.

Ticket: # 550243 - Data Caps

Date: 9/24/2015 5:44:44 PM

City/State/Zip: Weeki Wachee, Florida 34613

Company Complaining About: AT&T

Description

Not once have we ever gone over our 150 gb data cap and the internet usage at home has even gone down. We do not use our cell phones on the home wi fi and Att broadband is charging us 100 dollars extra a month for what they are saying we go over.

Ticket: # 550314 - Data cap with suddenlink effecting quality of life issue for disabled daughter

Date: 9/24/2015 6:12:02 PM

City/State/Zip: Nixa, Missouri 65714

Company Complaining About: Sudden Link

Description

Have Internet with is sunddenk, my daughter and I stream TV, use Internet for her home bound schooling, she watches net c lex as a therapy to watch movies during chemo, she also uses Xbox and we use two cells with data. Suddenlink in three weeks of usage said we went Overy data would charge 10 dollars to our account. We are on fixed income and use Internet for all our work and serveses. They have told me how I should use the Internet limiting the way we use our Internet for TV , theapry and education for my child. They will not work with us and continue to direct us to pay more money even after we continue to advise on a set income dud to my daughter's terminal illness and I as her care giver. They will not help or extend data use due to her disability impeding on my rights to care for and use as theapry for my child. They have put me in a sisuatikn where I had to purchase a TV package I did not want only to save data. This unfair bc it takes money away from our life sisuation for their greed. And miss leading advertising not of data caps on ads or during installation.

Ticket: # 550939 - Comcast Data Caps**Date:** 9/25/2015 9:04:26 AM**City/State/Zip:** Alpharetta, Georgia 30005**Company Complaining About:** Comcast

Description

The data caps, which Comcast insist on calling data thresholds, has long been a source of frustration for myself and many other Comcast customers I've had the chance to speak with.

In spite of having started the policy around November 2013, it is still referred to as a trial program on Comcast's website with the FAQ article (Questions & Answers About Our Data Usage Plan Trials) having last been updated on September 11, 2015 at 8:30 PM for the Xfinity customer portal.

I believe I have exceeded it in only but a handful of months and many of those months where I didn't exceed it were months where I was away on business for one or two weeks. My household has incurred \$230 in overage fees from Comcast starting from December 2014, in spite of such policies having virtually no effect on network congestion. I have attached snippets of all overage charges since 12/14 to a PDF for this complaint.

I also have concerns that as a triple play customer Comcast cites the actual cost of internet as \$0.00. I worry that Comcast does this in an attempt to help with any numbers it has to present towards the average cost of internet when it has to answer questions about abusing any sort of monopoly they have over numerous markets across the country. To be fair though this is simply speculation on my part.

I work in tech, yet with Comcast's data caps I many times . Anything from updates to Linux partitions I use to prepare for certifications to something as similar as downloading an update to a PC game. It certainly goes without saying that the data caps employed by Comcast also makes me self conscious when using services like Netflix. In fact Comcast data caps many times will discourage me from buying games and software digitally.

All in all I believe this is an abuse of market power on Comcast's part and if they're not willing to take part in competitive policies such as local loop unbundling and insist on a market structure where their exposure to competition is minimal, then the cost of such a privilege should unlimited data for its customers.

Ticket: # 551078 - Comcast Data Caps**Date:** 9/25/2015 10:28:20 AM**City/State/Zip:** Savannah, Georgia 31410**Company Complaining About:** Comcast

Description

For several years now Comcast has been using Savannah as a "trial market" for capping the data they provide on a monthly basis. On two different occasions we were told that for an extra \$10 per month we could upgrade to 600 GB of data instead of the usual 300 GB. We accepted the offer both times but failed to receive the increase in data. After the second failure we were told by Comcast's mysterious data people that we could only receive 300 GB. We were further told that by these same people that Congress did not allow for a cap greater than 300 GB. I have visited both of our local Comcast offices, and I was told that they could not help me with my data issues. Comcast is the only cable system in town, and as such, they make great use of their monopoly. It does seem unfair that other Comcast customers around the country have no data caps while we languish in their test market. It would be nice to have more than one data plan option available instead of the one size fits all method they have now.

Ticket: # 553128 - Sprint Price-Gouging Customers After Purchasing CLEAR

Date: 9/25/2015 10:08:32 PM

City/State/Zip: Cleveland, Ohio 44120

Company Complaining About: Sprint

Description

Since Sprint bought out CLEAR Internet service, it has been announced that CLEAR's services are being eliminated effective 6 November, 2015. The alternatives offered by Sprint with which to replace CLEAR service are clearly price gouging. CLEAR offered no-date-cap service, meaning unlimited data use. Sprint is offering far less service and has severe data use caps. How are data caps even legal? Data caps must be outlawed

Ticket: # 553932 - Data Cap

Date: 9/26/2015 6:17:13 PM

City/State/Zip: Davie, Florida 33325

Company Complaining About: Comcast

Description

Please make this data cap go away. It is way to low for modern internet users. They are not making the entire country do this, why us? I have no alternative provider in my neighborhood. I buy a very low channel cable plan. There really is not an internet only option. I stream some Netflix. This is Comcast trying to force us to buy cable TV. They have no competition here. This is an arbitrary business decision.

[Ticket: # 554169 - Comcast data cap limit](#)

Date: 9/26/2015 11:37:05 PM

City/State/Zip: Marietta, Georgia 30064

Company Complaining About: Comcast

Description

Comcast as instituted a 300gb data cap in the Atlanta, Ga market., and there is no other choice for broadband internet service. It hinders the use of streaming video services such as Netflix.

[Ticket: # 554195 - Data Cap Charges](#)

Date: 9/27/2015 1:19:33 AM

City/State/Zip: Atlanta, Georgia 30313

Company Complaining About: Comcast

Description

Data caps are being put on my internet. This should be considered illegal for a land line internet connection.

Ticket: # 554240 - internet data caps

Date: 9/27/2015 8:33:40 AM

City/State/Zip: Cedar Rapids, Iowa 52402

Company Complaining About: Mediacom

Description

I among many are with Mediacom who impose data caps. For people with the higher tiers of internet service the caps are much much higher. This in my opinion targets people with lower incomes and essentially gives people with much more money the lanes they need for data as some people will need to monitor and cut back usage of the internet.

Ticket: # 554750 - Comcast Data Cap

Date: 9/27/2015 8:27:52 PM

City/State/Zip: Paducah, Kentucky 42003

Company Complaining About: Comcast

Description

Comcast is imposing a data cap out of the blue on it's customers. This is utter bullcrap. They have a monopoly on high speed internet in my area which is needed to stream video. In an attempt to hurt Netflix financially Comcast has imposed a 300GB data cap. I know they pay off a lot of politicians in Washington so you guys will probably not do anything. I hope I'm wrong and there are actually decent human beings still left in some agencies.

Ticket: # 554755 - 300 GB DATA CAP

Date: 9/27/2015 8:31:00 PM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: Comcast

Description

I got the first warning that my 300 gb data cap has been reached. We don't have cable, we stream everything that we watch. We work hard and we don't abuse our internet. We switched for AT&T to Comcast hoping we will have a better service. I called Comcast Customer Support and they told me that this is just the first warning. after 2 more warnings We will be charge 10\$ per 50GB.

I got a service representative that tried to help me but I got switched to another guy that didn't give me any choices or solutions.

Holidays are coming and we are going to stay at home. We cut cable around 5 years ago, we had Charter internet and then we moved and had AT&T, we never had a problem of data caps with any of them. And now we are not doing anything different that we did before.

So now I have to tell my wife and son to stop watching their movies on Netflix or Youtube because we will be over. It really doesn't take much to go over 300gb.

So how open Internet is going to be if is limited?

What about all that publicity that tell us how wonderful xfinity is, and we can do "almost" everything?

That is not right that they offer a service where they sell us a super service that we can't use?

Ticket: # 554893 - Javascript Injection

Date: 9/28/2015 12:45:32 AM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

Comcast not only forces an exceptionally low data cap on me and my house of 300GB per month, then charges us if we use more data, they have started injecting javascript reminders to let me know how far I am into my data usage. This is an obtrusive method and violates a lot of commonly held rules when it comes to the relationship between an ISP and a consumer.

Ticket: # 554919 - Comcast Datacap and Monopoly**Date:** 9/28/2015 3:35:56 AM**City/State/Zip:** Tucson, Arizona 85718**Company Complaining About:** Comcast

Description

Comcast has implemented a 300gb data cap, and fines their captive consumer for overages. These consumers, including myself have no other broadband option in the area other than Comcast, and as such, they are price gouging. This practice is also a method to force consumers who have digital subscriptions to service like Netflix and Hulu to use that service less because of data streaming cost. They don't want these services to cut into their cable service, and are charging users extra for doing so. Comcast has plenty of infrastructure and gears needed to maintain their current service and an affordable cost. The number of network ports have reduced in cost annually, yet consumers are being charged more for the same amount of usage. This is unfair, and it goes against net neutrality.

Ticket: # 555255 - Data Caps from Comcast

Date: 9/28/2015 10:54:44 AM

City/State/Zip: Carver, Massachusetts 02330-1217

Company Complaining About: Comcast

Description

Data caps of 300gb a month is unacceptable

Ticket: # 556043 - Comcast Data Cap

Date: 9/28/2015 2:29:51 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

We recently switched to Comcast and for the first time ever are experiencing data capping. We were not made especially aware of this limit set forth by Comcast before switching from a carrier that had no data caps. We feel we are paying to be limited by this company and feel data caps are ridiculous since so much work and entertainment relies on online usage.

Ticket: # 556944 - Data cap with Comcast High speed internet

Date: 9/28/2015 6:41:39 PM

City/State/Zip: Collierville, Tennessee 38017

Company Complaining About: Comcast

Description

My Comcast high speed internet has a data cap of 300GB per month, with charges for overage. This often limits my usage of the internet in my household, including streaming TV and online data backup. I have recently upgraded to a much faster internet tier, but amazingly there is still the same cap of 300GB...while paying substantially more money per month for the 105Mb/s connection. I do not upload or download massive amounts of data...I am a regular user that would like to be able to stream Hulu/Netflix and perform other normal activities without constantly worrying that I will exceed my data cap. I would like the data cap for my account removed so that I can enjoy my internet service without being limited by the constraints that Comcast has imposed on me.

Ticket: # 556974 - Data Cap on Home Internet**Date:** 9/28/2015 6:54:47 PM**City/State/Zip:** Sherman, Texas 75090**Company Complaining About:** Cable One

Description

The data caps the cable companies are using are ridiculous. The caps are a way for them to penalize the cord cutters out there. 300gb of data doesn't go very far, especially when their reporting seems to extremely off. I don't wee how I can look at my use on my router and it be hundreds of gigs different from what they say. Of course your data usage at home goes up if your streaming your programming.

Another problem is there are no real choices for internet providers out there. The majority of people are like me and have one provider of high speed data available to them, not including cellular. You can't use cellular for home data use because of data caps there as well. I understand cellular ones WAY more than ones hardwired to your house.

THIS IS EXTORTION, and internet service providers like Cable One are criminals. The only reason they are able to do this and still be in business is because they operate in regional monopolies. If you don't have a choice, they can do whatever they want and they know it.

Ticket: # 557131 - Comcast charging me \$280 a month in overages is obscene

Date: 9/28/2015 7:53:06 PM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

Since Comcast has instituted its data caps I have payed thousands...yes thousands....in overages. Today I finally ended my blood sucking, life destroying relationship with Comcast in what turned out to be 3 hours of phone conversation. I will now no longer have the internet as it is impossible to afford. P.S. bills can be provided upon request including the most recent \$280 dollar one.

Ticket: # 557371 - Xfinity Data Cap 300 GB

Date: 9/28/2015 10:59:36 PM

City/State/Zip: Ft. Lauderdale, Florida 33323

Company Complaining About: Comcast

Description

In my area (Broward County, FL), Xfinity just informed me of a 300 GB data cap for their internet services. Used data above will be charged \$10 per 50GB increments. This seriously limits equal access to the internet and should be viewed as abuse of their quasi-monopoly position to gain further revenues.

Ticket: # 557375 - Data Caps

Date: 9/28/2015 11:00:53 PM

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

The data caps are abhorrent. 300 gigs is really nothing in this day and age. Youtube alone can eat up 100 gigs. This is a way comcast is getting around net neutrality, and nickle and diming at every corner. They're angry so many people are cutting the cord from cable and aim to punish netflix hulu and other streaming service user.

This has to stop. We want action now. Comcast is a monopoly in the locations it is in. We have no choice here in nashville unless you want to awful internet speed.

Ticket: # 557489 - Comcast Data Caps

Date: 9/29/2015 1:05:55 AM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

I have Comcast in the Atlanta area. We have a data cap of 300 Gigabytes per month and speeds of 75 mbps. I live with 2 roommates and all of us are in college and computer enthusiasts. it is easy to imagine that we go over our data cap. However one person utilizing our full bandwidth for just 9 hours out of the entire month would cause us to exceed our data cap. That's less than 20 minutes per day of unthrottled internet usage per day for a single user, and it would result in additional charges. The FCC must take action to eliminate customers from being cornered into data caps. Consumers in several areas of the country have no other option than to be given an "allowance" of the Internet, a thing that was created to connect people. In a world that is becoming more and more dependent on the Internet and its constant expansion, we cannot allow these companies to use it as a tool to harvest money from people who have no other option.

Ticket: # 557493 - Data caps

Date: 9/29/2015 1:18:28 AM

City/State/Zip: Lawrenceville, Georgia 30044

Company Complaining About: Comcast

Description

I am currently a subscriber to Comcast's internet service since it is the only cable broadband ISP that is allowed to service my area. Since 2014 at the start of their data cap evaluation I've been given a 300gb/month limit on my internet usage or risk paying an additional \$10.00 per 50gb. In that time I've been reassured and informed only 4% or less of customers exceed that limit. If that is the case I'm not sure what I'm doing wrong, I have used the data calculator provided by comcast and it shows I should be using approximately 158gb/month of data for my gaming, streaming and website viewing needs. Well I consistently approach if not exceed 300gb/month. I have had to make decisions to stop paying for services like Netflix, Hulu, and Spotify because I pay for their service and then get kicked in the teeth by comcast for using it. This data cap has no purpose other then serve as an underhand attempt to restrict innovation and competition from companies like Netflix, simply for the fact that I can stream from Xfinity without incurring data charges but any other streaming service uses up my data and quickly surpasses my 300gb cap. Not to mention if I use an online retailer such as Steam and purchase a very popular game such as Grand Theft Auto 5, that is a 60gb download against my monthly allowance! in today's internet based market and lifestyle a data cap only punishes the consumer.

Ticket: # 557496 - Comcast data cap

Date: 9/29/2015 1:44:38 AM

City/State/Zip: North Miami Beach, Florida 33160

Company Complaining About: Comcast

Description

Please explain to me how this is being allowed the goverment is working towards net nuetrality yet this company is being allowed to have a monopoly on service within florida and does not allow customers to go to other competitors and now they are adding a data cap to a service they have always provided and if not you will either have to pay overages or an extra 30 dollars a month even when they are not providing a stable connection at all times and this will only get worse over time with internet speed and bandwitdh increasing not to mention the increase in devices requiering internet to function this will only restrict homes even more i understand that you are trying to have these companies provide stable internet to all consumers but thos company is literally slapping all its consumers in the face basically forcing us to either deal with the increase in cost or have no web acess at all because you are unable to get other competitors in your area. Please this will only become worse over time and it will become a major issue quickly especially because this company is so large do not allow this large corporation muscle around normal consumers around you are our only defense against companies who feel they are immune to everything.

Ticket: # 557542 - Data Caps

Date: 9/29/2015 8:00:43 AM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

Here in Tucson Arizona, Xfinity has data caps. We are only allowed 350GB a month and if we go over, they charge us for 50GB more, but even if we only use 1GB of that, we do not get the extra 49GB to rollover. Being someone who buys games online (www.Steam.com) and a person who watches movies (www.Netflix.com) I sail through the 350GB real easy. I have had to limit what I do while online, and that seems like a violation of Free Internet Act. It's just another way to charge people more for using the internet. There are 3 (three) people in this household and we all use Netflix. Streaming a movie in High Quality takes a lot of bandwidth. Are Data caps allowed?

Ticket: # 557590 - Comcast Data Caps**Date:** 9/29/2015 9:08:13 AM**City/State/Zip:** Mount Pleasant, South Carolina 29464**Company Complaining About:** Comcast

Description

Comcast currently engages in capping the base amount of monthly data for some users at 300GB. Anything over the 300GB, and Comcast will charge \$10/50GB thereafter (I highly doubt it costs them that much to provide). I live with two other people and am regularly right at or above the 300GB limit, which is not hard to do given the Internet of Things and, for the millennial generation, opting to cut cable in lieu of streaming services such as Netflix and HBOGo. This data cap seems extremely arbitrary and is presenting a legitimate barrier to Internet access amongst devices and users in my home. I feel that it is wrong to be charged additional fees to make full use of the Internet in my own home, and I am tired of worrying each month if logging into a VPN for school or allowing a guest to join my network is going to prompt a \$10 charge from Comcast.

Ticket: # 558476 - Please stop Comcast on implementing data caps

Date: 9/29/2015 2:01:25 PM

City/State/Zip: Doral, Florida 33166

Company Complaining About: Comcast

Description

I live in Miami and Comcast is about to start implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that isp's are already ARTIFICIALLY choking the connections of netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "netflix/youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your isp deems acceptable. As such, the isp's have a duty to provide that product without interference. The FCC has a duty to protect net neutrality. Internet users can look up whatever they want/use their allotted bandwidth however they want.

Ticket: # 558717 - Mediacom - Internet Data Cap/Useage

Date: 9/29/2015 3:07:30 PM

City/State/Zip: Springfield, Missouri 65803

Company Complaining About: Mediacom

Description

Been a long-time customer of Mediacom Cable's internet service. In 2012, when we signed up for their (at the time) one internet plan. The service was described as unlimited data at a set fee.

Flash forward to 2013, they've implemented a blanket-wide data cap on all plans. Including the contracts that at one point (including mine) had been described as unlimited data.

They've told me that every customer had been notified, however we never received an email regarding this introduction...my assumption is; the announcement was bundled into one of their junk mail packets.

I've never altered or changed my plan, fronting the additional charges after the promotional offer had expired because I wanted unlimited data. I'm however disappointed that they've altered all existing contracts to their new capped plan under jurisdiction that data usage was never a contracted line-item.

Normally, if I was unhappy with a service I would jump-ship to an alternative. Unfortunately there are none.

Ticket: # 565706 - Comcast Data "Trials"**Date:** 10/2/2015 12:29:43 PM**City/State/Zip:** Greenback, Tennessee 37742**Company Complaining About:** Comcast

Description

We have been loyal customers to Comcast for years (Because we are unfortunately stuck in an area where we can only get Comcast), we started off paying for tv+internet+phone and there were no data caps or "Trials". In 2012, we got an email stating that a 250gb cap was being enforced in our area and if we went over, we'd be cut off. Well, we never even got close to going over, till Comcast came out with the the new X1 platform. We liked the DVR and decided to get it, and we needed a new modem to get our "free" speed increase. During all of this, Comcast "generously" expanded the "trial cap" to 300gb and gave us 3 courtesy months to get used to the new data plan. We got the new modem in April of this year, and ever since then, even though we're doing nothing different (We normally Skype and watch Netflix on a daily basis), our usage meter is telling us we've used all 300gb halfway into the month. We are currently being charged \$10 per 50gbs we "use", and every month we seem to use about 50-100gbs more than the last. It started out with accidentally going over 50gb, then, just last month, were going over 150gbs, costing an extra \$30. We've not changed our habits at all, besides cutting most of our usage to bring the data down, but it still continues to rise. When we go on their chat support, we get told the usual excuses that "Somebody is using your router" or "Your data usage is shown as ---gbs on our meter, so you've used that much". We've tried everything, cutting down/unplugging the internet so we can conserve data for when we need it, but even when we do, it still rises higher every month. Almost every month, we go on the usage meter on the day it rolls over to a new month (1st) and we've somehow used 12gb-16gb while we were sleeping, even though everything is turned off. We are afraid to even use the internet at all, since watching 1 youtube video might make it rise 20gb. Videos do use a lot of data, but not that much. We can watch 1 video and let the meter update and it might go up 1gb or sometimes 20-30gb and we can't protest that we didn't use that much, because Comcast just keeps saying "You used it, you pay for it". Our internet service is getting to the point where we can't afford the overage charges, and I'm expecting them to rise in the near future. There's nowhere for us to go other than Comcast, so we're stuck. We can't use our internet without worrying how much Comcast says we've "used". We've submitted a report before to the FCC, and Comcast just sent us a letter telling us there's nothing we can do about the data caps, and to basically get over it. How can they say that when they have a 600gb "trial" plan ONLY in Arizona, and the recently added unlimited "trial" plan in Florida (which also gave them the choice between 300gb+\$\$\$\$overages or unlimited for \$30 more a month, even though they had no data cap in the first place, so they're paying \$30 more for service they already had). Why can THEY get unlimited/600gb but we can't? We've been told several times that we don't qualify for them, but never given a reason why. Especially since they call them them "Data Usage TRIALS", then why do we still have a data cap, it's been 3 years since they started "testing" them. Comcast is also planning on making data caps a nationwide thing in about 5 years. (Well except Arizona and Florida for whatever reason) I would like our data cap removed or at least given the option to pay for unlimited data like Florida has. We're already paying almost \$300 for TV+Internet+Phone and we're paying \$30 more a month for overage charges, we really don't know what to do to fix this. That's why we're asking for the FCC to help us resolve this. We would also like to get back the money for overages for all the months we "went over", but if that's not possible we just want our cap removed, I don't need another letter saying "get over it".

Ticket: # 558806 - Comcast Trial data caps

Date: 9/29/2015 3:28:58 PM

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

With different market base data caps it is unfair to the consumers that get less data due to loacation then charge for overages with no actual proof of data consumption just what they say

Ticket: # 558923 - Data Cap Restricts Competition

Date: 9/29/2015 4:02:53 PM

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: Comcast

Description

Comcast's extended market trial on data caps in my area prevents me from actively using competing online TV services such as Hulu and Netflix. Normal usage and limited online streaming in the household will result in regularly going over the 300GB data cap. Comcast's policy pressures their customers to only use their cable TV services and prevents healthy competition. I would like the ability to opt out of their market trial as their local oligopoly makes it impossible to switch to a different ISP with similar services.

Ticket: # 558946 - Unreasonable data caps; only interests Comcast

Date: 9/29/2015 4:07:02 PM

City/State/Zip: Atlanta, Georgia 30339

Company Complaining About: Comcast

Description

I am a subscriber of Comcast, and I truly do not appreciate that they consider non-Comcast native traffic towards a data cap. If I rent a movie from Comcast, it does not count toward my monthly allowance, yet if I watch a movie on Hulu it does. To me, this seems patently against the major tenants of Net Neutrality, and should be seen as an equally egregious act as Comcasts strong-holding of Netflix traffic when it was being passed through Cogent's Content Distribution Network.

"[f]or most of Cogent's history with Comcast...[as] Comcast's subscribers demanded more content from Cogent's customers, Comcast would add capacity to the interconnection points with Cogent to handle that increased traffic." After Cogent began carrying Netflix traffic, however, "Comcast refused to continue to augment capacity at our interconnection points as it had done for years prior."

Source: [<http://qz.com/256586/the-inside-story-of-how-netflix-came-to-pay-comcast-for-internet-traffic/>]

It appears to me that Comcast has repeatedly proven to be unable to naturally cope with the cutthroat market of content provision, and instead turn to antisocial business practices. They want their subscribers to use their content rental, and instead of improving their product/cost of rental they decide to degrade the performance of their competitors (cheaper option).

I am a complete novice in regards to corporate law, but it seems like there is a strong conflict of interest between the internet access Comcast provides and the content provision arm of their business. If Comcast is allowed to merge with Time Warner, I imagine the incidence rate of these business practices will increase.

With greater leverage, there will be close to nothing (outside of the FCC) stopping these ISPs from selectively degrading access/performance of their competitors. Again, this goes against the major tenants of Net Neutrality, as well as general anti-competition ideals.

Please do something about this so I do not have to see the single greatest human feat be tainted by corporate greed and a dire lack of innovation. When you're Too Big To Fail™ you're also too big to innovate, because you have no motivation to do so.

Ticket: # 559405 - Comcast data plan - Savannah GA

Date: 9/29/2015 6:06:41 PM

City/State/Zip: Savannah, Georgia 31411

Company Complaining About: Comcast

Description

Data cap is way too low. There is no possible way a household with more than 1 person can use the internet and stay under the cap. Comcast essentially has a monopoly as we have no other option for an internet provider in our location. We can't cut our cable bill by streaming because then we will pay for data. Also, Comcast is not offering options. Not to mention we are locked into 2 year agreement with Comcast.

Ticket: # 559536 - Data Cap

Date: 9/29/2015 6:56:27 PM

City/State/Zip: Heinsville, Georgia 31313

Company Complaining About: Comcast

Description

I have been notified by Comcast that I am subject to a 300GB data cap. I do not believe that Comcast has the right to implement an arbitrary limit on their data quantity. I have only one option for internet at my location and thus Comcast has no need to compete. With the recent decision to consider internet a public utility Comcast does not have the right to punish citizens who use their services.

Ticket: # 559552 - Comcast Data Caps

Date: 9/29/2015 7:00:41 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

I'm very upset with my internet provider Comcast as they suddenly changed my internet service plan to one which is capped and started charging me over the monthly limit on data cap charges. It's not fair that I have no choice in internet providers in my area as Comcast has a monopoly thereby eliminating competition. I've heard that this is a plan that Comcast has to roll out nationally to all of its' internet customers is to cap the data usage. This is a program that is not customer friendly.

Ticket: # 568628 - Comcast data caps violate net neutrality

Date: 10/4/2015 9:39:45 AM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

To whom it may concern,

I'm writing to provide support to restricting Comcast's ability to set arbitrary restrictions on data usage and levy harmful fees on consumers. As a quasi-monopolist in most US markets, Comcast's control over internet access hurts the American citizen's ability to take full advantage of a free and open internet.

I recently moved to Atlanta from San Francisco. One of the biggest surprises that I now deal with on a daily basis is the introduction of data caps into my life. While I was a Comcast subscriber in both markets, in San Francisco, Comcast did not impose an arbitrary 300GB data cap. Here is how this data cap affects my ability to enjoy a free and open internet:

- I now check my data usage on a daily basis, which serves as a nagging reminder that there are restrictions on my use of the internet
- I have begun disabling updates on hardware devices since those consume data. This leaves me needlessly exposed to security vulnerabilities
- I am now resorting to watching local, physical content rather than streaming content from providers like Netflix, YouTube and NFL. This causes me to implicitly favor services which consume less data. Cable television services (such as those provided by Comcast) are not affected by this data cap, which hampers my ability to "cut the cord"
- I am a student who is enrolled in Georgia Tech's Online Masters of Computer Science. This program requires online lectures and video-monitored proctoring of exams. Needless to say, both of these consume data so I'm now forced to find public internet (Starbucks, local educational facilities) to pursue my degree without the threat of Comcast imposing fees on me. Comcast data caps hurt my ability to pursue educational opportunities

These are but a few examples of how Comcast's data capping practices are distorting my behavior and hurting consumers. No first-world country should enable a company like Comcast to enjoy a near-monopoly on internet and TV service. I am counting the days for the arrival of Google Fiber (or a similar competitor) to put an end to Comcast's price gouging.

Thank you for taking the time to read my complaint. I hope that this example (just one of the many, many negative experiences I've had with Comcast) can inform the FCC's decision-making regarding regulating companies that hold a monopoly over consumer internet access.

Sincerely,

(b) (6)

Ticket: # 568656 - Comcast internet

Date: 10/4/2015 9:53:05 AM

City/State/Zip: Manahawkin, New Jersey 08050

Company Complaining About: Comcast

Description

Comcast has been keeping tabs on every bodies data through a meter for, I'd say about 5 years now, though it's probably closer to 10. I live in a home of 4 people, with internet gaming, streaming music, phones on wifi(don't get me started on mobile internet..1GB seriously?!) and other devices. With things like netflix and hulu etc I have an arbitrary meter for now, it keeps track to 180 GB, a number we as a family pass EVERY month.

Comcast is beginning to institute data caps, I pay 300\$ a month for TV and internet(125MB) it's not their best and it's the only option in my area. The other options are dial up or satellite, and to do satellite is an impossibility as I live in a rural area. When we tried trees that do not belong to us would block the signal.

I'm reaching out to you the FCC, please stop this before it becomes the way of the world and starts bleeding us, especially those of us with no alternative options, dry of 30, 40, 50 or who knows how many dollars a month!

This is an arbitrary limitation, bandwidth does not run out, it is not a limited resource. It is a resource prone to over saturation by companies refusing to keep with the time however. It happens with every commodity, but this one is literally only limited by their willingness to not give fat cats bonuses and build more infrastructure, don't let them kill us for their own greed, they take enough, I don't have much more I can even give.

Ticket: # 559706 - Landline Data Usage Caps - Comcast Memphis, TN

Date: 9/29/2015 8:21:31 PM

City/State/Zip: Bartlett, Tennessee 38134

Company Complaining About: Comcast

Description

The introduction of landline data usage caps is a monopolistic practice by Comcast. It limits competition with their biggest rivals in the home entertainment industry, such as Netflix and Hulu, among others. This practice is basically getting around net neutrality by gouging only those customers who use the amount of data required to use these services.

In a time where the cost of running an internet service provider has never been lower, there is no justification for imposing such a limit on the public. As there is no suitable competitor in the area, they basically have free reign on the market to do as they please.

I know I can't be the only one who has been greatly displeased with these data caps, and I hope that the FCC will take action soon to correct this problem.

Ticket: # 559767 - Deliberately Decieved by Comcast

Date: 9/29/2015 8:52:11 PM

City/State/Zip: Charleston, South Carolina 29403

Company Complaining About: Comcast

Description

I moved to a new apartment last month and internet is not offered by my landlord. Comcast is the only ISP in the area, but I live in one of their test markets for data caps. I looked for any alternatives and was offered \$40/month for unlimited 75Mbit/s internet by SolveForce. I asked repeatedly if there were data caps, but they assured me the plan was unlimited and that the \$40/month price was guaranteed for a year. They also assured me that only internet would be included in the package, as I do not need TV or phone service. I agreed to the deal and scheduled an appointment to enable my internet.

I was surprised when the technician arrived because they were from Comcast. I immediately called the support phone number I got when I placed the order. A Comcast representative answered the line instead of SolveForce. I explained the situation and they said that SolveForce is a third party vendor but I would still get the same deal I agreed to. I asked repeatedly if my plan would include data caps. They assured me that my plan has no data caps so I let the technician finish installation.

A few weeks have passed and I believe I was deliberately decieved. Comcast has hijacked my browser and now regularly displays popup ads to notify me that I am above my data limit. I am at 125% of 300GB and I will be charged \$10 for every 50GB I am over. Even the base internet price was increased above the "guaranteed" \$40/month price and I am being charged for TV and phone in addition to that. I find the price increase obnoxious, but I am primarily concerned with the data cap. I would not have purchased an internet plan with Comcast if I knew that there was a data limit.

Ticket: # 559977 - Data caps in Savannah GA

Date: 9/29/2015 10:59:50 PM

City/State/Zip: Savannah, Georgia 31405-5400

Company Complaining About: Comcast

Description

Comcast has been putting data caps in my home town of Savannah for over a year now, and it has been completely wrong! We have been getting messages claiming we're over our limit, when it's impossible, as well as clearly being throttled on our speed constantly. Please, help us! Comcast has a near leteral monopoly here in the south and there is nothing we can do!

Ticket: # 559998 - Comcast Data Caps

Date: 9/29/2015 11:30:16 PM

City/State/Zip: Gallatin, Tennessee 37066

Company Complaining About: Comcast

Description

Comcast is doing trials of a data cap in my service area. My family streams Netflix and games often. The service I pay for from them monthly is advertised as being great for gaming and for heavy streaming. But the 300gb is not nearly enough for these things and we go over virtually every month.

We have used up our allotment of "free" overage and now are charged an extra \$30 when we go over, typically halfway through the month.

There is no other high speed provider available in our neighborhood. A "data cap" was not part of my plan when I signed up for Comcast. It is simply a way to keep me bundled into their services and to charge more than advertised.

Furthermore we have never received notice that we are over our data or even coming close until tonight. Tonight I got a notice that I have reached 110% of my monthly data allotment and that charges will be applied to the next bill. Terrible notice, not to mention when I click the link it actually shows we are over 150% of our made up allotment and closing in on more charges.

I consider it highly anti-consumer.

Ticket: # 560411 - Cable Provider Internet Data Cap Imposition

Date: 9/30/2015 10:45:24 AM

City/State/Zip: Stroudsburg, Pennsylvania 18360

Company Complaining About: Blue Ridge Communications

Description

A few months ago Internet usage data caps were suddenly imposed by my cable provider. Imposing Usage caps and charging additional fees to a customer that wants to access alternatives to cable television is improper. This is clearly designed to circumvent Net Neutrality and limit competition. The cap needs to be removed.

Ticket: # 560589 - Comcast Data Caps

Date: 9/30/2015 11:47:50 AM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

Comcast has not effectively addressed my last complaint. I am seeking redress from the FCC concerning the data caps Comcast places on customers. Internet has been declared a utility. Comcast should not be allowed to arbitrarily constrain a free resource, since bandwidth is not an expendable resource. Ripping off customers is not an effective business strategy.

Ticket: # 560765 - Comcast Data Caps

Date: 9/30/2015 12:42:03 PM

City/State/Zip: Memphis, Tennessee 38115

Company Complaining About: Comcast

Description

I signed up with Comcast Xfinity internet in my area in Memphis as it was the only available ISP in my particular apartment complex, yet was never notified of a data plan being put in place until I started getting notifications about exceeding my data limit of 300GB. None of this was mentioned in the contract I signed, and only now is AT&T's Uverse internet available in my complex, but I'm already in a contract for 1 year. They locked me into the contract and then threw this data cap at me so I couldn't get out of it.

Ticket: # 561061 - DATA Caps

Date: 9/30/2015 1:59:26 PM

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

I believe it is unfair that comcast is being allowed to put data caps on their Internet payed plans again. I do not believe that consumers should pay an extra \$30 over the Internet price just to get unlimited data. This is unfair to streaming companies and consumers. This is unfair to gamers and people who want to cut the chord on the ridiculously pricey cable options as well. They claim that this is a mere trial, how can it be a trial, if they have been doing this for the past 2 years or so in other states.

Ticket: # 561800 - Comcast data usage

Date: 9/30/2015 5:20:54 PM

City/State/Zip: Mobile, Alabama 36619

Company Complaining About: Comcast

Description

Currently I am in an area where Comcast has a data cap. I constantly go over this cap by just streaming Youtube, Netflix, and Hulu. I've even tried adding TV service to lower my need to stream, and I still go over the 300GB cap. There is no reason to cap customers except for more money. Why pay for faster internet if the cap is the same? I just reach the limit even quicker if I want to take advantage of the speed at all. I've already contacted Comcast about this issue, and told them I'll be forced to cancel my service if something isn't done soon.

Ticket: # 561859 - COMCAST!!

Date: 9/30/2015 5:44:40 PM

City/State/Zip: Fort Campbell, Kentucky 42223

Company Complaining About: Comcast

Description

I have data caps that I keep passing due to hulu and Netflix, also the internet goes out most days around noon, and there's no other internet service around my location so I'm stuck paying the company extra fees.

Ticket: # 561930 - Comcast Data Cap 300 Gb

Date: 9/30/2015 6:05:39 PM

City/State/Zip: Hattiesburg, Mississippi 39401

Company Complaining About: Comcast

Description

I have 75 Mb/s internet speed and for instance some of Comcast's other plans could be from 5 Mb/s to 100Mb/s. But yet all the data caps are at 300 GBs. Other States and other county's do not have a data caps at all, and pay the same price I pay. The worse part is that what is the point of having a data cap? This is saddening that someone who invented the internet intended on it being free, but yet we are letting fortune 500 companies take that away.

Ticket: # 561985 - COMCAST Savannah, Ga

Date: 9/30/2015 6:24:50 PM

City/State/Zip: Savannah, Georgia 31406

Company Complaining About: Comcast

Description

why is it after 2 1/2 years this company was running a test for data caps and you have not stopped them. The other test sites have a option but we here have to pay more for a service I had at 500GB for now capped at 300GB. Where are you? I am sure you got the same complaint from folks here in Savannah, Ga.

Ticket: # 562146 - Data Cap causing unnecessary change of habits

Date: 9/30/2015 7:48:27 PM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

I live with my fiancé in Atlanta, GA and have had Comcast for about two months. In the past two months we have exceeded our "data cap" easily within the 3rd or 4th week of the month.

We use Netflix, Hulu, and many other streaming services through our devices at home to enjoy content. We also have television but rarely use it because we prefer on demand streaming.

I cannot understand why the 300gb cap is so arbitrary, how 2 individuals can easily exceed it so far both months, and how this is in any way of benefit to anybody other than the company itself. I can understand if the argument was that it allows for more bandwidth for other users, but it doesn't.

We are in no way power internet users but we enjoy streaming and now for no reason will be charged extra because of our preferences. It makes no sense to us, and were never informed of this practice until one day we saw a pop up on our computer informing us of our data cap being exceeded.

Please eliminate this ridiculous practice that has no benefit to anybody but the company to which we are already good paying customers of. Thank you.

Ticket: # 562172 - Comcast

Date: 9/30/2015 8:01:53 PM

City/State/Zip: Miami, Florida 33135

Company Complaining About: Comcast

Description

Data caps on home internet. 300 GB is provided for any rate paying for the same rate. They are offering an unlimited option, but you keep the same speed and have to pay \$30 more each month. It is unfair and unreasonable pricing.

Ticket: # 562462 - Data Cap

Date: 9/30/2015 10:55:07 PM

City/State/Zip: Huntsville, Alabama 35810-3704

Company Complaining About: Comcast

Description

I don't believe Comcast should have data caps, if T-Mobile and other cell phone companies can have unlimited data then Comcast should be able to as well. It doesn't cost as much as in the past for data, so I see no reason Comcast couldn't have unlimited data.

Ticket: # 562605 - Data caps

Date: 10/1/2015 4:39:39 AM

City/State/Zip: San Angelo, Texas 76905

Company Complaining About: Sudden Link

Description

Suddenlink Communications has re-introduced data caps back into their residential plans. This is done to recover expenses because subscribers are dropping their cable packages. This is predatory and a monopoly where I live as I DO NOT have any other options for high speed Internet.

Ticket: # 562785 - Unfair Data Usage**Date:** 10/1/2015 9:17:54 AM**City/State/Zip:** Decatur, Georgia 30034**Company Complaining About:** Comcast

Description

As a Comcast customer, I am subject to a total data transfer limit of 300 GB per month. This is easy to surpass, without much effort, thanks to a combination of Netflix, Playstation 4, my wife working from home and kids continuously online.

This data limit is anti-consumer (it keeps me from using programs that I can safely copy of all my data offsite, for example) and limits what I can do with my internet connection.

I would switch to an alternative provider, but there is no other high-speed alternative within my neighborhood. I've tried many times & there is no other provider that has high speed internet connection within my area. Comcast is the only provider that offers it.

I'm only 10 minutes from downtown Atlanta, GA. I should be able to choose my internet provider, Shouldn't I? It feels that Comcast has implemented this data plan to be greedy and I don't see Comcast ditching data caps anytime soon since the company faces little competition in many markets and because there's just too much money to be made from charging overage fees. My bill has went from \$140.00 to \$400.00 monthly.

I've contacted Comcast Customer Service many times, I was hopeful when I saw that they were rolling out an unlimited program. Where the customer could pay \$30 additional a month on top of their bill. Then I was told that it was only for the state of FL. I have been given the run around after speaking to many reps, who promised me that a manager would call me back so that I could file a complaint. I have never received a call back from ANY manager, nor has anyone assisted me with the issue. I get a lot of fluff just to get me off the phone. I asked for managers name whom supposed to call me back, the Reps state that it could be anyone whom is on duty, and they do not have the name at this given time. Comcast feel to me to be a monopoly. I feel they have control over the market and it's unfair to its constituents. I wouldn't mind paying the additional \$30.00 a month to have the unlimited data. But it only being offered to FL constituents is seedy.

Please help!!!!

(b)

Ticket: # 563006 - Data Caps

Date: 10/1/2015 11:02:52 AM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

Data Caps are restricting access to the internet. A normal family that uses internet can not manage on a 300gb cap.

Ticket: # 563038 - Comcast/xfinity data cap

Date: 10/1/2015 11:14:16 AM

City/State/Zip: Hanahan, South Carolina 29410

Company Complaining About: Comcast

Description

This company has arbitrarily set data caps and take way from my need to use the service. Have threatened me with overage charges even though the salesman told me I was signing up for unlimited service. I have had to adjust my online habits to stay within the 300gb limit

Ticket: # 568670 - Data caps

Date: 10/4/2015 10:00:27 AM

City/State/Zip: Lakewood, Ohio 44107

Company Complaining About: Cox

Description

Cox cable has data caps on its service which is ridiculous. Net neutrality should allow the internet to be unlimited.

Ticket: # 563419 - Shentel Cable Monthly Internet Data Caps (Union Hall, Virginia)

Date: 10/1/2015 1:09:52 PM

City/State/Zip: Union Hall, Virginia 24176

Company Complaining About: Shentel

Description

My complaint is about Shentel Cable implementing monthly data usage caps for there internet services. Besides the fact that I am paying twice as much for 1/2 the speed that I had with Comcast in Indiana, they should not be able to implement data usage caps. I know for a fact that when the analog channels went away a number of years ago, this freed up a tremendous amount of bandwith on the coaxial cable. With the increase in digital compression technologies, this has freed up additional bandwith as well. Putting monthly data caps on internet usage is nothing but a money grab by this greedy company and has nothing to do with capacity. If you believe that data caps are necessary, then I have some swamp land in Florida that I want to sell you. As a consumer, I purchase and download a large number of games over the internet monthly. At 10 to 40 gigs per game, this can eat through a large portion of my 500 GB data cap before we have done anything else on the internet. There is no monthly allowance on how much TV a household watches, so there should not be one for internet either.

Ticket: # 569331 - comcast data cap

Date: 10/4/2015 6:35:56 PM

City/State/Zip: Philadelphia, Pennsylvania 19104

Company Complaining About: Comcast

Description

comcasts new data cap plan that they intend on launching and upgraded payment plan is extortion.

Ticket: # 563788 - Comcast Data Caps

Date: 10/1/2015 2:41:41 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

I am a cable cutter who subscribes to Comcast internet only service(they throw in basic cable which is not used). Now I am being charged an extra 30 dollars, because I stream lots of netflix, youtube, hulu, etc.. with a 100mbit line. we have a house hold of multiple users who stream all of their content and we go 2-3x the data cap of 300gb.

Ticket: # 563950 - Internet Data Caps**Date:** 10/1/2015 3:32:29 PM**City/State/Zip:** Knoxville, Tennessee 37924**Company Complaining About:** Comcast

Description

My family and I use internet for TV (Netflix, HBO Go), work (email, VPN) and everything else (homework, research, paying bills, computer backups, photos, home videos, etc.). We were given a data cap without our consent and our ISP (Comcast / XFINITY) has no competition in our area so we have no choice but to abide and limit our internet usage. I notice that Comcast does not put caps on customers who have competition in their areas (Chattanooga / EPB) so it's a blatant charge on customers that discourages innovation, computer security (I can't use cloud backup services because they would put me over my cap) and usage of an already overpriced service. Please help remove data caps.

Ticket: # 564248 - Data Caps**Date:** 10/1/2015 5:03:27 PM**City/State/Zip:** Plantation, Florida 33324**Company Complaining About:** Comcast

Description

Comcast has implemented a restrictive data cap usage policy effective today, October 1st, 2015. This cap penalizes comcast customers who use services that compete with comcast's main business, television entertainment. Not only is this practice anti-competitive (a matter for the Department of Justice), but it directly impacts the ability to have an open internet by placing financial burdens on customers affect by the data caps.

Comcast's own reasons for implementing the caps are suspect. According to Comcast, the usage rates of most members is well below the cap. These members do not receive prorated usage amounts for their low usage. Only users who go above an arbitrary 300 GB limit.

The limit, as mentioned previously, is arbitrary. Comcast began trialing data caps in 2008. In 2008, those data caps were set at 250 GB. It is preposterous to believe that Comcast's ability to handle bandwidth has increased by so little as to make the limit in 2015 300 GB.

This is not the price the market will bear, but it is the price the market must pay as Comcast is a private monopoly, and the only provider of broadband internet service in areas affect by these data caps.

Data caps like the one Comcast is championing in the southeastern united states are an attack on the ability of Americans to innovate in the technology sector and move this country forward. We are being left behind by countries who have pared down monopoly providers like Comcast by either offering last mile unbundling or government-owned options. A large majority of the United States has neither option, and companies like Comcast would see that their customers are unable to participate in the open internet in order to protect their core interest -- cable television (Comcast owns NBC-Universal as well, a huge conflict of interest as a monopoly provider of broadband communications) and line their pockets in the process.

This is not capitalism. It is greed.

Ticket: # 564386 - Comcast data caps in Miami**Date:** 10/1/2015 5:55:25 PM**City/State/Zip:** Miami Lakes, Florida 33014**Company Complaining About:** Comcast

Description

I live in Miami and Comcast has just begun implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that ISPs are already ARTIFICIALLY choking the connections of Netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "Netflix/Youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your ISP deems acceptable. As such, the ISPs have a duty to provide that product without interference. The FCC has a duty to protect net neutrality.

There's zero reason why I should have a data cap on my home internet. Comcast isn't paying a higher electric bill because I'm using Netflix. They're not even losing potential money on my account, as I'm paying for both the internet and television. I was already paying Comcast on all fronts, and am now paying them an arbitrary extra amount of money for using their service as intended. I'm not running a server farm out of my house. I'm not exchanging several terabytes a month. The streaming of HD video on one device in the home, combined with other regular internet usage (music streaming, web browsing, video games, etc.), can easily put a home over 300 GB a month. The cap is ridiculously strict; but that's besides the fact that it shouldn't exist at all.

Something else I just noticed. I had a large file that I needed to download (60 GB), so I set it to download mid afternoon on Sept 30th, and it finished a little before 9pm. I just checked my internet usage on Comcast's website, and they're saying I've used 64 GBs so far in the month of October. Considering no files have been downloaded, and no streaming media used, it seems that they counted yesterday's usage (Sept 30th's) towards my internet usage for Oct 1st. This is beyond messed up. You can't even use up the rest of your allotted bandwidth at the end of the month because you run the risk of it being applied to the next month.

Ticket: # 564891 - Comcast Data Cap being used for anticompetitive practice

Date: 10/1/2015 9:22:08 PM

City/State/Zip: Sunrise, Florida 33323

Company Complaining About: Comcast

Description

Comcast has enabled a 300GB datacap in my area. My family uses Netflix and Amazon Prime, Hulu and You Tube for video entertainment which competes with Comcast. They are only willing to lift this data cap if I agree to pay them more money (\$30/month). This raises the cost for me to use the afore-mentioned services in competition with Comcast's TV service to the point of making these competing services almost unaffordable.

Given a modest 4-hour viewing time per day for 30 days using Netflix's 3 GB/hr rating pushes the data usage to 360 GB per month and that is only one service. Given that there are no other choices for broadband at the speeds Comcast is able to provide solely based on their monopoly on the subsidized fiber optic cable in my community and the laws in Florida making it prohibitive for community broadband; I request that the FCC investigate the anticompetitive nature of these data caps Comcast is enforcing.

Comcast themselves have admitted that the caps are not technical but a business decision. This clearly indicates they are doing this to prevent people like myself from dropping their television service in favor of using IP TV alternatives I listed above. Which I believe violates the spirit and intent of net neutrality.

Thank you for your time and consideration,
Warmly,

(b) (6) - Sunrise, FL

Ticket: # 564780 - Comcast Data Cap**Date:** 10/1/2015 8:25:06 PM**City/State/Zip:** Miami, Florida 33125**Company Complaining About:** Comcast

Description

I find the data cap which Comcast has begun "trialing" in my area (Miami, FL) to be unjust and an abuse of Comcast's market position, a virtual monopoly, in this and many markets. When I first received notice of the data cap I immediately attempted to find an alternative broadband provider in my area. I quickly learned that the only other broadband provider in my area, AT&T, did not offer its high-speed broadband, comparable to Comcast's, to the building I reside in. I therefore have been left with no other option but to remain with Comcast's high-speed broadband service along with their odious data cap.

I have no issues with a company attempting to make money with what they believe to be a viable and effective business model. Our free market economy encourages companies to take such risks in order to attain higher monetary gains but our economy also encourages competition to control the always present specter of greed. Sadly when it comes to Comcast their market position and dominance created not by providing a better product but through acquisition of smaller companies, antiquated governmental rules and outdated local laws and ordinances have left broadband customers with no options when it comes to what has become next to water and electricity a vital utility in our day-to-day lives.

Ticket: # 564882 - Comcast Fort Lauderdale, FL new data cap as of 10/1/15

Date: 10/1/2015 9:18:37 PM

City/State/Zip: Fort Lauderdale, Florida 33309

Company Complaining About: Comcast

Description

I'd like to formally file a complaint against Comcast for imposing a data cap in my area of Fort Lauderdale, FL (zip code 33309). I've received 2 email's stating that it starts today - 10/1/15. As someone who is a primary internet streamer (I have a stay at home wife, and a 2 year old who loves his shows on Netflix and Amazon Instant Video) and a semi-cable TV cord cutter- this cap is nothing but an extortion of money out of my pocket.

Nothing is fair about now limiting my internet usage, when it has been uncapped for the last 2 decades.

From an article I found online..

"Comcast has refused to admit these usage caps are usage caps, instead insisting that the press call them "data thresholds." Amusingly, Comcast is still busy "correcting" journalists, again telling Fortune this week that they don't cap usage."

Since most of my internet traffic is streaming Netflix/Hulu/Amazon.. my data goes fast each month. I'd like for the FCC to tell Comcast they aren't allowed to do this.

Great example.. For HD shows, a Comcast customer would only get 3.33 hours of HD Netflix per day. Use any more than that and you could be charged \$10 for every additional 16.7 hours of HD Netflix. This comes out to paying \$10 to get another half hour of HD Netflix every day.

In short, I feel like Comcast is doing this so that they can say "see how expensive Internet video is" and steer people towards "cheaper" cable TV. The reality is that they are making it expensive by engaging in monopolistic behaviors and adding fees if you use competitors' services.

Ticket: # 565030 - South Florida Comcast Data caps

Date: 10/1/2015 11:30:04 PM

City/State/Zip: Coconut Creek, Florida 33063

Company Complaining About: Comcast

Description

Comcast implementing a data cap and then offering \$30 for it to become unlimited. This is extortion and disallows for competition. Please pressure them to revert the cap.

[Ticket: # 565149 - new data caps on home internet violate net neutrality](#)

Date: 10/2/2015 7:08:59 AM

City/State/Zip: Cutler Bay, Florida 33189

Company Complaining About: Comcast

Description

Comcast is my ISP. I have paid for unlimited data at the highest speed. I recently was informed via email and paper mail that as of Oct 1, 2015, there will be a "trial" of 300MB caps on accounts in my area, any overages will result in additional charges. My household makes heavy use of streaming video from Netflix, Amazon, and various television network sites. We also pay Comcast for cable TV, which we rarely use as we find it to be an inferior product. The data caps will force us to pay Comcast extra money to use their competitor's video services, which violates net neutrality rules.

Ticket: # 565151 - Comcast Data Caps**Date:** 10/2/2015 7:18:28 AM**City/State/Zip:** Decatur, Georgia 30033**Company Complaining About:** Comcast

Description

I feel like the data caps imposed on my household by Comcast are unfair. They do not tell you where the data usage is coming from and give you no options around it unless you want to give them more money (hundreds more + a contract for business grade plans that are as fast as my current plan). They are on the record saying that it is for engineering reasons, but reports (from their own employees) have indicated that it is purely for profit. They don't offer an unlimited option and prey on users that have multiple devices. I do not have cable service and I use Netflix etc for content. I do not run a server in my home, nor do I use bit torrents etc. I have normal usage, and this is ridiculous.

Ticket: # 565153 - Comcast data cap

Date: 10/2/2015 7:19:52 AM

City/State/Zip: Fort Campbell, Kentucky 42223

Company Complaining About: Comcast

Description

Comcast has an exclusive contract on the military base I live on and recently instituted arbitrary data caps that I cannot opt out of effectively raising my rates without any alternative. They appear to only be doing so only in markets they have a monopoly in. additionally they are injecting html messages on usage compromising the security of my connection.

Ticket: # 565177 - Comcast Data Cap

Date: 10/2/2015 7:58:50 AM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

Have a two year agreement with comcast on voice/tv/data. Recently Comcast has imposed a data cap on the maximum amount of data I can use without being charged for going over the limit. I don't have another carrier available to go to for just data with any speed capable of sustaining a video stream. At&t only offers 1.5mb. How can Comcast get away with this.....

Ticket: # 565183 - Data cap

Date: 10/2/2015 8:10:27 AM

City/State/Zip: Arlington, Tennessee 38002

Company Complaining About: Comcast

Description

Comcast, the only provider of high speed internet at my address, has implemented a data cap of 300GB per month for my household. This is a change in contract without my permission. State law prohibits municipal internet packages. I have little to no recourse from this government sanctioned monopoly.

[Ticket: # 567245 - data cap](#)

Date: 10/2/2015 11:47:01 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: Comcast

Description

Comcast has begun a 300gb data cap and I dont think it should be in place

Ticket: # 566275 - Data Caps from Comcast - No other competitors

Date: 10/2/2015 3:20:49 PM

City/State/Zip: Dacula, Georgia 30019

Company Complaining About: Comcast

Description

I would like to bring to your attention that the only high speed ISP available to me is limiting my usage by instituting data caps.

They are allowing me to use 300GB before charging me a penalty.

If i use my 50Mb/s internet from Comcast i will hit my data cap in 1.6 hours. This argument is not perfect however with more and more people "cutting the cord" we are seeing a surge in online content consumption.

Comcast is losing profits because of this because the money for the content viewing is bypassing them.

With the wide availability of 4K streaming on the horizon and 4K TV prices dropping, the argument that "most households don't come near 300GB a month" will no longer be true. With the current compression technology watching a 1 hour long 4K video will currently take up about 40 GB. Most movies are longer than 1 hour so we will say that at MOST I will be able to watch 6 movies a month next month when i upgrade to a 4K TV. If this is true I really wont have any reason to get a new TV or to adopt any new technology.

Comcast CEO admitted that the Data Caps have nothing to do with network congestion, it is about them punishing users who don't want to subscribe to cable.

The only way for me to get unlimited internet is by upgrading to their business internet.

Please prevent the restriction of my internet and keep the market open and competitive. If I only have one option for an ISP i should not be punished for adopting new technology by them.

Ticket: # 567068 - Comcast Monopoly instituting Data Caps

Date: 10/2/2015 9:30:54 PM

City/State/Zip: Lilburn, Georgia 30047

Company Complaining About: Comcast

Description

Comcast is the only available high speed internet provider in my area. Recently, they have started instituting data limits, which have never been in place before. Enforcement of this data cap effectively infringes on net neutrality by discouraging usage of legal, and paid for services such as Netflix, Amazon Prime, as well as other streaming services.

The limited available internet service providers, combined with Comcast's inherent interest in preventing usage of these types of streaming services (through their business interests in television), contributes to a vertical monopoly which should be a violation of antitrust laws.

Ticket: # 567120 - 300GB data caps for Comcast customers in Broward, Dade, and Monroe counties in FL

Date: 10/2/2015 10:15:12 PM

City/State/Zip: Deerfield Beach, Florida 33441

Company Complaining About: Comcast

Description

I am a customer of Comcast's internet services. I rely on high speed unlimited internet for work and their recent data caps applied in our area presents a great threat to all people and businesses who require the internet to operate. This is nothing more than a scheme to get people to pay \$30 more a month in order to receive the same service they had for \$30 less last month this should not be allowed especially since Comcast is the only provider or decently fast internet in the area.

Ticket: # 567122 - Comcast Data Caps**Date:** 10/2/2015 10:16:24 PM**City/State/Zip:** Miami, Florida 33176**Company Complaining About:** Comcast

Description

I live in Miami and Comcast is about to start implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that isp's are already ARTIFICIALLY choking the connections of netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "netflix/youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your isp deems acceptable. As such, the isp's have a duty to provide that product without interference. The FCC has a duty to protect net neutrality. Internet users can look up whatever they want/use their allotted bandwidth however they want.

Ticket: # 567137 - data caps

Date: 10/2/2015 10:44:52 PM

City/State/Zip: Aventura, Florida 33180

Company Complaining About: Comcast

Description

My complaint rests firmly on the legality of being able to file a data cap on a service that I have loyally been paying for few years now. I've never had as many issues as I do with Comcast, and to top it off, they want to add a 300GB data cap to discourage streaming services such as Netflix, HULU, etc. Last month, I used more than the limit, and I am not even that heavy of a user. Yes, I stream services and play video games, as well as downloaded few movies and a video game last months, but this is all normal behavior of the population! How can you tell me that less than 10% of the populace uses 90% of the bandwidth, that's a lie. These data caps are endangering the services offered by video stream services and games. Please, FCC, do something about this. Comcast is too big for their own good and is doing nothing but costing me money for corporate greed. I'm not a politician, so I must rely on you to stand up for the rights of myself and the millions of people like me that are being abused by the monopoly that is Comcast.

Ticket: # 567157 - Comcast Data Cap

Date: 10/2/2015 11:03:22 PM

City/State/Zip: Chickasaw, Alabama 36611

Company Complaining About: Comcast

Description

It is unlawful for a company such as Comcast to institute a data cap for the services I was already paying for and not allow me to terminate the services because of the changes they made after our agreement.

Ticket: # 567168 - Broadband data caps

Date: 10/2/2015 11:09:23 PM

City/State/Zip: Iowa City, Iowa 52240

Company Complaining About: Mediacom

Description

My internet service provider provides with plenty of speed, but places a data cap on out usage. A 350 gigabyte cap is ridiculous in this day and age. We have multiple users, each with various devices. We go several hundred gigs over every month.

A single video game download can be up to 50 or 60 gigabytes on modern consoles. Take that times 4, and again for how many games and updates each of us must download monthly. Add in streaming of videos, Skype calls, and I can't imagine how we could stay under the cap.

I petition the FCC to either raise caps significantly, or do them away entirely. 350 gigs is an insanely low amount.

Ticket: # 567223 - Comcast Data Cap

Date: 10/2/2015 11:42:05 PM

City/State/Zip: Grand Rapids, Michigan 49505

Company Complaining About: Comcast

Description

I have a data cap through Comcast in my area which impedes my ability to do what I need to with my internet.

Ticket: # 567231 - Comcast Internet Data Caps

Date: 10/2/2015 11:45:25 PM

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

The data caps for any internet service should be illegal. There are only 2 people in my household, and we stream. We only have internet and are saddled with a 300gig data cap w/ Comcast. We reach this just about every month. I don't have tv to save money. I have to stream my tv. I'm charged an additional \$10 for every 50gig I go over. It's ridiculous.

Streaming is here to stay. These caps are just a way to keep people from cutting the tv cord so to speak. This shouldn't be legal, and I know I'm not the only one that thinks so. I'll keep complaining until something is done.

I pay just to get online. I pay for services online, I work online, I shop online, etc. I shouldn't have to keep paying additional money just to stay online!

Ticket: # 567248 - Data Cap, Reliability, Throttling**Date:** 10/2/2015 11:49:14 PM**City/State/Zip:** Lake City, Iowa 51449**Company Complaining About:** Mediacom

Description

I'm complaining about a few things. First, data caps. About a year and a half ago, I built a new computer and was in the process of installing a good number of games and apps that i have purchased legally and toward the end of everything, I had a message pop up in my browser saying that I had used 90-something percent of my monthly allowance. I never agreed to a plan that had a data cap. When I purchased their service several years before, there was no mention of any kind of data cap. Second, reliability. for the past few weeks, every evening between 6 and 10, we have been losing our internet connection an average of maybe 5 times an evening and when I call to see if something is wrong, all i get is an automated message saying that they are experiencing a large number of calls from my are and are repairing it. They have been "repairing it" for more that 5 weeks now. Third, throttling. We have never had cable service from Mediacom, but we have had Netflix since before we had Mediacom and for the first few years of Mediacom, netflix looked crisp and clear. for the past couple years, the quality of our netflix stream has been poor. I'm fairly certain that they are deliberately slowing down our connection to netflix specifically because when I connect to a VPN, Netflix is crisp and clean. I've verified this with netflix's "example test video 23.976" found here: <http://www.netflix.com/WiMovie/70136810?trkid=439131> and it shows that my stream quality is much better when the netflix traffic is encrypted through a vpn, which keeps mediacom from knowing that the data is from netflix and slowing it down. In short, fi they see netflix data, they slow it down, if they can't tell that it's netflix, they dont slow it down, but our connection might still drop, even though they've been doing repairs for the mast several weeks. Thank you for your time.

Ticket: # 567257 - Comcast "Unlimited" Data Caps

Date: 10/2/2015 11:54:21 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: Comcast

Description

Without previous notice, Comcast has implemented a data cap in my city, zip code 30144. This is outrageous, and they're doing it under the guise of a "test". This should not be allowed, and is a horrendous policy.

Ticket: # 567281 - Data cap

Date: 10/3/2015 12:04:50 AM

City/State/Zip: Knoxville, Tennessee 37909

Company Complaining About: Comcast

Description

When signing up, the phone representative repeatedly lied about the existence of a 300 gb data cap for my area. I asked more than once for confirmation that my plan wouldn't be capped, was assured that it was unlimited, and my plan was capped at 300 gb.

Ticket: # 567490 - Comcast Data cap trial Miami

Date: 10/3/2015 10:47:44 AM

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

Comcast started a 300 gb data cap trial in Miami and select cities. I use a Comcast competitor VoIP telephone service Magicjack to bring my cost down.

I use a Comcast competitor video service Netflix to bring my cost down.

Now Comcast is trialing a data Cap that makes it hard for competitors making competing services to Comcast Cable Video, and Comcast Telephone which Comcast does not count towards its own data cap. This reminds me of John D. Rockefeller colluding with Vanderbilt railroad to get rebates for hauling his oil. If you weren't Rockefeller oil refinery, then you would eventually run out of money competing against a rigged system. Netflix would not be able to survive nor would Amazon Prime Video service, nor Sling video service, nor YouTube video service, nor Playstation Vue, nor Magicjack VoIP telephone, nor Vonage VoIP telephone service or the various current and future competitors that rely on the information superhighway that is the internet. These services would have to fight an uphill battle against Comcast. It is unfair, anticompetitive behavior that stagnates technological progress. I hope that you see what me and many others see as Monopolistic behavior that goes against U.S. antitrust Law which promotes fair competition for the benefit of consumers. Comcast bought Adelphia in my area a while ago. They have maintained that service and have kept it going, but this new move on their part is disappointing and I hope they can see the error in their ways. Thank you for your attention to this matter.

Sincerely,

(b) (6)

Ticket: # 567667 - No alert for going over data cap

Date: 10/3/2015 12:41:08 PM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Despite my careful monitoring of my internet usage, I received no alerts for going over my 300 GB data cap past the 70% mark. No in-browser hijacking, texts, emails, or automated calls.

I've complained in the past about this ridiculous business practice, and have been told repeatedly that there is no way to rescind these caps. This is an insane policy, and needs to be addressed. If there's no accurate method of tracking usage, how on earth should I check? The "24 hour delay" is utter nonsense. If I'm riding at 250 GB, I shouldn't have to wonder if I can stream Netflix, or if that 250 GB is from yesterday.

Absolutely, without a doubt, the worst company in the United States. I will base my future housing decisions on the availability of alternate ISPs. Comcast the only option? Too bad, not living there.

Ticket: # 567702 - Metamora Telephone Company(MTCO) data cap implementation

Date: 10/3/2015 12:49:40 PM

City/State/Zip: Washington, Illinois 61571

Company Complaining About: Other

Description

MTCO recently changes the terms of service for their fiber bases "DIGImax" internet service to include a data cap of 400GB of data where previously no data cap existed. Data caps based on net consumption are fundamentally flawed methods of promoting network health. The company claims the caps were implemented to improve network health and prevent "heavy data users from impacting the delivery of services to all of our customers". These caps are simply a money grab on a captive audience. MTCO is the only fiber provider available at my location. The data cap is not advertised on their website or in the print marketing. The cap is not in any of the documentation I received nor correspondence from MTCO at the time of initiating service. Supplemental material was provided to me 3 months in advance of the implementation data that informed me of their policy change, though no concrete information is available in any of their advertising material. What MTCO is doing is taking advantage of an uninformed public. They are presenting spurious reasons when pressed on their policy and are not availing thier customers of necessary information. They have sent notification that options are available to increase the data cap, though no information is publicly available.

Ticket: # 567743 - Comcast Data Cap**Date:** 10/3/2015 1:24:18 PM**City/State/Zip:** Grayson, Georgia 30017**Company Complaining About:** Comcast

Description

Comcast data cap in GA is 300GB. When using the 105 Mbps plan Comcast sells, and if using the 105Mbps speed, a consumer will only be able to leverage their service as advertised for less than 13 minutes daily before reaching the data cap (17 minutes for 75Mbps service & 51 minutes for 25Mbps service). Streaming non-Comcast content daily instead of using traditional TV easily exceeds the data cap and is another monetary roadblock Comcast has in place to prevent open competition. If true "claimed" infrastructure bottlenecks exist, preventing Comcast from providing service, they shouldn't be selling these services.

Ticket: # 567785 - Data Cap

Date: 10/3/2015 1:47:09 PM

City/State/Zip: Charleston, West Virginia 25314

Company Complaining About: Sudden Link

Description

In the last couple of months Suddenlink in the area has instituted a data cap of 250.0 GB, and for every 50 GB over that we go, \$10 is added to the bill. If new games come out or a new series on Netflix is released we are punished for enjoying media that we pay for already just by downloading them. Is this Suddenlink's plan to get us to use their television service more?

In a commercial for Suddenlink they brag how much they've invested in expanding their services yet they cap internet usage for regular families that stream and play video games. Obviously their network can handle the traffic because we haven't changed our internet habits and the network is alive and well but we are paying more for what we've always done.

They also advertise that if we go over we can upgrade to the next tier(with higher speeds) to avoid these charges. Doesn't that just prove that their network can sustain the traffic in the first place? This just seems like an easy money grab to make money off of families that don't have traditional television as their primary entertainment.

Thank you for reading.

Ticket: # 567875 - Comcast data caps that stifle competition

Date: 10/3/2015 2:55:59 PM

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

Comcast has implemented data caps in my area to limit the amount of video streaming from services like Netflix, Hulu and Youtube because they are direct competitors to their cable television service. I use Netflix and Youtube a lot and under Comcast's new data caps I would easily go over their limit. At my current usage I would have to sign up for their unlimited data plan at an additional \$30 a month. There is no valid reason to implemented data caps other than to stifle competition and these practices need to stop.

Ticket: # 567883 - Comcast Data Caps

Date: 10/3/2015 3:00:53 PM

City/State/Zip: Mt. Pleasant, South Carolina 29464

Company Complaining About: Comcast

Description

On September 29, I noticed a message from Comcast about a data cap. This was no ordinary email message, however, it was injected straight into the code of Twitter as a popup. This message stated that I had, unknowingly, reached 95% of my September 2015 data cap of 300GB.

I had never seen anything related to a data cap before, and I originally signed up for Comcast Internet under the impression that I had unlimited data.

Switching carriers may seem like a viable option, but unfortunately, if I want usable internet speeds (as a developer, I need at least 10mbps), I'm trapped in Comcast's cycle.

Another option could be to switch to an unlimited plan, which I would do in an instant, but Comcast doesn't offer it.

Ticket: # 568032 - Anticompetitive, monopolistic comcast practices. Please stop them! Please!

Date: 10/3/2015 4:53:25 PM

City/State/Zip: Fort Lauderdale, Florida 33315

Company Complaining About: Comcast

Description

At my Address, Comcast is the only ISP that can provide broadband internet. They have introduced a Data cap in Florida to limit my previously unlimited internet to 300 GB/month. I can go through that just downloading two Playstation 4 digital games and streaming less than 48 hours of HQ Netflix video. I'm not including youtube, huge software and update downloads, I often need to work from home and transfetting big files between my house and my office

And that's today, in future months and years, Data demands are going to spike. Backing up terabytes of Data to the cloud for safekeeping will be routine, videogames will continue getting larger, audio and video will continue getting higher quality and bigger.

The reason Comcast is doing this is because it is losing money from people like me, who use Netflix/AppleTV/Roku/Primecast/youtube and other competitors.

They are effectively getting away with a \$30 raise on broadband prices, which is anywhere between 50-70% of people's bills! This is not right. They are only doing this because there is no competition. AT&T is a joke. They can deliver less than 25% of the speed necessary to be called Broadband to my highly urban, metropolitan area, 3 miles south of downtown fort lauderdale!

Please help. Comcast have a monopoly on broadband and they are gouging their reluctant customers.

Ticket: # 568076 - Cox Cable Data Caps**Date:** 10/3/2015 5:27:44 PM**City/State/Zip:** Fairfax, Virginia 22031**Company Complaining About:** Cox

Description

I am a customer of Cox Cable for residential broadband, and I am also a government contractor for multiple agencies. My job is to maintain the up-time, efficiency, and SPEED of certain government agencies server's and applications that the government relies on. As an IT professional, I find it simply disgusting that broadband providers are able to get away with charging higher prices for residential packages that offer such low speeds, and most importantly, showing your data usage & data cap on a monthly basis (which there was no mention of when signing up). Now out of full disclosure, Cox has been one of the best cable companies I've dealt with in regards to their prices, availability, customer support, and packages offered, however I am still paying too much for my plan (which is the second fastest available), but logging in to their web site to check my account, I noticed that my plan apparently has a data cap, and it's only 700GB per month. While this might not be an issue for some people, the fact is that it is such a low number for a "premium" package plan. For someone like me who uses the internet frequently for both working from home (on-call) and for relaxation, that "data cap" is extremely low especially considering the cost. When I login to my Cox account on their web site, I can look at my total monthly usage and between my girlfriend and I, we regularly exceed their data cap every month. With the availability of services such as Netflix and higher quality HD media becoming an alternative to cable TV service, the caps they suggest are absurd. It's especially frustrating knowing that they are able to charge such a large amount of money per month for internet mediocre internet speeds when compared globally, but also knowing the technology exists to drastically increase the available bandwidth (speed) that their plans can provide with very little effort on their end. My chief complaint is in regards to the data cap trials they are running in Cleveland, OH. Luckily for me, it doesn't apply to me (yet) in northern Virginia or else I would be using another ISP and when compared to the world average, the US broadband market seriously falls behind. I was surprised when logging into my account to pay my bill to be notified by a popup that I had exceeded my monthly "data cap" for every single month. Again, luckily for me, Cox does not currently charge me for the extra usage, but just the notification leaves the impression that they are intending to roll that out at some point. I purchased the premium internet package because I knew that I would require the download speed and the plan said UNLIMITED data. What worries me is that they will eventually announce the data caps go into place in my area and then I'd be charged a ridiculous amount of money if I go over their 700g data cap, if they implement it. What's the point in paying for higher available bandwidth? It would result in me reaching my data cap faster and I assume would result in me being charged a ton of money. I know I'm not the only one who feels this way. I'm very glad the so-called "net neutrality" bill was passed, because I would rather give more control to the government than to private corporations who see streaming sites like Netflix as a threat to their TV businesses. I would ask the FCC to mandate that ISP's cannot mandate data caps on customers. As of today, the 3rd of October, I have already used 86% of my "monthly" cap, just from streaming movies, music, and from working the past few days quite a bit which required me to download a few hundred gigabytes of large data sets. After that, I would ask the FCC to do all it can do to stop ISP's from limiting the speeds they offer to customers, or lower the cost so it's not so expensive when they have plenty of upstream bandwidth available to support it, especially with the prices they charge. Again, to give credit where credit is due, Cox has cheaper plans than other

regional rivals such as Comcast, but the fact of the matter is the same and even Cox shouldn't be able to impose data caps on customers expecting higher speeds.

As far as Cox Cable goes, I hope those "trials" in Cleveland soon come to an end and the data usage warnings disappear from my Cox account page, and nothing is heard of proposed data caps again, otherwise a negative precedence will be set where only the customers suffer and only the big ISP's benefit. Comcast already has a terrible name among customers, and hopefully Cox doesn't become the next Comcast.

I've attached a screenshot from their website showing my "data usage". Note that I have 23 days left in the current billing/data cycle and I'm already at 86% usage. You can also see my overage for every month prior which is indicated in the yellow bars.

Thank you.

(b) (6)

Ticket: # 568126 - STOP INTERNET DATA CAPS AND BAN 'UNLIMITED USAGE' FEES

Date: 10/3/2015 6:23:12 PM

City/State/Zip: Hialeah, Florida 33012

Company Complaining About: Comcast

Description

Push the FCC to stop Comcast internet data caps and ban 'Unlimited Usage' fees. The internet should be fully unlimited to every American, not requiring us to pay extra to put more money into ISP's wallets!

<https://petitions.whitehouse.gov/petition/push-fcc-stop-comcast-internet-data-caps-and-ban-unlimited-usage-fees>

Ticket: # 568203 - Comcast 300gb data cap

Date: 10/3/2015 8:06:43 PM

City/State/Zip: Lauderhill, Florida 33351

Company Complaining About: Comcast

Description

As of October 1st 2015 comcast has implemented a hard data cap of 300GB. There are 3 people in our household that use the internet all day for a variety of things such as school and work. Comcast has essentially told us we no longer to free to use as much data as needed without paying a staggering amount(\$10/50gb). They claim most people don't use over 300GB but how about the people that do such as my household? Every single month we go past that 300GB, why should I be penalized? I upgraded to 150Mb/s due to the volume of data we use. Comcast needs to have limitations put in place and getting rid of ridiculous data caps should be one of them.

Ticket: # 568364 - Comcast Data Cap

Date: 10/3/2015 11:53:41 PM

City/State/Zip: Knoxville, Tennessee 37916

Company Complaining About: Comcast

Description

I live in Knoxville, TN and Comcast is my ISP. Comcast enforces a data cap of 300GB/month of data usage but as a student in the computer science field, I approach this data cap every month, not taking into account data used for personal leisure (Netflix, gaming, etc). Comcast would then charge me a fee per every 50GB of traffic I go over my cap. In addition to potentially gauging me for going over my data cap they continually fail to provide the 75Mbps/sec speed I am paying for, normally only supplying closer to 45Mbps/sec. So not only am I paying overage charges for the amount of data I put into the pipe I am always over paying for the rate of the pipe without receiving the speed I am paying for. If a car salesman said they were going to sell me a car that goes 75 miles per hour but then instead delivered a car that only went 45 miles per hour and said there would be additional charges for every trip I take in the car I am pretty sure I would have a legal case for failing to deliver on a contract. But at least in that situation I would still have the option to go to a different car salesman. The monopoly ISPs have over internet users should be illegal under anti trust laws and frankly Teddy Roosevelt would have never stood for it.

Ticket: # 568414 - Data Caps

Date: 10/4/2015 1:33:52 AM

City/State/Zip: Ames, Iowa 50014

Company Complaining About: Mediacom

Description

I am a subscriber with Mediacom and they are subjecting all customers to data caps. You can see the caps right in their list of offered services:

<https://mediacomcable.com/site/internet.html>

Ticket: # 568429 - Comcast home Internet data caps

Date: 10/4/2015 2:17:25 AM

City/State/Zip: Tucson, Arizona 85743

Company Complaining About: Comcast

Description

In the past few months Comcast has imposed data limits on home data usage. The past 3 or 4 months we have exceeded the 300 gb limit, last month it was on the 17th. This month we exceeded the 350gb limit as well. There were no limits when we signed out contract last November and this limit amounts to a \$30 a month rise in cost for our home internet usage. Access to internet and our online data/information is essential to our day to day lives, and data usage is sure to increase with time and the ever increasing complexity of modern live with expanded usage of "smart" devices. THIS IS UNACCEPTABLE!!! There is a clear conflict of interest with Comcast being a cable company and an ISP. In our area Comcast is our only option for relatively fast internet and I feel we are being held hostage due to lack of options. These home internet data caps are unacceptable.

Ticket: # 568431 - Comcast data caps are unacceptable

Date: 10/4/2015 2:30:01 AM

City/State/Zip: Indianapolis, Indiana 46237

Company Complaining About: Comcast

Description

News of the Comcast data caps in Florida are very troubling. I am afraid that this anti consumer activity will cost millions of Americans millions of dollars if left unchecked. Please do not let Comcast impose data caps

Ticket: # 568443 - COMCAST DATA CAPS/KNOXVILLE TN

Date: 10/4/2015 3:25:39 AM

City/State/Zip: Knoxville, Tennessee 37918-5200

Company Complaining About: Comcast

Description

My Complaint is the recent data caps that Comcast has enacted on the consumers of the United States of America. This policy is just another way for this cable/internet provider to hurt folks that are trying to raise their children. Many children are learning through the internet as a homework tool and now consumers have to limit their children usage because of these new data caps enacted. This policy of data caps should be reviewed by the FCC. No warning or advance notice, just "here you are consumer another increase" The fact is that people are cutting the cord and Comcast is losing customers and this is another way to raise the lost capital. STOP THE CAPS FCC!!!

[Ticket: # 568448 - Comcast data caps](#)

Date: 10/4/2015 3:36:51 AM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

Comcast data caps personally affect me because I am a student. I cannot afford much but need reliable service to complete assignments. Unfortunately Comcast is the only provider in the area with sufficient speeds for my work. Data caps are pushing my internet bill to be \$150 per month for one user.

Ticket: # 568470 - Comcast Data Caps and Terrible Service

Date: 10/4/2015 6:07:17 AM

City/State/Zip: New Brighton, Minnesota 55112

Company Complaining About: Comcast

Description

I am sick and tired of all the crap that Comcast puts people through. Constant news of data caps, personal experience with horrible pings in games that should have no problems, Comcast's war on net neutrality that they deny is happening, and their war on any P2P sharing. Their service is so bad my roommates and I are considering moving to actually have a different option. The system is broken and Comcast needs to be divided into local sections or killed off. They are single handedly holding America back in internet advancement and I am ashamed that they are allowed to continue fucking the nation.

Ticket: # 568473 - Comcast data caps

Date: 10/4/2015 6:42:32 AM

City/State/Zip: Maple Grove, Minnesota 55311

Company Complaining About: Comcast

Description

The whole concept of data caps is something that is becoming an invasive problem. Especially in the days now where every web page is littered with adds and material that we have to load against our wishes just to get to the content that we wish to see. Why should we be forced to only be able to access soo much content on the internet before we are capped, when we cannot in turn choose how the data that is sent to us is used? Think of all the bandwidth used in forced video commercials if a user is on youtube. Think of all the filler adds that websites now use to generate revenue. You have the numbers, and know the actual costs that are required to send this much information over the physical lines. They are price gouging, and now are trying to tack on more fees with a superficial "limit" of how much data we can use. This is outrageous, and the cable companies are cash grabbing while the rest of the world waits for fiber optic based internet companies to come to their area. Stop this, save the american consumer this blatant abuse.

Ticket: # 568494 - Comcast Unfair Billing Practices

Date: 10/4/2015 7:39:44 AM

City/State/Zip: New Hope, Pennsylvania 18938

Company Complaining About: Comcast

Description

I'm writing to express my outrage at Comcast's data cap policy on usage based billing. This blatant attempt to off-set revenue from declining video subscriber-ship is an unacceptable tactic of a monopolistic business model. Internet subscribers have NO choice in broadband providers given the predatory territorial practices of the cable franchise model. As common carriers their business needs to be more regulated or their networks divested as a open and public asset.

Ticket: # 568497 - Suddenlink Data Caps

Date: 10/4/2015 7:43:48 AM

City/State/Zip: Stillwater, Oklahoma 74074

Company Complaining About: Sudden Link

Description

Data caps should not be allowed by ISPs, they are an abhorrent practice just there to fleece unknowing customers.

Ticket: # 568504 - Data caps from Comcast

Date: 10/4/2015 7:50:57 AM

City/State/Zip: Swedesboro, New Jersey 08085

Company Complaining About: Comcast

Description

Hello,

I concerns that some users are experiencing data caps by Comcast. As an IT professional I rely on my Internet for both business and pleasure.

My primary concern is that comcast claims to reduce costs to users who use less than the cap. While users who have the cap pay the current base, and users who go over the cap will pay more.

Secondly, Comcast proclaims to support an open Internet, yet constantly lobbies politicians that are anti-net neutrality. It is very obvious they do not support and open Internet.

Thank you.

Ticket: # 568530 - Impending Comcast Data Caps

Date: 10/4/2015 8:28:34 AM

City/State/Zip: Huntington, West Virginia 25703

Company Complaining About: Comcast

Description

Hello, I am currently a Comcast customer in Huntington, WV and do not have a data cap (or 'metered usage' or whatever Comcast calls it. It is a data cap). I am worried that Comcast will implement this data cap here in the near future which would require me to pay \$30 more a month for internet usage as I am considered a heavy user by Comcast and I use around 700 GB a month. Please put a stop to Comcast's corporate greed.

Ticket: # 568535 - Comcast data caps

Date: 10/4/2015 8:36:02 AM

City/State/Zip: Lynchburg, Virginia 24501

Company Complaining About: Comcast

Description

Comcast should not be allowed to impose 300gb data caps anywhere. It is an obvious attempt to preserve their cable business by discouraging streaming of online video, and since they are a monopoly in many areas of the U.S. it is raising the Internet cost substantially for millions of Americans.

Overall, decreasing access to the Internet is a very bad thing. The US should repeal all laws that allow Comcast to hold a monopoly in some areas and allow competition to be built.

Ticket: # 568539 - Comcast Data Caps

Date: 10/4/2015 8:37:28 AM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

Comcast has been using Data Caps in test markets and now are creating a \$30 fee that allows you to avoid data caps. That actually doubles my current internet service cost. How is it helping customers to create data caps and then charge them \$30 to get the exact same service they had before?

Also, they often call me offering a special bundle that will double my internet speed. I asked if it would double my data cap and they told me it would only increase it to a total 350gb.

This all seems like a way for them to discourage those people who use Netflix, Hulu, Amazon Prime and other online streaming services as a way to reduce costs by ditching cable.

The worst is that they claim these data caps help customers by giving us more options? We have the same options we had before but now have less use of our internet!

Ticket: # 568551 - Comcast Data Cap Program**Date:** 10/4/2015 8:44:07 AM**City/State/Zip:** Roanoke, Virginia 24014**Company Complaining About:** Comcast

Description

ANY cap is unacceptable by any ISP, because data per se is an UNLIMITED resource. ALL data caps are 100% arbitrary and this can easily be proven with the laws of physics. Bandwidth is the limited resource. Congestion can ONLY happen by oversaturation of bandwidth. When ISPs start capping services, they're not trying to prevent congestion. They're trying to arbitrarily limiting your service to get them more money, and that's the only reason they do it. This allows them to negate competition based on quality of service, and will allow them to 'compete' on arbitrary restrictions, ultimately for the worse of all customers.

Ticket: # 568561 - Data Cap

Date: 10/4/2015 8:55:18 AM

City/State/Zip: Lakewood, Ohio 44107

Company Complaining About: Cox

Description

I have been with Cox Cable internet for many years and all of a sudden they put a 350gb data cap on my internet usage. my husband and I are heavy gamers and watch a lot of Netflix and have come close to going over for the last few months. I don't think it's fair that I have to limit my internet usage because of some arbitrary cap, during the last week of my billing cycle I am scared to use the internet at all! This shouldn't be as I have no other cable company to go with instead, so it seems they feel like they can do whatever they want because they know they've got me. Please FCC help! This is not fair.

Ticket: # 568567 - Comcast data caps

Date: 10/4/2015 9:07:46 AM

City/State/Zip: Smyrna, Tennessee 37167

Company Complaining About: Comcast

Description

Recently Comcast has enacted data caps in my area, and it is disingenuous on their part to present it as any thing else. In addition to this they have miserable customer service, but there is nothing I can do as they are the only option in my area for truly high Internet speeds. Speeds, which I will note, that are frequently much lower the what I am paying for. Comcast is an abysmal company making billions in profits off of the American people.

Ticket: # 568584 - Comcast Data Caps

Date: 10/4/2015 9:17:57 AM

City/State/Zip: Philadelphia, Pennsylvania 19118

Company Complaining About: Comcast

Description

i don't want my data capped. Please let my use unlimited data, the Internet is apuuc resource.

Ticket: # 568591 - Compass data caps

Date: 10/4/2015 9:20:41 AM

City/State/Zip: Denver, North Carolina 28037

Company Complaining About: Comcast

Description

I do not currently have comcast; however, I saw several news articles about new 300 gig per month data caps in certain markets. We are all aware of the extortion comcast pulled against Netflix peering, and this latest move further limits users from enjoying HD online content. Mathematically if you just watch HD content online and use your Internet for nothing else you get about 3.5 hours a day of content before you go over the cap. We all know we use Internet for more than just viewing HD videos which brings our usage down even more. This is nothing but a play by comcast to limits users experience and force their hands to either subscribing to their TV service or paying more for service they currently receive. By the same token they should provide refunds for people they don't hit 300 gigs per month, but we don't see that happening. It's shameful that users do not have adequate broadband choices and are locked into poor companies like comcast. FCC it is your job to protect the end user and now is the time for action. This data caps has no impact on existing infrastructure, it's just to increase profits at comcast. Please do something to stop this.

[Ticket: # 568592 - Comcast data caps](#)

Date: 10/4/2015 9:21:36 AM

City/State/Zip: Chicago, Illinois 60618

Company Complaining About: Charter

Description

I am throwing in my voice to stand against any and all home data caps that Comcast is trying to impose on the people to better line their pockets. This practice cannot and should not stand.

Ticket: # 568609 - Comcast data cap

Date: 10/4/2015 9:31:39 AM

City/State/Zip: Mechanicsville, Virginia 23111

Company Complaining About: Comcast

Description

I do not support data caps on internet. It is NOT a reasonable business method to limit any customer to any certain amount of information contained in that data. It doesn't cost my provider any more money to send my 500gb of data than it does 400 or 300. Especially if I'm already paying for the content contained in this data.

Please take your fist and shove it up the asshole of some higher ups at comcast for me.

Don't even respond if you are going to give me a verbatim "it is reasonable," " we support net neutrality, " "comcast supports net neutrality" if you aren't going to do anything about it, because that would be a lie.

Ticket: # 568618 - Data caps on internet

Date: 10/4/2015 9:35:21 AM

City/State/Zip: Long Lake, Minnesota 55356

Company Complaining About: Mediacom

Description

I am in a location where I only have access to 1 Internet provider, mediacom. I have no option but to go with a better Internet download and upload speed (which I did not necessarily need) to be able to have a high enough data cap. This causes a much larger Internet bill every month only because my family uses more than the normal amount of Internet. It is not like we needed a faster Internet speed, but it was stressful seeing the alerts on our Internet browser that we will be charged extra if we use the Internet any more. Is this really fair to the consumer? I feel like my family is stuck between a rock and a hard place because of these ludicrous data caps.

[Ticket: # 568621 - Comcast data caps](#)

Date: 10/4/2015 9:37:18 AM

City/State/Zip: Auburn, Washington 98092

Company Complaining About: Comcast

Description

Data caps at 300gn over landlines is extortion.

[Ticket: # 568630 - Comcast data caps](#)

Date: 10/4/2015 9:40:41 AM

City/State/Zip: Fishers, Indiana 46038

Company Complaining About: Comcast

Description

Comcast has recently begun data caps for home internet service.

Ticket: # 568637 - Data caps

Date: 10/4/2015 9:47:44 AM

City/State/Zip: Sandy Springs, Georgia 30350

Company Complaining About: Comcast

Description

Comcast has enacted monthly data caps in my area. These data caps are blatantly anti-consumer and anti-open internet. Especially since there is no way to remove these caps. I pay Comcast to perform a single service, which is to provide me internet. Now they have decided to gimp that service and force me into a lesser service at the same price.

Ticket: # 568645 - Complaint against Comcast data caps

Date: 10/4/2015 9:49:29 AM

City/State/Zip: Murfreesboro, Tennessee 37129

Company Complaining About: Comcast

Description

In my area, Comcast has had the 300 GB data cap enabled for some time. There are 3 allowances per year, but as a heavy internet user I have used all 3 up by June, thereby exposing me to ludicrous fees from them when they bill extra for bandwidth they should already have.

Data caps are not ensuring that Comcast has "enough bandwidth for all". They are simply abusing the public's lack of knowledge as to how it all works. If they need more bandwidth, they can simply upgrade their network to fiber or run more cables. They are a multi-billion dollar company, so the money I pay in should at least come back to me for a value-added service.

Ticket: # 568646 - Data Caps

Date: 10/4/2015 9:49:29 AM

City/State/Zip: Austin, Texas 78738

Company Complaining About: Comcast

Description

This is America, not Australia. Remove Comcasts unnecessary data caps. I don't even live in a Comcast area, but I sure as hell do not want a data cap ever coming to me. It's beyond a ridiculous thing that threatens the future of the internet. You know for a 100% fact if there was competition in a Comcast area 50% of the people would immediately switch. The other 50% don't know anything about the internet so they wouldn't switch

Ticket: # 568726 - Comcast data caps

Date: 10/4/2015 10:33:05 AM

City/State/Zip: Newmarket, New Hampshire 03857

Company Complaining About: Comcast

Description

I am a comcast customer. I have a family of 4 and we use a lot of data. Comcast is starting to roll out data caps that will, based on my monthly usage, drive my bill up quite a bit. This would be fine if I had another option for high speed internet, but I don't. I only have Comcast as an option.

Ticket: # 568734 - Comcast Data Caps

Date: 10/4/2015 10:36:07 AM

City/State/Zip: West Lafayette, Indiana 47906

Company Complaining About: Comcast

Description

Hello,

Comcast recently announced that they are reinstating data usage caps for subscribers in select markets. Imposing these limits on their subscribers unfairly penalizes those subscribers who may consume more data than set forth by these arbitrary caps. There are absolutely no technical limitations that warrant such a limitation, and any claims Comcast makes to the contrary are utter nonsense. Imposing these caps are a consumer-hostile means of attempting to compensate for Comcast intentionally overselling their infrastructure. As set forth in the subscriber agreement, customers pay for the speed of their connection, not the amount of data they consume.

Imposing these data caps additionally limits freedom of expression and access to information. We must have these in order to become a better-educated and more well-informed society. It is highly unfortunate that a company that still holds monopolies in many areas of the country feels they can limit this access.

Thank you for your consideration.

Ticket: # 568735 - Data Caps for Mediacom

Date: 10/4/2015 10:37:11 AM

City/State/Zip: Columbia, Missouri 65201

Company Complaining About: Mediacom

Description

I pay for Mediacom Internet in Columbia Missouri and they impose an unlawful and unethical 300gb data cap on my internet. With the advent and rise of streaming services, 300gb simply isn't enough and I end up having to pay extra every month because I go over.

Ticket: # 568740 - Comcast Data Caps

Date: 10/4/2015 10:38:50 AM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

Comcast is setting customer data caps at 300GB and charging customers who go over that data cap, even for customers who had no knowledge of data caps when they signed up for service. These data caps are very unrealistic in our modern society where everything connects to the Internet.

On top of their unlawful data caps that are clearly a grab for more money, they also seem to be throttling speeds for websites such as Hulu and Netflix.

Ticket: # 568746 - Comcast data caps

Date: 10/4/2015 10:44:31 AM

City/State/Zip: East Petersburg, Pennsylvania 17520

Company Complaining About: Comcast

Description

Comcast 300gb data cap is hypocritical to their responses upon inquiry regarding this change. They make millions a year on their current plans and have decided to limit data to financially strangle any customers who consume a moderate amount of streaming services such as Netflix every month. Many people have no other options for internet past dial up in their area and are forced to pay extravagant amounts just to enjoy their free time

[Ticket: # 568756 - Comcast data cap](#)

Date: 10/4/2015 10:49:32 AM

City/State/Zip: Danville, Illinois 61832

Company Complaining About: Comcast

Description

I'm putting a complaint in regarding Comcast rolling out Data caps across it's markets. It's unfair to me and my homestead to deal with a burden of limits when the company won't let other competitors in its markets and then Comcast claims itself can't keep up with the demand. Please help stop the absurd limits from being imposed on us internet power users. Our daily lives revolve around the usage and connection to others, imposing limits only prohibits us from enjoying the simple qualities of life.

Ticket: # 568761 - Data Caps

Date: 10/4/2015 10:51:41 AM

City/State/Zip: Hinesville, Georgia 31313

Company Complaining About: Comcast

Description

Comcast had placed a 300Gb/month data cap on our region. They claim those who use less pay less.... Which is not even remotely true considering someone who uses 40Gb paid the same as someone who uses 290Gb. This kind of practice seems very anti consumer and if there were any other viable option for Internet services I would switch, but there isn't.

Ticket: # 568788 - Comcast Data Caps

Date: 10/4/2015 11:07:59 AM

City/State/Zip: Indianapolis, Indiana 46237

Company Complaining About: Comcast

Description

I've recently come to find out about these Data caps that comcast are starting to roll out. To me this issue needs to be addressed, they say the average consumer uses 300gb, while I just checked mine and I use well over that. Therefore they would charge me extra where I'm already paying a hefty fee for this internet I have already. I think this needs to be addressed soon and make sure that comcast sticks to the rules that are in place.

Thanks,

(b) (6)

Ticket: # 568789 - Comcast Data Caps

Date: 10/4/2015 11:08:12 AM

City/State/Zip: Key West, Florida 33040

Company Complaining About: Comcast

Description

I feel that the Data Caps Comcast is implementing violate an Open Internet by discriminating against those that use more data than others and forcing high data users to pay more.

Ticket: # 568790 - Data Caps

Date: 10/4/2015 11:08:29 AM

City/State/Zip: Nashua, New Hampshire 03062

Company Complaining About: Comcast

Description

Comcast is currently rolling out Data caps across the country. Although they are not currently enabled in my area, I am filing a complaint beforehand. I don't really have another option for internet that would meet my speed requirements necessary for work. I do not use their cable tv service, internet is my TV. It seems they are trying to pigeonhole users into using services they offer which do not count against your bandwidth usage (eg. cable tv and comcast vod)

Ticket: # 568809 - Comcast 300Gb Data Cap

Date: 10/4/2015 11:13:23 AM

City/State/Zip: Roscoe, Illinois 61073

Company Complaining About: Comcast

Description

Comcast should not be allowed to place a data cap on any service that is paid for on an unlimited basis. Streaming video(netflix, hulu, Youtube, etc) will eat through 300Gb in a few days. An unlimited service should allow all users to use the service in the way they please. Using a data cap on internet service is a major disservice to the consumer and should not be allowed.

Ticket: # 568812 - Comcast Data Caps

Date: 10/4/2015 11:16:56 AM

City/State/Zip: Snoqualmie, Washington 98065

Company Complaining About: Comcast

Description

I am currently serviced by Comcast (just outside of Seattle) and although no data caps have been announced for my area, I want to make sure the FCC knows I am not in favor of this practice. This already pay a SIGNIFICANT amount to Comcast each month and should not be burdened by any caps. Although this is in place for cell coverage, that should NOT be transferred to the home.

Ticket: # 568818 - Comcast data caps / Metered usage

Date: 10/4/2015 11:19:27 AM

City/State/Zip: Belmont, Michigan 49306

Company Complaining About: Comcast

Description

I am very concerned for the future of innovation and the internet in this country if Comcast does indeed roll out their metered internet service plans, data caps or anything that makes users who pass a certain threshold of data use pay more.

Comcast sells their service based on connection speed level. How can they also sell based on usage? This would be akin to the water company charging for water used and the rate at which it comes out of the faucet.

Comcast will insist that the majority of their users use less than 300GB per month, but I would contend that as more and more users get their media from streaming companies like Netflix, Hulu, Amazon, etc that this amount will only increase, and quickly. Any changes would be purely profit-seeking, especially in areas where they have little to no competition.

No matter what they are calling it, these data caps or usage restrictions or price increases (which would need to be paid to avoid the caps/restrictions) are horrible for customers an amount to extortion of users who actually USE what Comcast has sold them. Action needs to be taken to ensure the internet stays open and unrestricted.

Ticket: # 568828 - Comcast data caps

Date: 10/4/2015 11:26:48 AM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

I am currently a comcast customer, I have found myself in the area where internet usage is capped at 300GB. I live with a family of four and we all use computers in our daily lives. I spend a lot of time playing video games and i find my self unable to continue playing them at the end of a month due to data restrictions. Combine the data cap with the slower speeds and i end up getting fairly shitty service from them.

[Ticket: # 568830 - Comcast data cap](#)

Date: 10/4/2015 11:27:02 AM

City/State/Zip: Burtonsville, Maryland 20866

Company Complaining About: Comcast

Description

The entire internet is designed on the idea on unlimited access. If you allow Comcast to put data caps on internet subscriptions all other major companies will follow suit destroying so many businesses that have been built on the idea that there is no limit. ANY streaming service will be heavily affected. What about ads, we cannot control that bandwidth. Auto play video ads are all over the place and will drain bandwidth from users unknowingly. This is just the tip of the iceberg in issues with this.

Ticket: # 568831 - Comcast Data Caps

Date: 10/4/2015 11:27:15 AM

City/State/Zip: North Charleston, South Carolina 29420

Company Complaining About: Wow!

Description

Comcast's data caps are utterly ridiculous and a blight upon our free market society. Even if it's true that 90% of users will see no change due to not using that much data, then whatwhy the hell does it matter what the other 10% do since they obviously have data to spare?

Do you just think it's a coincidence that Comcast/Time Warner just happen to raise their speeds for FREE whenever a company like Google Fiber move into the area. These companies are fucking the American population and you don't care because they're lining your pockets.

Pathetic.

Ticket: # 568832 - Comcast data caps

Date: 10/4/2015 11:29:02 AM

City/State/Zip: Suck My Dick, Maryland 21901

Company Complaining About: Comcast

Description

Comcast has put in place a 300gb data cap, which adversely affects consumers and businesses such as Netflix, HBO, and Spotify. In addition, Comcast fails to provide the internet speeds that we pay for, falling short by more than 100mbps. This blatant disregard for consumers and fair internet usage cannot be tolerated.

Ticket: # 568837 - Comcast Data Caps

Date: 10/4/2015 11:32:53 AM

City/State/Zip: Salt Lake City, Utah 84116

Company Complaining About: Comcast

Description

While my area is not affected YET, the fact the Comcast has begun introducing data caps in Florida is very concerning and counterproductive to the very idea of an open internet and Net Neutrality. I would urge the FCC to act aggressively and immediately in preventing this practice and allowing it to spread to other areas. Internet services in this country are coming under the control of fewer and fewer companies and in many areas they have a complete monopoly on internet services and are prime for abuse. These practices must be curtailed before we have no choice in the matter at all.

Kind regards,

(b) (6)

[Ticket: # 568845 - Comcast data caps](#)

Date: 10/4/2015 11:38:10 AM

City/State/Zip: Davie, Florida 33328

Company Complaining About: Comcast

Description

I want to complain of Comcast setting data caps. This is insane and hurting the customer. Downloading one video PC game takes 38 Gbs..that's around 14% of the whole allotment. Please stop these greedy people.

Ticket: # 568849 - Data Caps

Date: 10/4/2015 11:39:39 AM

City/State/Zip: Marshall, Illinois 62441

Company Complaining About: Mediacom

Description

Data caps, rising prices, can't even watch Netflix or download/play games when I want or am paying more than my normal bill which is going up every year. I work IT and know how data works, there is no reason for the caps and price raises.

[Ticket: # 568860 - Comcast data caps](#)

Date: 10/4/2015 11:43:33 AM

City/State/Zip: Park Forest, Illinois 60466

Company Complaining About: Comcast

Description

Comcast has added data caps to their home Internet plan, and we have to pay 30 more dollars a month if we want the same service as before.

Ticket: # 568866 - Expansion of Data Caps by Comcast**Date:** 10/4/2015 11:45:24 AM**City/State/Zip:** Plainville, Connecticut 06062**Company Complaining About:** Comcast

Description

I am a Comcast customer that has yet to be affected by the Data Caps that Comcast continues to roll out to test areas in areas of the country. Regardless of this fact, I believe that if something is not done to halt this plan that it will become common practice. Typical internet data usage is increasing and it has been proven that it is not affecting the actual infrastructure of these companies and is not causing any stress. These large ISPs were given massive amounts of tax payer money by the Federal government to boost their infrastructure to prepare for this exact situation. They should be able to handle the increased bandwidth without breaking a sweat. European companies are able to provide triple the speeds of our ISPs at half the cost. Why are these massive companies such as Comcast with massive subscription bases fretting. A typical game download today is over 30 GB. One game and a user would already be 10% into their monthly data. Streaming in Full HD is more and more common and can eat up data quickly as well. ISPs are looking at their pay per channel and subscription that has been in place for decades is coming to an end and these companies are looking at different ways to extort money from hard working Americans, control what content is seen, and increase the profits of a few at the top while adding little to none to the bottom. If data caps become mainstream, it could hinder the lives of millions and take money from Americans that could go to other areas of the American economy that actually needs it such as small businesses. The tax payer funded physical infrastructure of these ISPs is not affected by the increased bandwidth and a widespread implementation of data caps in the U.S. would be a travesty and a slap in the face of consumers everywhere.

Ticket: # 568871 - Comcast Data Caps

Date: 10/4/2015 11:47:07 AM

City/State/Zip: Carlton, Oregon 97111-0046

Company Complaining About: Comcast

Description

Hello, I wanted to express my distrust in a Comcast. I fear the data caps will be implemented into our area in the future. Comcast has recently renamed their data caps to usage based pricing. This is the same thing no matter how you look at it.

This does not save the customer any money, in fact, if you look at their pricing, it charges more now for the service consumers previously had.

The other problem is file size in online software is increasing and their existing pay to use service which they intend to bring them more profit in the future. If I could choose a company other than comcast for internet in my area I would have already.

These changes and terrible ideas are freaking people out because we are limited by choice, and now limited on usage of the free and open internet.

I urge the FCC to please make the correct decision for the consumers and please take a stand against the giant companies abusing the little guy. Thank you.

Ticket: # 568873 - Comcast Data Cap**Date:** 10/4/2015 11:48:20 AM**City/State/Zip:** Antioch, Tennessee 37013**Company Complaining About:** Comcast

Description

Today in this world the internet is what defines most people. We gather our news, entertainment, and even keeping in touch with family members. One of the biggest drawbacks to the internet is data caps. This used to not be any issues 15 years ago as the internet was still growing. But today the internet is one of the most used piece of technology next to the cell phone that everyone uses. Data caps have become a pain to all who actually use the internet. Gaming is past time that nearly all children and teenagers experience at some point in their life. Now and days games are all downloaded over the internet. What that means is that say the average game is 50Gb, which is pretty normal, and you want to download it. You now have to think about what game you want the most because if several games release in a month and you stream a few videos on Netflix you end up hitting a data cap. You should never ever have to think about which game to buy based on how much data you have left within your cap before you go over. It should be I don't know what game I want because there are too many. We have gone to a system that has been capitalized by on a few major telecom companies. What this has done is create a situation where most Americans are left with only one choice in their area and then can't do anything about when Comcast decides to implement a data cap. What is a data cap? According to Comcast it's what we want. Yet here we are with an outstanding outcry of support against it. How is limiting an essentially limitless commodity in our best interest. Comcast also says that through polling people welcome a data cap. Who in their right mind would honestly say they are all for a cap that restricts what they are paying full price for. It would be different if their model gave you 300 but if you didn't use 300Gb then they credit your account. But instead they just charge you full price and provide the worst customer service in existence. So I say please consider looking into this matter. We are going backwards in Net Neutrality by allowing Comcast to restrict an limitless resource.

Ticket: # 568888 - Usage cap

Date: 10/4/2015 12:05:53 PM

City/State/Zip: Bryan, Texas 77802

Company Complaining About: Suddenlink

Description

I only have one option for high speed internet and cable TV in my area. Originally, I signed up for just internet service with Suddenlink. However, due to the data cap I decided to opt for cable TV (to reduce Netflix usage). Now, Suddenlink is increasing the price of my service. I would like to cancel my cable TV subscription, but will have a hard time keeping my internet usage within the data cap.

[Ticket: # 568901 - Comcast taking advantage of customers with data caps](#)

Date: 10/4/2015 12:29:54 PM

City/State/Zip: Boston, Massachusetts 02128

Company Complaining About: Comcast

Description

Data caps are not in the interest of an open internet and further increase the illegal monopoly Comcast holds.

Ticket: # 568942 - Data Caps

Date: 10/4/2015 1:07:20 PM

City/State/Zip: Salt Lake City, Utah 84111

Company Complaining About: Comcast

Description

Comcast Rollout of Data Caps to punish consumers. Currently in the SLC market there are suspended data caps that can charge more for customer who use more. This affects consumers negatively as learning, consumption, and economic activity that is growing around a connected home require high amounts of data. The bandwidth necessary to fuel the next generation economy is hurting consumers who are price conscious due to a tight economy on a less influential middle class. This state of data caps needs to be discontinued permanently.

Ticket: # 568964 - Armstrong Cable and data caps

Date: 10/4/2015 1:28:51 PM

City/State/Zip: South Point, Ohio 45680

Company Complaining About: Armstrong Cable

Description

Few months ago I moved and signed up with Armstrong Cable. They signed me up with their internet telling me it was unlimited internet. Few days ago I got a message that told me I was near my 250GB cap for the month. I called them up asking what the problem was and was informed they now have a data cap on internet. Apparently they have had this for over a two years and she said they consider it unlimited internet but you have to pay if you go over this cap \$10 per 50 GB. I don't understand how something can be unlimited but have a cap?

I feel this day in age there is no reason for this other than pure greed. This country all ready has some of the slowest internet speeds when compared to the rest of the world and our internet is generally more expensive than other countries. I feel like this is just a dirty way for cable companies to fight back at people for canceling cable tv and using netflix/hulu, and other streaming services. I really feel like that is main reason behind this move. Its bad enough they all ready run a monopoly in rural areas, but now to do this?

I think its a dirty business practice and I have read several articles around the net encouraging people like myself to make my voice heard by reporting this. I would also like to mention they do not make finding this information out easy to do on their website. You have to click on a small link at the bottom of the page and sift through a long pdf document to even find out this exists. Like I said when we had the service installed all the way from the original phone call to having the service tech install it there was never any mention of a data cap.

Ticket: # 569073 - Comcast Data Caps

Date: 10/4/2015 2:42:33 PM

City/State/Zip: Philadelphia, Pennsylvania 19104

Company Complaining About: Comcast

Description

Comcast implementation of data caps on their home internet service in many different US markets is both startling and frightening to me. Comcast claims to support an open internet, but their actions show otherwise. I am afraid that Comcast will implement these data caps and force all of there customers to abide by those caps in the near future, and as a heavy user of over 300Gb of data per month I see no reason to pay Comcast more for the same service that I get now.

Ticket: # 569103 - Data caps on Wave Broadband**Date:** 10/4/2015 3:03:05 PM**City/State/Zip:** West Sacramento, California 95691**Company Complaining About:** Wave Broadband

Description

As you can see from their marketing material (<http://www.wavebroadband.com/for-home/internet/packages/>), my internet service provider caps (they call them "allocations") the amount of data you can use without getting charged overage fees.

I think this practice is strongly anti-consumer. Having paid for an internet service of 55Mbps I can see no reason why I would not be allowed to use that service to it's maximum potential as long as there is bandwidth available.

This seems like an attempt to incentivize customers to not use the data capacity they paid for. I understand that the ISP probably does not actually have 55Mbps of bandwidth for every customer who has purchased that plan, and this overselling will result in congestion if everyone uses their entire share of bandwidth at once, but there is a technical reason for the slowdown in that case. They do after all say that the service is "up to 55Mbps" and it's understandable that slowdowns can happen when everyone is using a large share of their bandwidth.

On the other hand, charging customers extra if they go over a set amount of total data transferred (300GB in this case) seems to me to be very misleading. Advertising 55Mbps would seem to imply that you can use all of that bandwidth whenever you want (or at least whatever portion of it is available given current conditions) but then if you actually use it you may be charged overage fees. In theory it's possible over the course of a month (barring congestion) to transfer almost 18 terabytes of data across a 55Mbps connection. This would result in significant extra charges for using a service that has already been paid for.

Mostly, I'm concerned that incentivizing the use of less bandwidth (as opposed to increasing capacity to match the demands of your customers) strongly limits innovation in online business and interaction. The easy example is probably Netflix, which would never have existed if ISPs had just told their customers to use less data instead of expanding broadband access.

Thanks,

--(b) (6)

Ticket: # 569129 - ISP Data Caps**Date:** 10/4/2015 3:20:53 PM**City/State/Zip:** Bozeman, Montana 59715**Company Complaining About:** Comcast

Description

Effectively a growing trend of ISPs pushing for data caps has me filled with concern. Specifically reports of Comcast instituting data caps with such ridiculous reasoning as to assist consumers with having a wide selection of potential internet options while maintaining the previous price at the lowest tier and upping the prices for those going above their arbitrary caps.

Effectively it has been shown over the past few years that the supposed limitations of most ISPs to provide the data that consumers need by and large has been either self-created or completely fabricated. There is no reasonable cause to institute data caps other than to simply hold hostage what is an essential utility in this day and age for greater profits. Not only does this cause concern for me due to the rather low limit on these caps that has been reported (300gb in some areas) but the simple fact that cable companies and ISPs are notoriously slow to adapt to modern technology and necessity. It's not unreasonable, given the advancement of our technologies, to expect to see individuals using upwards of 300 terabytes of data in the next decade, and these artificial caps would greatly stymie invention and innovation if that were the case.

Lastly it has been shown that, at least for the moment, data is nearly a limitless resource. There is not a set amount of data available for Comcast, Charter, or any of the others to distribute. Given that this is the case why in the world would it be acceptable to enforce limits on content consumption when there are already limiters in place within those same companies based on usage speed. The primary limiting factor for any customer of an ISP is their bandwidth. I pay for 60mbps and rarely get that speed in its entirety, I would be greatly irritated if I ever saw a 300gb cap on top of my chosen limited speed.

Although not personally affected by this issue at the moment I can definitely see it coming given the current climate in the US concerning ISPs and internet consumption. I greatly urge you to take action to end this before it gets out of hand, there is not a single consumer that benefits from this concept in any way shape or form. Sadly given the position of most cable companies most of us are not in a position to vote with our wallets as the only other options (dsl/satellite) are simply non-functional in today's world when placed against 60+mbps however poorly provided.

Thank you for your time.

Ticket: # 569154 - Comcast internet data caps

Date: 10/4/2015 3:42:11 PM

City/State/Zip: Portland, Tennessee 37148

Company Complaining About: Comcast

Description

I signed up for blast 75/Mbps internet in July. There was nothing in the fine print about data caps and the salespeople did not say anything about it. But this month I get an alert that I'm reaching my data cap. What is the point of high speed internet to be capped at such a low amount? For a family that streams content it is impossible to use the Internet without going over in twenty days. Why are places that lack other/better options for an ISP being made to feel like they're being taken advantage of? Why is the government allowing this to take place?

Ticket: # 569164 - Data Caps

Date: 10/4/2015 3:47:46 PM

City/State/Zip: Christiansburg, Virginia 24073

Company Complaining About: Shentel

Description

I am fundamentally at odds with the creation and implementation of data caps by Shentel and other cable providers. If we take the average Americans TV viewing habits (5 hours a day) and multiply by Netflix's HD bit rate (about 3MB per hour) and 31 days in the month we get well in excess of the data caps on many of Shentel's plans.

In light of this it is difficult to see data caps as anything but an indirect way for shentel and other companies like them to engage in anti competitive business practices against their content competitors like Netflix and Amazon.

Ticket: # 569184 - Comcast Data Caps

Date: 10/4/2015 3:57:39 PM

City/State/Zip: Santa Cruz, California 91016

Company Complaining About: Comcast

Description

I am currently in an 8 person household who subscribe to Comcast for our Internet usage. Due to our large household and status as college students (STEM students in particular), we require a lot of bandwidth and use a lot of data both for entertainment and school work. Currently Comcast has not implemented data caps in our area (Santa Cruz, CA), but because of a lack of competition and no other high-speed Internet (50 mbps+) providers in the area, we do not have any other viable options to switch to should Comcast turn on data caps. On top of our particular situation I would like to echo many of the common complaints and objections to the extremely low caps that are being forced on areas without any alternative. Open infrastructure and availability of competition are key to ensuring that Internet access/speed continues to grow and help feed the greatest invention of our time.

Ticket: # 569388 - comcast data caps

Date: 10/4/2015 7:29:20 PM

City/State/Zip: Augusta, Georgia 30909

Company Complaining About: Comcast

Description

Tthe data caps are a rip off and just another way to gouge users for money. Data caps are unacceptable in this day and age. It limits my options (takes all options away actually) while costing me more money. This company should be fully investigated... they are 100% taking advantage of consumers.

Ticket: # 569391 - Comcast throttling**Date:** 10/4/2015 7:31:51 PM**City/State/Zip:** Savannah, Georgia 31419**Company Complaining About:** Comcast

Description

Comcast is throttling my household internet service at 300GB/month. There is no physical limitation on the network, this is a wholly anti-consumer practice.

Comcast and other internet service providers have a defacto monopoly in many areas. Time Warner, while attempting to merge with Comcast previously, stated that their business practice did not include plans to offer services in new areas. The unstated reason is that they would be introducing competition into a market where they enjoy the ability to control the "market" and increase pricing unnecessarily. One excellent example of this is the fact that when Google offers it's Fiber internet service into new areas, both Time Warner and Comcast quickly decrease their internet prices. Once they no longer control the market pricing, they are forced to decrease their inflated prices.

With the data cap issue the data quantity is arbitrarily set. It does not have a basis in any technological or physical limitation. Instead, since they have no viable competition in the local market customers have no choice. This particular area offers only Comcast or DSL, which has a technical limitation to the speeds offered. Comcast can set the data cap number at any number they want and customers would have no choice.

While I understand the need for any company to turn a profit, Comcast is taking a very anti-consumer stance. In their own release (<http://www.cmcsa.com/releasedetail.cfm?ReleaseID=923465>) they stated that "High-Speed Internet... Revenue Grew 10.0%". They are not struggling by any means, nor do they have any other reason to create this data cap other than corporate profits. Comcast reported a net profit of over 2 BILLION dollars in 2Q 2014. That's a single quarter. 2 BILLION dollars of pure profit. (source: <http://www.nytimes.com/2014/07/23/business/comcast-earns-2-billion-on-strength-in-cable-business.html>)

As a consumer, I've had enough. I pay for a product to receive the product, not to pad shareholders pockets or provide CEOs with hundreds of millions of dollars in bonuses when they implement practices that we, the customer, have no choice and no ability to change to another provider.

I require high speed internet services due to my career, but there is no other option in this area. The data caps are unnecessary.

Please protect the customer from this unnecessary corporate greed. Enough is enough.

[Ticket: # 569409 - Broadband data caps](#)

Date: 10/4/2015 7:55:29 PM

City/State/Zip: Bellevue, Washington 98006

Company Complaining About: Comcast

Description

I am STAUNCHLY opposed to Comcast imposing data caps on internet customers. Comcast, through their pricing menu, essentially forces customers into bundling which effectively overprices internet costs and then uses data caps to limit streaming services. It's completely obvious these data caps and bundled services allow Comcast to monopolize media services in a given area and I am sick of not having any/many options and paying waaay too much for it!

Ticket: # 569459 - Broadband Data Cap

Date: 10/4/2015 9:11:12 PM

City/State/Zip: Huntsville, Alabama 35805

Company Complaining About: Comcast

Description

I have just received notice of an overage on my broadband data through comcast (xfinity). This should be illegal, as it is admittedly on their part a "business policy", not a matter of their capability to process data. It restricts the market for Netflix, Hulu etc. and their users, who are now being punished for streaming shows and movies. In the interest of consumers, broadband data caps should be outlawed, especially with speeds increasing and the average user's ability to exceed their artificially imposed bandwidth limit becoming easier and easier. Please do something about this!

Ticket: # 569521 - Blue Ridge Cable Data Cap**Date:** 10/4/2015 10:22:11 PM**City/State/Zip:** Hawley, Pennsylvania 18428**Company Complaining About:** Blue Ridge Cable/penetele Data

Description

There has been a recent change to the TOS agreement. Blue Ridge Cable is now capping its users. With the current allotment of data, I am forced to upgrade to the highest level of service. Even at the top tier package, I am continuously exceeding my data cap. The service is costing me a fortune to have. I use the internet for nearly ever aspect of life including, school, work, phone, and entertainment. With the current trend of increasing file size and streaming, this model of data capping is inefficient, costly, and harmful to productivity. Please help the community to either increase the data cap or eliminate it all together. Thank you.

Ticket: # 569523 - Comcast Home Internet Data Caps**Date:** 10/4/2015 10:24:57 PM**City/State/Zip:** Miramar, Florida 33025**Company Complaining About:** Comcast

Description

I am a professional networking engineer and am horrified by the data caps Comcast is placing on the consumers. It is absolutely absurd to set a data limit on consumers of HOME internet services. Especially at such a low number with 300 GB. We live in the era of 1080p and soon, 4K video streaming. Comcast already charges a premium for internet and TV plans, and now you are going to force us to spend an extra 30\$ a month to essentially continue using our originally chosen plans? This is unacceptable, and Comcast clearly is continuing to develop their image as the anti-consumer. If this "trial" of the data cap program persists past the "first 3" months which I am "forgiven" to exceed my data cap. I will be canceling my subscription and will "downgrade" to AT&T. This data cap is unacceptable and has no place in the home internet market. As a professional networking engineer, the only "cap" you should be placing is what you are ALREADY doing: Charging based on the amount of bandwidth the Customer wishes to use. Controlling both the data pipe and usage is insulting and abusive of your customers. What is the point of paying for higher bandwidth speeds if all that is going to do is contribute to exceeding the data cap? Also, how is this being force upon the customer as a "trial" that we are FORCED to participate in? How is this even legal?

[Ticket: # 569612 - Soft Data Cap on a home internet line.](#)

Date: 10/5/2015 2:24:32 AM

City/State/Zip: Marietta, Georgia 30062

Company Complaining About: Comcast

Description

Comcast inforces a soft data cap on all house in and around the metro Atlanta area. It's a shady business practice that extorts customers. It shouldnt be legal.

Ticket: # 569688 - Comcast Data cap

Date: 10/5/2015 8:35:32 AM

City/State/Zip: Fort Lauderdale, Florida 33312

Company Complaining About: Comcast

Description

Comcast is trying to begin a Data cap in Florida (Fort Lauderdale). This is a clear attempt to protect its Cable TV service so that using Services like Hulu, Netflix etc become prohibitive. This all on top of a cable bill that went from \$50 to \$120 in 3 years with regular service interruptions due to technical problems. This anti-competitive behavior is a direct result of the limited competition in the market and detrimental to future developments of infrastructure; i.e. why invest if you can limit at a higher price.

Ticket: # 569734 - Comcast Data Caps**Date:** 10/5/2015 9:28:12 AM**City/State/Zip:** Tallahassee, Florida 32312**Company Complaining About:** Comcast

Description

Comcast's implementation of data caps is deceitful at best. Comcast claims that data caps are being implemented to prevent consumers from paying for the small percentage of users that go over the new data caps. The problem is that all this does is allow Comcast to collect the standard pre-cap revenue from most customers but now they can charge additional fees to customers that utilize more data.

Data is an unlimited resource that does not need caps to prevent over-use. The problem is concurrent connections and bandwidth and those issues are hardware and infrastructure issues that Comcast should have to solve by investing some of its profits back into the company, NOT by gouging more money out of the consumer.

In many cases I, as a consumer, can vote with my wallet and choose to support a different business if my current provider implements changes that I do not support. But in my area Comcast is the only cable internet provider and this is the case for many many areas in this country. Comcast knows we don't have an alternative and knows they can continue to force the consumer to either pay more or give up cable internet altogether.

Ticket: # 569969 - Comcast Data Cap

Date: 10/5/2015 11:24:57 AM

City/State/Zip: Chicago, Illinois 60643

Company Complaining About: Comcast

Description

By having a data cap, Comcast is essentially trying to force me to buy cable tv. Anyone who streams regularly risks running into that cap. This is not consumer friendly; this is collusion between ATT and Comcast to force consumers into worse options! Also, my internet performance has plummeted since they introduced this update.

Ticket: # 569852 - Comcast Data Caps

Date: 10/5/2015 10:35:02 AM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

I have been a Comcast customer since 7/2011 and did not start to receive any notifications about data caps until early this year. It seems that once they installed their wonderful X1 system surprisingly my internet usage surprisingly increased. I don't understand how Comcast can honestly stand by the "Trial" within specific cities where they have a monopoly and not provide any other options except charging for going over the 300GB cap. This "Trial" has been going on for over 2 years and seems like they want to see how many people complain about this. They are also providing different Cap options in other cities in FL. I was just informed that I went over my data cap for the fourth time and will be charged. This is unacceptable and needs to be addressed.

[Ticket: # 569861 - Stop comcast data cap](#)

Date: 10/5/2015 10:38:03 AM

City/State/Zip: Miami Lakes, Florida 33018

Company Complaining About: Comcast

Description

Please, please make data caps illegal. Comcast, having no real competitor in the Dade County market, has imposed an arbitrary data cap of 300GB to non-business consumers. I don't have any other choices for ISP's in my area. They do not want anybody to come into their territory because they want to have that monopoly. This data cap is neither fair nor just. Please investigate

Ticket: # 569891 - Comcast data cap / overages

Date: 10/5/2015 10:49:55 AM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

I have been hit with internet overage charges twice by Comcast within the past two months. I check a 'usage meter' provided by Comcast but have been unable to view this meter and have no way of verifying that this reading correctly. Net Neutrality is being breached in a terrible way with the imposition of these data caps. I no longer allow my daughter to view educational materials online on her iPad lest we go over the cap. Comcast also stated that they had applied a \$100 credit to my account but they have not and have instead added a \$70 fee to my account.

Ticket: # 569905 - Comcast Data Caps

Date: 10/5/2015 10:56:55 AM

City/State/Zip: Seattle, Washington 98166

Company Complaining About: Comcast

Description

Comcast has recently started a pilot program implementing data caps aka 'tiered pricing programs' such of that that mobile providers use.

More information available here: <http://bgr.com/2015/10/02/why-is-comcast-so-bad-56/>

Not only is Comcast a joke of a 'broadband' company, but this is VERY clearly an anti-consumer move. Comcast is providing no better service options, and nothing that benefits the end user, and have created ANOTHER way to gouge people and continue to provide their sub-par service.

Ticket: # 570106 - Comcast 300 GB Data Cap**Date:** 10/5/2015 12:17:10 PM**City/State/Zip:** Hialeah, Florida 33014**Company Complaining About:** Comcast

Description

I have just received notification from Comcast that my account will be capped at 300 GB per month, and that if I go over the allotted 300 Gb, I will be charged an extra \$10 per 50 GB of additional data. The notice claims that this is a trial, and that the first three months will be waived if I go over, and that if I want no cap I can pay an extra \$30 dollars for unlimited data. I checked my usage and I consistently use over 300 GB; however, I have NEVER had to pay extra for tiered services. Is the cable company now going the way of cell phone companies that charge customers based on data consumption? Is this legal? I can honestly say that this is an underhanded approach from Comcast in response to the Net Neutrality rules, and since they can't throttle network traffic for access to competitor's websites, they are now charging a premium for consumers who choose to stream and use other high bandwidth mediums. I am respectfully requesting that the FCC closely examine these questionable business practices and impose the necessary regulations to prevent Comcast for cheating their customers. From doing a bit of research, I learned that Comcast is rolling out these "trials" in many of their areas of service. I should not be charged to pay more for the same amount of service that I have received before, and the data cap should be illegal.

Ticket: # 570221 - Comcast Data Caps**Date:** 10/5/2015 12:46:50 PM**City/State/Zip:** Fords, New Jersey 08863**Company Complaining About:** Comcast

Description

Comcast is rolling out data tiers which are just another way of saying data caps, and I would like to issue a complaint. I have been a dissatisfied customer of Comcast for 5+ years now, and only wish a comparable competitor would become available so that I could leave Comcast. Unfortunately, since they hold a monopoly in my area, I have no choice to use them since my job requires that I telecommute from time to time, as does my wife. As it stands the internet performance with Comcast is spotty at best, and customer support is atrocious. Now there is a threat of needing to spend as much as \$30 more for service. And for what? Comcast is not saving the data I am consuming on their servers. What difference does my use of more data make to them? I'm using the same speed they are providing me with to get that data to my own computer. I see no reason why I should potentially be charged more to get it. And right now it might be for only users that go over 300GB, but why would Comcast not change that to a lower amount if they were having a bad quarter in order to boost revenue? I am sick of Comcast constantly changing the rules in their favor, and I believe I pay enough for their sub-par service.

Ticket: # 571707 - Data Caps - Comcast**Date:** 10/5/2015 8:12:38 PM**City/State/Zip:** Hialeah, Florida 33016**Company Complaining About:** Comcast

Description

The nature of this complaint is the inclusion of data caps on home internet connections by Comcast in various locations. Currently this cap is 300GB monthly, which in today's day and age is simply too low. With the ability to stream ANYTHING and EVERYTHING online, the constant updates which tend to be automated on nearly every computer OS, social networking, and other similar services, our lives have been changed to the point that an online connection has become a necessity. My wife works from home and uses our internet connection as part of her home office. We use our connections for streaming movies, playing video games, and staying in touch with family, and these new data caps are essentially asking me to choose between our entertainment, our work, and our family because Comcast wants more money. The FCC ruled out internet fast lanes, and promote an open internet but how open is the internet if all our connections become metered? If even in my home I have to watch my internet usage for what has basically become an essential utility much like electricity and water then this is by no means "open". Please do something about this. This has to be illegal. There is simply no reason for this beyond greed. Up until now there wasn't any need for a data cap, everyone had an unlimited data connection with no issues, no bandwidth problems and no infrastructure issues. What reason could there possibly be to introduce a data cap on connections that have had no issues?

Unfortunately with the lack of competition that's available for broadband internet (the only two options in my area are Comcast and AT&T which has also implemented Data Caps) means that there are no other options to move to in order to have an unlimited connection and instead are forced to pay an additional \$30 monthly for something I already had regardless without the caps. This is essentially like saying you get to watch a maximum of 30 hours of television a month between your entire household before incurring overage fees... BUT (!!!) for an additional 30\$ a month, you can watch all you want. You can power your house for a maximum of 200 hours a month before incurring overage fees, but for an extra 50\$ a month you can power it with no limit. You can use 20 gallons of water before incurring overage fees, but for an extra 40\$ a month, you can use all you like. This makes no sense other than lining the pockets of investors, of owners, and upper level management with more money.

Ticket: # 570383 - Comcast Data Caps**Date:** 10/5/2015 1:24:59 PM**City/State/Zip:** San Francisco, California 94131**Company Complaining About:** Comcast

Description

Comcast is the only viable option I have for broadband in San Francisco, crazy, I know, and so I'm very concerned with Comcast's stated desire to place data caps on their customers. I have two small children who very much enjoy watching children's programming on Netflix, and as such it is very easy to go over Comcast's data caps. Their stated reason for caps, fairness, is an absurdly transparent excuse to charge customers with no choice more than they would if customers could choose another ISP.

Bandwidth is not a commodity, it cannot be used up, it cannot be wasted, and the cost of expanding capacity is so cheap as to be laughable, especially for a company like Comcast that charges so much, yet delivers so little. If Comcast wants to switch to metered usage, then the rules surrounding whether or not municipal fiber networks can be installed should be amended such that if the municipal network would offer uncapped usage it would be allowed.

I guarantee that if there were competition for Internet access these complaints would completely dry up. If there were comparable access in my neighborhood, I would leave Comcast in an instant, and would have no reason to file this complaint.

Ticket: # 570575 - DATA CAP

Date: 10/5/2015 2:19:17 PM

City/State/Zip: Jackson, Mississippi 39211

Company Complaining About: Comcast

Description

Comcast is setting a DATA CAP limit of 300 GIGS a month. When signing up for the service I was never told that there would be a cap. If they are doing a "trial run" of this at the VERY least they should have to inform the customer of this.

Ticket: # 570587 - Comcast Data Cap

Date: 10/5/2015 2:22:18 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

Comcast has instituted a data cap that infringes on my choices of how I consume internet data at home. They have a hard incentive to not use competing services (like Netflix and Hulu) and only use services provided by Comcast. This is anticompetitive and monopolistic. I have zero competitive choices in my neighborhood and I'm forced to use their service.

300GB for anyone with multiple devices that access the internet, Netflix viewing and cloud backup services is too little.

Come on, FCC. Time you stood up to Comcast.

Ticket: # 571624 - Comcast Data cap

Date: 10/5/2015 7:39:47 PM

City/State/Zip: Miami, Florida 33172

Company Complaining About: Comcast

Description

Comcast is placing a 300GB data cap on my internet connection. I consume a lot of data because I do a lot of work at home, downloading and uploading large files. I do not have traditional cable tv but I do watch 4K content from providers like Netflix and Amazon which consumes a lot of bandwidth. A Comcast sales person recommended I purchase a cable television package to save on my data cap. This is unacceptable.

Ticket: # 571855 - Comcast bandwidth caps

Date: 10/5/2015 9:17:35 PM

City/State/Zip: Miami, Florida 33125

Company Complaining About: Comcast

Description

Comcast has recently implemented a 'trial' for their new 300 GB data cap. They claim it isn't a 'cap' and it's just a data plan, you get billed extra for every 50 GB over 300. Due to online streaming services (netflix, youtube, vimeo, twitch), people who provide entertainment (they stream LIVE on twitch, hitbox.tv, and other such services), online gaming platforms (steam), voip services (Skype), legitimate uses of the bittorrent protocol (sharing linux distributions, archival, and I recently heard of an artist who is experimenting with the protocol by putting files behind a paygate) that this is a very unfair move with no technical reasoning behind it. This also means there is no technical reason for paying comcast for higher bandwidth when doing so just means you are more likely to reach their cap then end up paying more for your final bill.

Ticket: # 571900 - Comcast Data Cap**Date:** 10/5/2015 9:46:09 PM**City/State/Zip:** Miami, Florida 33186**Company Complaining About:** Comcast

Description

Comcast has begun instituting monthly data caps. These data caps are purely a business decision-- they have nothing to do with "availability" of data or lack thereof. Comcast is, all of a sudden, charging for using data while already charging for different tier speeds. In a world where the internet is becoming more and more widely-used during the day, Comcast is effectively charging you for daily activities. They are effectively limiting our free speech by disconnecting us from our speech platform, the internet, and charging us extra for being able to. This is extremely anti-consumer, as they would not be able to do this if AT&T was able to properly compete or if there were other service providers, such a city-owned provider or GOOGLE FIBER, as they would lose customers instantly and rapidly. I sincerely urge you to, on behalf of the users of customers everywhere, call on Comcast to retract their data caps. If they want things to be fair and charge people based on the data they use, then there should not be a tier of either 300 or above; people should be billed per GB, such as \$0.10/GB. But they won't do this, because then they wouldn't be getting money from the "majority" of households, as they use less than 100GB of data monthly. Clearly, they're trying to take as much money from low-data users with their flat rate of \$30, then get the people that use a lot of data, too, by billing per 50GB afterward. They should be billed like common utilities and charge data per GB or abolish this predatory system altogether.

Ticket: # 572075 - Internet tampering & http injection, Data Cap

Date: 10/6/2015 7:13:52 AM

City/State/Zip: Miami, Florida 33187

Company Complaining About: Comcast

Description

Hello,

Recently Comcast has started injecting HTTP dialog boxes into many HTTP sites that are being browsed. They are tampering with the internet access I pay for. These can be seen on many websites I browse, like cnn.com, slashdot.org and wsvn.com, just to name a few. Literally, most sites being browsed are the target of this illegal injection. The popups that are being injected are complaining about a "Data Cap" that is not part of my service. The service I signed up for over a year ago is an unlimited service at the highest speed available in my area, "105 Extreme". This should not be allowed, tampering with HTTP requests and imposing a "Data Cap" on a service that was sold as unlimited. Attached are a few screenshots of the injected HTTP popup.

Ticket: # 572351 - Comcast Data Cap is Arbitrary and Exploitative to Consumers

Date: 10/6/2015 11:06:30 AM

City/State/Zip: Marietta, Georgia 30068

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet service from Comcast in the greater Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10, a fact that was not made readily apparent during the signup process. Unfortunately, I have no real alternatives in my area for reliable residential internet access.

It is my understanding that video content provided by Comcast runs over the same lines as home internet connections, and this video content does not count against the usage cap. Yet, when I choose to access video content from other sources (such as Netflix or Hulu), this content counts against this cap, and almost certainly assures that I will be paying more every month as a consumer for my choice to consume this content.

This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have three members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Data is an unlimited resource, there is almost no logical reason to place a randomized cap on the limitation other than for the purpose of exploiting a noncompetitive market with consumers who have no real alternative.

Ticket: # 572424 - Data Cap

Date: 10/6/2015 11:27:47 AM

City/State/Zip: Paragould, Arkansas 72450

Company Complaining About: Paragould Light Water & Cable

Description

PLWC (Paragould Light Water and Cable) in Paragould, AR still has data caps and slows speed of internet service intentionally after the cap is reached. Please see these excerpts from their website, at the following links, for details:

<https://www.paragould.com/services/services-internet/cable-internet>

<https://www.paragould.com/services/services-internet/cable-internet/what-are-data-caps>

Ticket: # 572741 - Comcast data caps

Date: 10/6/2015 1:04:21 PM

City/State/Zip: Atlanta, Georgia 30308

Company Complaining About: Comcast

Description

Comcast has established an arbitrary data cap of 300 GB of internet downloading per month with \$10.00 "overage charges" to penalize "heavy users." Currently, I have been billed approximately 50.00 in overage fees because I do not have cable. Instead, I rely on streaming services such as netflix, hulu, HBO Now, etc. If I had comcast's cable service, which also relies on the internet to maintain services, I would not be charged overage fees. Likewise, if I used an Xbox to stream services over Microsoft's OS, I would not be charged overage fees. Simply put, Comcast is penalizing users of streaming services in order to incentivize them to add cable TV to their internet package at a price similar to the overage fee. This violates net neutrality.

Ticket: # 572973 - Comcast Data Caps

Date: 10/6/2015 2:08:31 PM

City/State/Zip: Mobile, Alabama 36608

Company Complaining About: Comcast

Description

Comcast's data cap policy is costing me an extra \$60 in overage fees this month. They charge \$10 per 50GB after going over 300GB for the month. This is anti competitive, and used to push people towards paying for Comcast cable tv and streaming rather than amazon prime, hulu, or netflix.

I have been told Comcast does not count bandwidth used if using their streaming service, which makes it completely apparent that they punish you for cutting the cable and using competing services with their internet.

In this day and age it's impossible to stay below the 300GB monthly cap, i'm paying more in overage penalties than I am for my actual service.

Ticket: # 573169 - Comcast Data Cap

Date: 10/6/2015 2:56:17 PM

City/State/Zip: Davie, Florida 33328

Company Complaining About: Comcast

Description

Comcast Started to Impose DATA CAPS on my home internet In Davie FL, I would change Internet Services Providers But Comcast has a monopoly in our area, yea sure I can go to AT&T but they only offer a 3Meg speed that's not really a comparable option with the kids having to be on line for school and me working as a network administrator having to be on line to fix issues at my clients office. I pay for a speed not for an allotment of data so if I go over my data limit (300GB) I will be charged 10 dollars for every 50gb extra. but if I am under my data they wont give me a credit. this data cap that Comcast is imposing is ridiculous.

Ticket: # 573257 - against data caps

Date: 10/6/2015 3:19:49 PM

City/State/Zip: Burlington, Vermont 05401

Company Complaining About: Comcast

Description

Hello,

By instituting data-caps on their internet connections (which are of paltry speed and priced high compared to other global markets), Comcast is increasingly engaging in practices that harm customers, and limit the ability for expression in our country.

It is a sad day in the USA that a bully corporation can get away with such egregious and customer-hostile practices. Comcast executives have openly stated that there is no technical basis behind the data caps, and that it is purely a business decision.

There is great potential for a more connected and educated society. We should stop corporations like Comcast from enacting anti-costumer policies like data-caps, and monopolizing the free flowing of information.

Thank you for your consideration.

Ticket: # 573278 - Comcast Data Cap

Date: 10/6/2015 3:26:07 PM

City/State/Zip: Homestead, Florida 33033

Company Complaining About: Comcast

Description

I do not agree with charging extra for going over 300 gb in a given month. Unfortunately, I do not have any other internet provider in my area. Even though there are 3 "courtesy overages", I'm worried that this is there because it is so easy to go over the cap. As the holidays approach, I will be home more which means I will use my internet more. I shouldn't be worried whether I am watching too much Netflix or whether a certain download will have me go over the data cap. No one should have to monitor their data usage because it doesn't matter how much data is used; it is independent of the speed. This is a method of controlling who and how people use their internet and it is unfair and is against what Open Internet stands for.

Ticket: # 573434 - Data Caps

Date: 10/6/2015 3:58:35 PM

City/State/Zip: Doral, Florida 33178

Company Complaining About: Comcast

Description

We just received a letter indicating that we are now in a "test market" for internet data caps of 300 GB per month. We all know that frankly this is ridiculous in the 21st century, where the internet is the most valuable tool for our access to information, work, and entertainment. It will be continuously untenable for a practice like this to hold, as the amount of data-intensive applications rises, and as higher definition media is used. The fact that we can't even access the amount of data we use monthly on the Comcast site is crazy, where it has always said "We're sorry. We can't load your internet usage meter right now." where the data usage meter should be since we started our service. With no real competition in the area we will be limited to our most basic utility, and I fear that we will now have to pay usage fees for a service that was always unlimited. The freedom of the consumer should be the utmost commitment that you guys appeal to, not the pockets of a monopoly that is limiting my basic right of internet in the modern era. Advancing net neutrality rules was a first step, and things like this should be regulated by the government and the FCC. We live in a capitalist society and should uphold those basic ideals, but when there is only one provider in a market then some regulation must be enacted to protect consumers from tyrannical schemes like this. Thanks for your time. I hope more people speak up on these issues so that the individual, the person who this country was made for, isn't squandered by the policies of the few on top.

Ticket: # 573607 - Comcast Data Cap**Date:** 10/6/2015 4:42:49 PM**City/State/Zip:** Key Largo, Florida 33037**Company Complaining About:** Comcast

Description

Comcast has contacted me stating I have reached my data cap (300GB) in just 4 days of service. No data cap was ever mentioned when I signed up for the service. This feels like a bait and switch tactic to me. When I spoke to them on the phone they told me my average usage is over 1000GB per month. I pay over \$50.00 per month for high speed internet service that allows me to reach my data limit in 4 days! This is unacceptable to me and when the trial data cap period is over (in 3 months) I will be forced to find a new internet provider. Comcast is providing a service that misrepresents itself. High speed internet for 4 days! Also, their internet usage tool on their website does not work. I get a message that reads "we're sorry. We can't load your internet usage meter right now". I have tried different browsers over several days and I always get the same message. How am I suppose to monitor my usage?

[Ticket: # 574162 - Comcast Xfinity data caps are unfair to consumers](#)

Date: 10/6/2015 7:06:20 PM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

Comcast keeps expanding its market trial of data caps to new cities but how is it a trial if they actually charge ? Data caps on wired home internet are unfair to consumers and should be banned by FCC.

Ticket: # 574651 - Comcast Data Caps**Date:** 10/6/2015 11:24:47 PM**City/State/Zip:** Miramar, Florida 33023**Company Complaining About:** Comcast

Description

I started service with comcast just last month. They have decided to change the terms of my service without informing me and I am not limited to 300GBs per month. This is unacceptable for me as I am a work from home agent for numerous companies and require a fast and stable internet connection in order to do my job. These limitations will severely inhibit my ability to make money for my business as well as enjoy the product that I have been paying for. I do not use cable television, choosing instead to watch television and movie shows streamed from various sources online, including but not limited to comcast's on demand service, netflix, hulu, youtube, etc. Comcast has implemented a policy which punishes you for watching other services, as watching their on demand programs online do not count towards your data limit, while watching netflix or hulu does. This is an arbitrary form of enforcement of their data caps, as technically, a comcast customer can purchase an HBO go subscription from comcast and watch those programs on a internet streaming device, however, if the customer is not using comcast's specific website to watch the same program made accessible to the customer by a monthly paid subscription fee, they will have their data usage monitored. Meaning the same Game of Thrones episode watched on Comcast On Demand and HBO GO (or HBO now) will be measured differently. This is a clear violation of the terms of the recent decision regarding net neutrality - Comcast is using their position as ISP to dictate where I can watch videos on the internet I pay for. Interestingly enough, I was informed of the ability to not have a data cap on my plan, for an additional 30 dollars a month (which is odd because prior to 10/01 I didn't have a data cap but now for me to have the same service I had previously, I must pay more for it.

Comcast cannot justify this arbitrary action taken by their company. By providing customers with options to lift this cap by paying more money, they are giving a clear picture that the supposed reason behind these caps (<https://customer.xfinity.com/help-and-support/internet/data-usage-trials-what-are-the-different-plans-launching>). Depending on my geographic location, I would have a data limit of 300 gb in miami, but 600 gb in arizona. If I'm paying for their overpriced (compare the prices for the service with Google Fiber and Korean ISP's if you don't take my word for it) gigabit per second speed plans, I also do not have a data limit. If I was a business customer (which local regulations prohibit the opening of a business account at a residential address) I could also have a data plan with no internet limit on it. Comcast has decided to come to my city, take the service I was paying for previously, and limit it. Then they decided to tell me I could have what I had 7 days ago, if I just pay 30 dollars more a month. This was not in the agreement I signed when I established service, and I will not remain a comcast customer if these data caps are permitted to continue the way they do. Not only will they stifle innovation (how can one do research on vast quantities of data if comcast limits how much they can download a month without warning?) but this is a violation The United Nations Right to Internet Access by creating second class digital citizens who will no longer be permitted to exercise their right after an arbitrary limit chosen, implemented, and enforced by comcast, the ONLY internet provider many people have as an option.

Ticket: # 574672 - Comcast data cap

Date: 10/6/2015 11:47:04 PM

City/State/Zip: Norcross, Georgia 30093

Company Complaining About: Comcast

Description

These data caps of 250 or 300GB are ridiculous in an age where Netflix, Youtube and HULU are streamed constantly and take so much of our time. Comcast limit us and are established those caps in order to sell their tv services better, and in my opinion that is unfair competition. I do not consider myself as a heavy user, however, I'm using online tv services like HULU and Netflix and I'm being penalized for that by Comcast making me pay extra money for data over 300GB almost every month. That is unfair and I feel discriminated because Comcast doesn't treat their customers all across the nation equally, those data caps don't exist everywhere. I'd like to have my issue resolved by removing the data cap and have all of the extra money I have paid credited into my account.

Ticket: # 574691 - Xfinity Data Cap

Date: 10/7/2015 12:28:38 AM

City/State/Zip: Houston, Texas 77040

Company Complaining About: Comcast

Description

Xfinity/Comcast wants to add data caps to everyone's internet service and we all know that it serves no technical purpose other than to just stop people from using Netflix and Hulu. Comcast/Xfinity is also not calling them data caps because they don't want people to complain to the FCC. I'll be damned if you let Comcast or any major ISP get away with data caps. Trust me nothing will stop me from preventing that even if it means filing a complaint every single day and telling more millions of people online to do the same. If you want your work to get easier stop Comcast and any internet service provider from forcing data caps on people just to make more money. We already pay more money per megabit than other many countries. Compared to South Korea we have slow internet. S.Korea is getting ready to set 10Gbs internet and Comcast fastest is only 150Mbs Comcast's internet is 100 times slower than what S.Korea's internet is going to be. Corporate greed is causing America to fail so bad other countries are going to be greater than us. Now with the TPP agreement wants ISP to spy and watch what people do online. This needs to stop now, I don't care if the data cap limit is not in my area yet and I should not worry, but that's the word not here yet. What will I do when it gets here be forced to pay a extra \$30 on top of the over \$150 I already pay for a T.V. service that cuts out and internet that will soon be limited and be forced to pay more if we go over the data cap. I want to see ISP corporate competition I'm tired of seeing corporate co-operation.

Ticket: # 575756 - Comcast Data Cap

Date: 10/7/2015 1:53:20 PM

City/State/Zip: Lauderhill, Florida 33311

Company Complaining About: Comcast

Description

I just received an email from Comcast yesterday 10/6 stating that a new "trial" data cap program would be instituted. They arbitrarily set the cap at 300GB a month and after looking up my usage I noticed that I consistently hover at 450GB a month. I have 4 people in my house and we all watch internet TV and play online games consistently which adds up data very quick and I'm already on one of Comcast's upper tiers for internet speeds. I purchase ALL my online activities legally and I still easily bust this cap.

I was given the option to pay \$30/mo in ADDITION to what I'm currently paying to have an "Unlimited Internet" option, but this amounts to me paying more for the service I'm currently getting. I'm getting NO additional benefit for more money due to an arbitrary price hike.

I have no other comparable services in my area (Lauderhill, FL) that can offer me the speeds that Comcast offers with the best option that is ATT DSL which barely has 1/8 of my current speed. This isn't even remotely competition and Comcast knows it. Hell even the service I do get is abysmal and rarely do I ever get the speeds they promise. I had to double the Internet plan I have just to get to the speed of the previous plan I paid for much less the current plan I have.

In addition, I looked at my previous billing statements and beginning last month my bill increased \$20/month. It appears that shortly after I initiated autopay, my service "discount" was cut from \$39.95 to a bit over \$20.

South Florida has no true options for internet. There are no competitors depending on the municipality. I either get crappy ATT or gouged by Comcast or one of it's resellers.

Ticket: # 576371 - Data caps

Date: 10/7/2015 4:19:49 PM

City/State/Zip: Texarkana, Arkansas 71854

Company Complaining About: Cable One

Description

Data caps are uncalled for and an immoral way to make me spend more money on a service my family relies on day to day. 300GB is too small in this day and age where online gaming, and video streams are the norm.

Ticket: # 576389 - Comcast Data Cap

Date: 10/7/2015 4:22:57 PM

City/State/Zip: Nashville, Tennessee 37204

Company Complaining About: Comcast

Description

Comcast called a few days ago to inform me that I had exceeded my 300GB data cap for the month and that this was the second month that I had exceeded this monthly data cap. I do not remember being notified that we had a data cap on our internet usage. This is a sad move on Comcast's part not only the fact that we weren't notified but just the simple fact that they, being the only high speed internet company in our area, can limit how much access we have to the internet. If I had an alternative way to get online I would take it in a heartbeat but the fact of the matter is, Comcast is the only true high speed internet provider in our area and we are at their mercy as a result. The lack of competition in our area has allowed Comcast to get away with complete disregard for their customers. I would like to file a complaint against Comcast for limiting my access to the internet.

Ticket: # 576513 - Open Internet

Date: 10/7/2015 4:54:51 PM

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

Comcast limits the amount of my monthly internet usage to only 300 GB per month, then charges a surcharge for any additional use.

This was not part of the original agreement. They have no writing of it any where on their site or any ad materials. When support is contacted they don't know what the limit is to the market I live in and recommend other products promising a higher data cap, but after paying for a more expensive higher tier of service I'm still limited. This is not fair neighboring cities are not prohibited to this limit nor is there a plan available to increase the limit.

Ticket: # 576872 - Comcast Violating Net Neutrality, Behaving Anticompetitively

Date: 10/7/2015 6:43:30 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

By implementing data caps that artificially inflate the effective price of competing products and exempting their own video services from these data caps, Comcast is violating both the letter and the spirit of the recently implemented open internet regulations.

Please see attached file for complete complaint.

Ticket: # 577002 - Comcast Data Cap

Date: 10/7/2015 7:41:08 PM

City/State/Zip: Grayson, Georgia 30017

Company Complaining About: Comcast

Description

I just became aware of the outrageous policy known as the Comcast Data Cap. My wife is in the Army and we move frequently. We just moved to the outer Atlanta area and had to switch internet providers (again) because the previous provider was not offered in the area. We have never had a limit on our data, and one of the reasons we will never go to satellite or Verizon internet. There is no reason to cap data usage as it doesn't cost the service provider any extra money to provide it, so why should I be charged? This is a perfect example of a multi-billion dollar corporation nickel and dimeing the little guy. I think the FCC needs to ban data caps for all internet providers. The other issue is our cable internet is hardly faster than our previous DSL. How is this possible, considering our bill is twice the cost of our previous DSL internet?

Ticket: # 577198 - Broadband access & limits

Date: 10/7/2015 9:20:11 PM

City/State/Zip: Plantation, Florida 33317

Company Complaining About: Comcast

Description

I live in an area with only 1 broadband internet choice, Comcast. Comcast has recently imposed a data cap with obviously sinister reasons. They are attempting to deter Netflix/Hulu/Amazon subscribers from dropping their cable subscription by limiting the amount of data a customer can use. Customers without a choice in providers (or anyone) should not be subjected to this attempted monopolization. I beg you to take this seriously. You are the FCC, it is within your power to protect the consumers from these behaviors.. Please, please help.

Ticket: # 577284 - Comcast Data Cap

Date: 10/7/2015 10:33:30 PM

City/State/Zip: Riverdale, Georgia 30274

Company Complaining About: Comcast

Description

I live in Atlanta and Comcast has imposed a "test" data cap in my area. It has now drawn the attention of our local news and is an unfair practice of this company.

Ticket: # 577318 - Centurylink

Date: 10/7/2015 11:13:56 PM

City/State/Zip: Yuma, Arizona 85365

Company Complaining About: Centurylink

Description

They are trying to put data caps on my account even tho i never signed up to be on any limited plan. They said I was "using too much internet" and that others needed it too... How can you consume too much of a non finite resource...

Ticket: # 577381 - Comcast Data Usage Cap

Date: 10/8/2015 1:04:53 AM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

I was given no notice of a data cap when soliciting internet services from Comcast. First, I signed up for an introductory price of \$40.00 per month and added the \$10.00 burst speed option because I needed the bandwidth. I also purchased television service during the sign-up process.

In 30 days, I cancelled the television service because I was not getting the channels or quality I was initially promised. Comcast freely honored their, "30 day money back guarantee", but retracted their introductory rate for the internet because I "no longer qualified for the introductory rate".

My internet bill increased to approximately \$80.00 for my level of service.

Now, with overage fees, my bill ranges from \$100-\$160. I have been lied to at every turn. They refuse to remove the charges on my account. I have tried to compromise and move to a business class service that boasts better speed at a \$100/month price point, if they would just remove the overages. Still they refuse.

I feel that this is a way to circumvent the Net Neutrality decision, passed and enforced by the Federal Communications Commission. I ask, as an american taxpayer and citizen, that the FCC investigate this blatant disregard of the law and exploitation of their american customers.

Ticket: # 577429 - COX DATA CAPS

Date: 10/8/2015 4:42:26 AM

City/State/Zip: Dana Point, California 92629

Company Complaining About: Cox

Description

Cox has data caps in place where they are planning to charge upwards of \$50 for additional data. This is ridiculous. The government gave all these companies billions of \$, and I suddenly am left with data caps on now outdated cable techonolgy.

We will not pay any fees for data caps, and we hope the FCC bans this practice.

Ticket: # 578279 - data caps and lack of options

Date: 10/8/2015 1:06:41 PM

City/State/Zip: Saint Anthony, Idaho 83445

Company Complaining About: Cable One

Description

I live in a rural part of the country and I already understand my options are limited. However I do feel that my right to have open internet is significantly limited when the only local provider capable of meeting federal broadband provisions uses the business tactic of data caps. I am fortunate enough to have a job I love eventhough it is in a part of the country that I do not and am able to nearly triple my internet bill alone to keep the service. Im really not interested in faster speeds at this time and I believe they doubled my speed for free so that I could use up their data cap more quickly.

I understand other utilities are metered and charged according to similar practices but the internet is much different than running water, gas, or electricty and should be much more accessible, without punishment because of my usage patterns.

Thank you for taking the time to read my compliant.

Ticket: # 578369 - Comcast DataCap

Date: 10/8/2015 1:41:18 PM

City/State/Zip: Smyrna, Georgia 30115

Company Complaining About: Comcast

Description

Dear FCC,

We're a family of 4, who moved in state to a new property where our previous internet provider (U-Verse) is currently not available, and we had only two options to sign up for new internet service, which was either Comcast or Windstream. We decided to go with Comcast as they had a good offer for internet + modem rent and TV services... however, after the first month being closed to an end we received an email about a data cap imposed and enforced by Comcast with 300GB cap and extra \$10 for every 50GB exceeding that cap. We've then tried to call Comcast to get more information about this data cap, as we never had to worry about it in our previous address when we had U-Verse, and the agent mentioned that there's nothing they could do, and I asked if they can discriminate the usage per day and applications, and he said "no!". Really? they can enforce a data cap on a service I am buying + renting their modem equipment, and they cannot provide a data measurement per day and application?

The best they could offer was for me to move to a business plan with a 2 year commitment, with hefty penalties by the way, paying almost 3x of what I pay today for internet to a 16M plan compare to 30M in my current offer.

I really appreciate if you could review the policy enforced by Comcast to their customers with limited options as this doesn't seem to be fair to me as a customer to spend time monitoring my and my family internet usage and depriving me from using online backup services (Amazon and Google) because of a data cap issue.

Thanks for your understanding!

(b) (6)

Ticket: # 578439 - Comcast/XFINITY Internet data cap

Date: 10/8/2015 1:58:42 PM

City/State/Zip: Sunrise, Florida 33351

Company Complaining About: Comcast

Description

I live in Sunrise, Florida. Starting October 1st Comcast has gone ahead and implemented their data cap of 300GB. I think it is ridiculous that they have the ability to do that. I am what you would call a cord cutter and rely on my Internet to stream my TV and Internet services. It's a way for me to save money as I do not watch much television. I also have consoles that update games regularly and those updates are pretty hefty in size. I don't get what Comcast wins by doing this. If it were up to me I would leave them and sign up for Google fiber. Unfortunately it's not available in my area yet. But once it is, you can bet that I will without hesitation.

Ticket: # 578839 - Data Usage Caps

Date: 10/8/2015 3:43:30 PM

City/State/Zip: Tamarac, Florida 33487

Company Complaining About: Comcast

Description

Please intervene and stop Comcast from imposing Data Caps on its' customers!

Ticket: # 579274 - Comcast and their data Cap

Date: 10/8/2015 5:28:17 PM

City/State/Zip: Knoxville, Tennessee 37931

Company Complaining About: Comcast

Description

To whom it may concern,

I am contacting you about the 300 GB restrictions that Comcast places on their internet. I do not enjoy most of the scheduled programming on cable so I have a small tv package. I do enjoy using the internet for school work (which includes videos) as well as other streaming services or games. Depending on the month I will have 7 -10 days left and oh I get an email talking about possible increase in my price I pay per month as I have gone over their 300 GB data cap. I am not using 1000GB a day or anything like that just normal use for school and entertainment. This is not practiced everywhere and is new to me but quite irritating. I pay for the internet access. Why am I being limited to some arbitrary number?

Thank you.

Ticket: # 579889 - Comcast Data Cap

Date: 10/8/2015 10:06:11 PM

City/State/Zip: Florida City, Florida 33034

Company Complaining About: Comcast

Description

Dear FCC,

I am complaining on the new imposed data caps that Comcast has forced on the paying customers such as myself. I currently pay \$85 a month for their blast plus service. It is inconceivable to think that this is the price that I pay for internet alone and am still told that it will be capped and if I go over I must pay an extra \$10 per 50gb. This is something that is absolutely unnecessary, their bandwidth is not being strained; this is solely for monetary gains on the already-struggling consumer. Internet is no longer a luxury, it is a necessity. People no longer have one computer at home, they have multiple devices whether laptops, tablets, mobile phones or gaming consoles. Everything is connected to the internet which makes a cap even more stressful. I have read popular online articles on this subject and have seen several times that Comcast says they are doing this so that data hogs can pay more and so that those who don't use the 300 gb can pay less. The wording is very deceptive because the consumers who don't use the 300 gb will not be paying less, they will be paying exactly what they used to when they had unlimited internet. Only difference is that if they go over, now they will be charged even more. Or they can get unlimited (what they originally had), for \$30 more.

Please, something must be done to stop this internet monopoly. The lack of competition allows these people to get away with such ridiculous caps and prices. And again, these price hikes and data caps are not because they are having bandwidth trouble, it is simply for greed.

[Ticket: # 580121 - Comcast enforcing data caps](#)

Date: 10/9/2015 7:15:07 AM

City/State/Zip: Homestead, Florida 33035

Company Complaining About: Comcast

Description

Comcast enforcing data caps, to keep people from using competitors like Netflix, hulu, and amazon. Instead of competing, they rather throttle and cap usage to make it easier them to force cable tv subscriptions on their customers for media content.

Ticket: # 580189 - Comcast Data Cap

Date: 10/9/2015 9:04:04 AM

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

I'm sure you've heard of the comcast data cap by now. Well now i am here to express my displeasure.

Let's be honest, that type of limit in today's modern internet usage is just ridiculous. They're taking advantage of their customers. Unfortunatley, i have no other high speed internet options in my area and I do not anticipate any expansion in my area.

The cap is 300GB a month and I use well over 500GB every month. Yes, I stream (who doesn't???) but i also still have their cable package. I explained this to comcast and let them know that i stream legal sports programs as I am out of my teams broadcast network. I pay a fee (not to comcast thankfully!) for the oppitutnity to watch my favorite teams and now I'm being punished by comcast. I also make international video calls daily and as you can imagine that uses a lot of data. And who doesn't stream! Let's face it, everybody does it, and comcast is taking advantage of the people that do.

Thank you

Ticket: # 580602 - Comcast Data usage cap**Date:** 10/9/2015 11:54:23 AM**City/State/Zip:** Tucson, Arizona 85743**Company Complaining About:** Comcast

Description

It is the 9th of October and I have been alerted by Comcast that I am at 90% of my data use allowance for the month. As we exceeded the data cap last month, I have already reached out to Comcast to upgrade my plan or make arrangements to ensure my overage charges do not get out of hand. I was informed by Comcast customer service there is no plan option to upgrade past the 300GB per month and that if I wanted to continue to use my internet service I may start to receive charges of \$10 per 50GB, and that there was no cap to those charges. I am still unsure how much I am paying in overages for September as my bill is paid, but shows a balance of \$25.11 after a 1 time courtesy adjust from Comcast. I have attached my September bill and a screenshot from October 9th; please note there is no notice here on approaching internet limits or fees, however, they are present in my online account with a due date of October 18th. I asked how I could protect myself against a large bill, and the customer service agent suggested I unplug my internet.

Unplugging and disconnecting internet service is not a reasonable option for my family. We use the internet for media, as well as school work (my wife and I are both educators and students, and we have three other student in our home). I also work from home 15 hours a week and use the internet for research and communication related to my job.

When I contacted billing, the agent was confused, as on his end, I had unlimited internet. He had no way to help me manage or limit overages.

I would switch providers, but, there is limited competition in my area. However, 5 miles south, in Cox communications territory, there is no imposed limit.

This poses some issues for fairness for me as the consumer, and for fair resale of my home.

If a buyer has to choose between my home with Comcast data limits or another with none, that could cost me the sale or at the very least, market value.

I can assure you I will investigate the internet company in the future as I am now either tied to Comcast and their expensive overage fees or faced with the option of trying to sell my home, uproot my family, and move. For now we have no choice but to pay the premium to Comcast in lieu of moving.

These are unacceptable terms and conditions for Americans to live with in the current technological age. Please take action immediately.

Ticket: # 581497 - Violation of terms / scam

Date: 10/9/2015 4:07:16 PM

City/State/Zip: Miami, Florida 33137

Company Complaining About: Comcast

Description

Two months after the start of my subscription to their home Internet service, Comcast has instated a data cap which was not mentioned at the time of subscribing or paying for their service.

They now sent me a "reminder" notice to introduce overage fees should my data usage go over 300 GB per month. This is the first I hear of such a data cap and my data will certainly exceed it from daily usage.

Their email to me claims that this decision is based on their calculation that I do not use so much data, which is false and simply a template statement. I've only had their service for two months so they could not possibly gauge my usage. I am now 2/3rds of the way through my data cap on just the 9th day of the month.

They are now requesting me to pay 117% MORE per month than the existing cost of my subscription, in order to have "unlimited" internet. This is not something that was offered at the time of subscription, for the obvious reason that I would have been informed about the data cap.

I looked through the contract and could not find any clause regarding a data cap. This is false advertisement and a 'gotcha' business model.

Furthermore, this data cap does not apply to any data used by their own streaming services, which is quite possibly a violation of Net Neutrality.

Ticket: # 582167 - Data Cap

Date: 10/9/2015 9:41:32 PM

City/State/Zip: Miami, Florida 33156

Company Complaining About: Comcast

Description

Comcast has started imposing a data cap in the area where I live (Miami, FL). Their service was advertised as unlimited when I signed with them and the customer representative I spoke to wanted to charge me a fee for cancelling out my service.

This practice appears to directly goes against Net Neutrality policies.

I am hoping this note can help solve my issue having to seek legal counsel.

Ticket: # 582234 - Comcast Data Capping in my Neighborhood**Date:** 10/9/2015 10:58:46 PM**City/State/Zip:** Miami, Florida 33185**Company Complaining About:** Comcast

Description

Hi,

I am writing this to complain about Comcast's recent business practices in my neighborhood. Comcast is our only option for internet service here and they are now charging extra for passing their arbitrary data cap "limit". We have been with Comcast for years and this limit amount is nowhere near what a family of four can use in a month. I understand that they want to limit heavy users so that they could save money for themselves but they are increasing prices for every customer by capping everyone equally. They charge extra for an "unlimited plan" which seems more like a hidden price increase since everyone's plan was already unlimited before this data cap. Compared to other companies like Google, the internet service that we pay for is vastly overpriced for the speed that we are getting. And now Comcast wants to charge extra because we are using the service we pay for. At this time we are at 181 GBs out of our monthly 300 limit and it is October 9. 300 GB's is nothing for a family of four who use the internet for our cell phones, Netflix, video games, video chatting with family in Peru, and for running my parent's small business. This is not an abnormal amount of usage for any typical middle class family. Comcast says that they are testing these caps in select cities and this throttling of our data usage will only be the beginning. They are increasing pricing to punish users who no longer use their overpriced cable packages and they are treating data as if it was a finite resource. As technology advances our devices will start using larger amounts of data and that is normal. In the 90's, 300 GB would have seemed enormous for an average user. Nowadays 300 GB is nothing and in less than 5 years it will seem ridiculously small. Comcast's caps will limit innovations to only the wealthy and will prevent many from using all the advantages of new technology. Just last month I bought a PlayStation 4 as a reward before I start medical school next year. As I started a new game I was not surprised to see software updates that were 17 GB in size. As technology has advanced, the size of software and programs has increased dramatically. Comcast has not responded to technological changes through innovation or infrastructure improvements but instead has chosen to increase pricing for their subpar service. Please look into this matter, not just for my family but for the sake of everyone who will be affected by these price increases in the coming years.

Thanks,

(b) (6)

Ticket: # 582336 - Comcast Internet

Date: 10/10/2015 12:59:56 AM

City/State/Zip: Tamarac, Florida 33309

Company Complaining About: Comcast

Description

XFINITY service in the South Florida area has always had the 250 GB / month "data soft cap" disabled. However, starting October 1, 2015, Comcast will be implementing a 300 GB / month data cap. Users who use more than this on a monthly basis after the cap is instated will be forced to either pay a monthly \$30 fee for Comcast's new "unlimited data package" or pay \$10 for every 50 GB they go over the 300 GB. With the ubiquitousness of online media consumption nowadays (e.g.: Netflix, Amazon Streaming, etc) , many users — myself included — will be forced to pay a new fee, not included in the original service contract. Comcast is attempting to forcibly reduce our usage without acknowledging the fact that these new services are shaping the way we consume media, and instead are holding many of their customers hostage via a lack of competition, freely profiting from this.

Ticket: # 582926 - Comcast Data Cap Usage**Date:** 10/10/2015 3:28:48 PM**City/State/Zip:** Miami Gardens, Florida 33169**Company Complaining About:** Comcast

Description

Dear Sir or Madam,

My internet service here in Miami is from Comcast and I unfortunately don't have many other options. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. What I don't get is that my internet isn't delivered over the air like a cellphone. So why do I have a certain data cap? It is also my understanding that internet cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. It feels like that this new scheme is to privilege the video programming sold by Comcast over competing video services. I barely watch cable TV and all entertainments that I consume are over the internet. So why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of Twitch, HBO Now, Amazon, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have 6 members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

So please FCC, do put an end to this madness. This monopoly of Comcast isn't good for me as a customer since I barely have other options around here.

Ticket: # 583058 - Comcast Anti Competitive Data Caps

Date: 10/10/2015 5:38:45 PM

City/State/Zip: Atlanta, Georgia 30341

Company Complaining About: Comcast

Description

I'm into the second year of a two year service contract with Comcast. When the agreement was initiated there was unlimited access to the Internet. Comcast has breached this agreement by "testing" a policy that provides for data caps and additional cost. At minimum, Comcast should be held to the terms of its original agreement and provide unlimited internet access at least until the termination of the contract is reached.

Ticket: # 583172 - Data cap and false advertising

Date: 10/10/2015 7:18:25 PM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Comcast

Description

Comcast has an unadvertised data cap test zone in Tucson AZ which users are unable to opt out of. There is currently no consumer tier to have unlimited internet in this area and yet they still advertise in the same manner as other internet providers that do not have caps on their service. This is blatant use of their market position to change the behavior of their consumers by forcing people who choose not to watch TV through traditional cable providers and should be outlawed. The only "solution" provided by comcast has been to pay double for double the cap which is not something they could get away with if they had competition in the area.

I've attached a screenshot of where you can purchase internet plans from them and you can clearly see that there is no mention of a data cap. It is advertised in terms of speed instead of quantity of data.

Ticket: # 583219 - Comcast Data Caps

Date: 10/10/2015 8:54:09 PM

City/State/Zip: Memphis, Tennessee 38103

Company Complaining About: Comcast

Description

I am a Comcast/XFINITY customer in Memphis. Comcast has imposed a data cap on my account. I recently canceled my cable television service because Comcast raised the price on its plans. I now stream most of the content I watch, which has caused my data usage to increase, and thus has caused me to hit the data cap, which has not happened in the past. I feel that Comcast should not be able to place caps on my data. If I want to use content streaming services to replace Comcast's TV services, I should be able to do so. I cannot do so if they place a cap on my data plan. I find this even more problematic because Comcast is selling both the data and the TV services, and Comcast is the only provider in my area that offers a data plan fast enough to reliably accommodate streaming services.

I have attached correspondence from Comcast regarding this issue to this complaint.

I will be sending letters about this issue to my representatives, and also to whichever corporate employees/officers at Comcast whose contact information I can acquire.

Ticket: # 583362 - Data Caps with no itemization or speed checks**Date:** 10/11/2015 2:41:18 AM**City/State/Zip:** Cleveland, Ohio 44134**Company Complaining About:** Cox

Description

My utility provider Cox has recently enacted data caps. However there is no representation of my data usage other than the amount of GB used per day. I do not believe their data monitor is accurate and nor is it showing me my actual usage. Any cellphone shows you how much data, every kilobyte every app has used. My home internet provider cannot show me that, with no way to keep them in check. They can put any number they want there and say I used it.

My second problem is speedtests also count against my data cap. I ran my speedtest over 100 times today and yesterday because of speed problems with my provider, I was getting 1/5 of the speed I was paying for. Every time we checked to see if the issue was corrected and the speed was right. Every test counting against my data. We can't even check if our provider is giving us the speed we pay for without using up our data.

Ticket: # 583375 - Comcast Data Cap

Date: 10/11/2015 3:30:51 AM

City/State/Zip: Miami, Florida 33174

Company Complaining About: Comcast

Description

Conceptually data cap is actually ridiculous, as data is literally an unlimited resource. You pay for the speed of your internet not for the freedom of being able to use it. Data cap was implemented without warning and once I got to 90% I was notified within the BROWSER OF ALL THINGS! Nothing was said the other 90%. Something needs to be done.

Ticket: # 584689 - Comcast Data Cap

Date: 10/12/2015 12:07:04 PM

City/State/Zip: Hiram, Georgia 30141

Company Complaining About: Comcast

Description

Continually getting messages of going over my data cap imposed by Comcast though my network equipment logs do not show me coming close to the numbers that Comcast data meter shows me using.

Ticket: # 583526 - Comcast Data Caps

Date: 10/11/2015 12:10:48 PM

City/State/Zip: Miami, Florida 33157

Company Complaining About: Comcast

Description

Comcast recently introduced data caps in Miami that are unfair and ridiculous this shouldn't even be legal please on behalf of everybody help fight this.

Ticket: # 583911 - Usage Cap

Date: 10/11/2015 7:01:39 PM

City/State/Zip: Cumming, Georgia 30040

Company Complaining About: Comcast

Description

Comcast has been billing me for over usage of the 300gb data cap. Interestingly enough even with my kids back in school the usage has not dropped. Comcast only provides total usage but no other details including no usage by day or website usage which they say is for my privacy. Why should I pay a bill that I am supposed to "trust" them that the numbers are accurate. They are a monopoly and need to be broken up. They are completely arrogant.

Ticket: # 584022 - Data Caps

Date: 10/11/2015 9:34:20 PM

City/State/Zip: Goodletsville, Tennessee 37072

Company Complaining About: Comcast

Description

I have been in the technology/computer industry for over 10 years. I have a router which monitors ALL internet traffic, both upstream and downstream. I had a hunch that Comcast's ability to report usage was poor but after installing my own router, realize that Comcast is committing fraud.

Comcast, on average, reports more than 3 times the actual data being used. This is ridiculous. In addition, I believe Comcast is placing a data cap on consumers simply to keep consumers using their cable TV services and to limit their competition with all the online streaming services available.

In addition, I have never gotten the speed I actually pay for, not a single time.

Furthermore, Comcast is charging me for self installs which never took place, sports fees, when I don't watch sports, multiple FCC charges and taxes and other fees I've never heard of.

I plan to file suite in small claims court if this issue isn't resolved.

Ticket: # 584072 - Comcast Data Trail starting October 1, 2015 Miami area

Date: 10/11/2015 10:25:21 PM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

Comcast began a data trial in the Miami area on October 1st, putting a 300GB cap on internet usage. An email was sent on 9-1-15 describing a trial test for the area. The email stated, "if you do not want a 300GB data plan, the new unlimited data option is an alternative that provides additional choice and flexibility, especially for customers who use lots of data." They are forcing customers who have signed contracts for internet usage by speed (not in a data cap to be charged) to pay additional \$30 in funds not expected in order to use the same service. They did not provide in the email what our data usage is, only link to find out. Ten days into the trial, that we did not opt in for, we have already exceeded the trail cap! Overall this is poor business practices on their part - we signed a contract for two years at a certain price and should not be forced into spending more based on a trial.

Ticket: # 584099 - Comcast

Date: 10/11/2015 10:50:41 PM

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Comcast

Description

Comcast is violating net neutrality and reducing competition by putting data caps on its high speed internet. I only have access to high speed internet via Comcast so they already have a monopoly in my area but by also putting a cap on my internet data it limits my ability to use other services such as Netflix, Amazon, etc. to get my entertainment instead of Comcast's services which do not count toward my cap. Comcast needs to remove data caps to ensure an open internet where completion can thrive.

Ticket: # 584190 - Comcast Latest Data Cap

Date: 10/12/2015 1:34:58 AM

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

Comcast recently introduced a data cap of only 300 GB a month in my area (Miami, Florida) and it is just ridiculous for people that use the internet for video streaming and other mediums that use a lot of data. The fact that the FCC has done nothing against this is crazy because this is nothing new. What happened to net neutrality? Throttling still exists. We're still NOT free to do what we want on the internet as originally intended.

Ticket: # 584361 - Comcast Data Caps**Date:** 10/12/2015 9:54:24 AM**City/State/Zip:** Davie, Florida 33328**Company Complaining About:** Comcast

Description

Comcast recently implemented a soft data cap of 300 GB to my area's home internet, incurring an additional \$10 fee for every 50 GB over. This is on top of the normal price for the service, which did not change. This makes using services like Netflix, or streaming video websites Twitch.tv, more difficult, as they can quickly use up a lot of bandwidth in a multiperson household. This is also in an area without an alternative ISP to Comcast, as AT&T does not offer their internet service to my address. This is an archaic system being implemented in a time when video games are being released for download that are in excess of 30 GB in size, or more than 10% of the allotted monthly soft cap in one download. There is no way for me to express my dissatisfaction with Comcast's decisions without completely foregoing internet, as again, they are the only cable internet provider available to me. Furthermore, their own streaming service, Xfinity Video On Demand, does not count towards the data cap, while their competitors ala Netflix do, casting doubt upon any fairness as far as net neutrality is concerned.

Ticket: # 584641 - Comcast internet data caps

Date: 10/12/2015 11:53:09 AM

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

Comcast introduced a data cap on my internet service as a "trial" as I live in the Ft Lauderdale/Weston, FL area.

This data cap is intended to discourage usage of competing content providers like Netflix, Hulu, Amazon Video etc. by charging extra for data usage. This was not part of the the two year contract that I signed with them, I can not make any modifications like removing services without paying a fee, and yet they can introduce this without any questions.

Ticket: # 584646 - Proposed Data Caps for Home internet**Date:** 10/12/2015 11:54:38 AM**City/State/Zip:** Denver, Colorado 80237**Company Complaining About:** Comcast

Description

Comcast is threatening to impose data caps that significantly raise the price of home internet and that attempt to bring usage plans in to replace a flat fee for internet access without caps.

There is not technical need for caps as current estimates but national tier 1 network usage at far far below saturation point. We (as a nation) have plenty of tier 1 bandwidth to support open internet access without caps for home internet.

Comcast has a clear conflict of interest here with being the biggest provider of home internet in a painfully uncompetitive market by also being one of the biggest providers of traditional TV services. With the rise of new streaming services that cater more to customers individual tastes, comcast has incentive to implement data caps that make it difficult for the average consumer to to pay a reasonable amount of money for the bandwidth that they actually need.

I use multiple streaming services and I also work from home. My bandwidth usage for homer internet often rises above the 350GB proposed cap. With comcast's proposed plans, I will be pay TWICE as much for the same level of service that I am currently getting while have no clear technical explanation for why it is necessary.

Please please please stop this. This is an obvious power play and a seemingly clear violation of the principles of net neutrality. Comcast shouldn't be allowed to push consumers around just because there is no alternative for us to turn to for internet access.

Ticket: # 584799 - Comcast's arbitrary data cap for Internet usage

Date: 10/12/2015 12:38:24 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Comcast has arbitrarily imposed a 300 GB data cap for Internet usage on its customers in my hometown of Nashville, Tenn. I find I am suddenly exceeding the cap recently, even though it was implemented in early 2014 here, and I had experienced no issues prior to now. I have called Comcast customer service representatives repeatedly in an attempt to resolve this issue, and they have offered me no options (such as raising or eliminating the cap). By imposing this cap, Comcast is, in effect, throttling my ability to freely use the Internet. I would greatly appreciate it if you would investigate this matter as soon as possible.

Ticket: # 584910 - Data caps

Date: 10/12/2015 1:06:27 PM

City/State/Zip: Belfair, Washington 98528

Company Complaining About: Wave Broadband

Description

My ISP, Wave Broadband, has implemented 300 GB data caps on all internet subscriptions. This is unfair and needs to be stopped.

[Ticket: # 585248 - Comcast implementing a 300GB data cap in my area.](#)

Date: 10/12/2015 3:03:09 PM

City/State/Zip: Hallandale Beach, Florida 33009

Company Complaining About: Comcast

Description

Comcast has recently decided to run data cap "trials" in several states, including Florida. my area code, 33009, is included. I think it's wrong, unlawful, and outrageous for them to implement this data cap considering that it is 2015 and almost everyone uses the Internet extensively on a daily basis. It is clear to me that this is an attempt to sway people from using streaming services such as Netflix and Hulu.

Ticket: # 585728 - Comcast Data Usage

Date: 10/12/2015 6:03:26 PM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

Comcast has decided to start a trial for data usage in certain areas. Basically data caps of 300GB/month which is absurd and only being done because they want to prevent people from moving onto other services that isn't their own such as cord cutters whom lower cable bills by just paying for internet.

Ticket: # 585665 - Comcast Data Usage Cap (Or How Comcast is trying to get around Net Neutrality)

Date: 10/12/2015 5:41:46 PM

City/State/Zip: Hialeah, Florida 33018

Company Complaining About: Comcast

Description

Comcast called me today to tell me how I had gone over the cap of my monthly data usage. My first reaction, as some who have had this problem can imagine, was... my what? I had no idea I even had a data cap until they called me, as there was no prior warning (I was sent no emails telling me my service had been altered and definitively got no calls prior to this one, except for the one where they offered to upgrade my internet speed). Yet, apparently, I have been going over their 300 GB cap for about four months in a row, now. Why, then are they offering me faster internet if the one I have is already putting me over their infernal cap? Who can say as to what goes on in the mind of those afflicted by such all consuming greed, but my first reaction was to call them and ask for a little bit more information. Why had they suddenly decided to put caps in my area (along with a select number of other areas)? They had no answer for me, other than to reiterate how I now had to deal with these new caps, but how for only 30 dollars a month more, I could have unlimited data usage. That would be great, except I WAS getting unlimited data usage for ZERO dollars more until you decided that you weren't making enough money from me and that had to change.

My second reaction was to immediately go online, now conscious that every web site I visited put me closer to being charged 10 dollars for going over an arbitrary cap that (from my perspective) they had just invented out of thin air, and find if I had any alternatives to Comcast in my area. Unfortunately, neither Time Warner Cable, nor Verizon, nor Google Fiber (yes, I even tried Google Fiber) were available in my area. I didn't even bother trying AT&T because a little research revealed that they had been imposing caps on some of their customers as well.

It is my belief (as well as the belief of a few others, no doubt) that these practices have been put into place as a direct attempt to get around Net Neutrality because it is the people who use streaming and downloading services the most that will be the most affected.

After reading the complaints of a few others who are struggling with the same problem, I cant help but think that its no coincidence that this "trial program" has been rolled out in places with very few (if any) alternatives in terms of service providers.

The internet is in its infancy still, and while Net Neutrality was a huge step forward in making sure that it remains free from constraint, and is cheap and easy to access, Comcast's actions, if they go unopposed, threaten to make Net Neutrality nothing more than a meaningless phrase people associate with the same hollow connotations as good ideas that should have been put into practice, but sadly never where.

I have heard that the FCC is planning on getting serious on data caps if Comcast does this nation wide... but I really hope that they start looking into this sometime before the ENTIRE country is

suffering from this atrocity, because this cap was introduced in just one city to begin with and is now in a lot more places than that.

I'm just one person, powerless to do anything but write this, so that's what I'm doing, in the hopes that enough people feel the same. Listen to the voice of the consumer, I implore you, and not to the voice of those who are lining their pockets to the brim by exploiting us.

Ticket: # 585667 - Comcast Data Cap

Date: 10/12/2015 5:42:10 PM

City/State/Zip: Maimi, Florida 33172

Company Complaining About: Comcast

Description

Comcast's actions are anti-competitive. With a data cap they're essentially prioritizing their VOD services over their competitors because they don't count against the cap.

Ticket: # 585854 - Informal Complaint to FCC Regarding Comcast Data Caps

Date: 10/12/2015 6:51:29 PM

City/State/Zip: Lithia Springs, Georgia 30122

Company Complaining About: Comcast

Description

(b) (6)

October 12, 2015

Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, S.W.
Washington, DC 20554

Dear FCC Consumer Help Center:

I am tired of paying for my Comcast data caps. It's been almost a year since Comcast implemented their data cap overcharge fees in the Atlanta market, and my family and I are sick of them. We use the internet for school, work, and entertainment, which means our 300GB monthly limit goes by quickly. Then every 50GB above the limit is an extra \$10 charge on my bill. I've contacted Comcast on several occasions to remove this cap, but they insist that there is no way around it. (Funny how other markets aren't paying any extra, though.)

A Comcast sale representative actually called today to upsell me to a higher plan. After voicing my concerns with my data caps, she informed me that if I used Comcast's own on-demand video streaming service, Streampix, the data used by Streampix would be exempt from the data cap. Along with any other net neutrality issues this may raise, how is this fair business? The actual data for Streampix is transmitted in exactly the same way as if I were checking my email or paying my utility bill online. Yet paying my water bill online counts against my data cap, whereas Streampix does not? This is ridiculous data discrimination, just to earn an extra buck off me. I'm tired of it.

This has even been reported on international technical news website Ars Technica. Comcast Vice President of Internet Services, Jason Livingood, stated that data caps were not a technical necessity, but rather they are a business decision (<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>). A Comcast VP has admitted what I already knew: there's no technical necessity, only a drive for more of my hard-earned money.

I would like to file an informal complaint with the FCC Consumer Help Center to look into the abuse of data caps in broadband internet services (specifically Comcast), especially since broadband internet is now classified by the FCC as a public utility. Thank you for your time.

Sincerely,

(b) (6)

Ticket: # 585860 - Comcast data caps

Date: 10/12/2015 6:53:33 PM

City/State/Zip: Fort Lauderdale, Florida 33308

Company Complaining About: Comcast

Description

Recently, Comcast has announced a 300 Gigabyte data cap in my area. My family has paid for a 105 megabit/second plan, and at these speeds with that cap my family can run out of data in less than a day, in 11 hours.

The fact that we have used more than that data cap, last month even using double the cap, and had no disruption in service means this data cap is not at all necessary. The sudden introduction of this limit is an outrage, a simple ploy to get more money on a service we've already been provided. This does nothing to help alleviate any issues during high-usage times, as we have had no issues, nor does it solve any other possible problem. The internet cannot "run out," after 300GB, so this limit is arbitrary and useless.

Ticket: # 591919 - Internet Data Caps with Comcast**Date:** 10/15/2015 9:01:04 AM**City/State/Zip:** Knoxville, Tennessee 37923**Company Complaining About:** Comcast

Description

I am a subscriber to Comcast internet in Knoxville, TN. There is no other internet provider that is allowed to service us in my area, because Comcast was given the exclusive. I have "cut the cord" on cable TV and have now subscribed to Netflix, Sling TV, and Hulu to avoid using cable. I am currently halfway through my month's billing cycle with Comcast and only have 20GB of the allotted 300GB left on my plan. There is no logical reason a company should limit the amount of data that a consumer can have, other than create a monopoly and make it difficult/impossible without paying ridiculous overages. I also recently purchased a 4K TV and simply can't watch any content for it, because it uses too much data. I'm now considering moving all together to avoid Comcast as a company, and that shouldn't even be an option that's happening in today's society. If a company such as Comcast is limiting your data so severely, that you can't avoid their charges one way or another (charge for bandwidth use for Netflix, in avoiding cable TV), there's something wrong with the picture. In other places around the country, Comcast does not have these data caps, especially where other competitors are. It makes me sick that there's no alternative to this insane business. Please fix this.

Sincerely,

(b) (6)
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Ticket: # 586421 - Comcast internet Data Caps**Date:** 10/13/2015 8:07:48 AM**City/State/Zip:** Palmetto Bay, Florida 33157**Company Complaining About:** Comcast

Description

Comcast has just implemented internet data caps in my area and are asking me to pay \$30 more per month to get back on the unlimited internet that I had for the last 10 years. Their data caps are set at 300GB per month and I am easily going over this and not doing a whole lot. Currently I am doing the following and going way over this cap: Minimal Netflix viewing 3-4 hours a week, 4 Dropcam security cameras that record security surveillance of my home to the cloud, general web browsing, and most of my data useage comes from watching online technology podcasts and shows from the TWiT network (<http://twit.tv>). Also the from time to time I will download a new Xbox One video game and they are about 40GB each. Just to compare, one xbox game is 40GB and comcast wants to charge \$10 per 50GB used in overage fee's.

Ticket: # 586445 - Data caps

Date: 10/13/2015 8:40:14 AM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

These data caps have got to stop. What is the point of having internet if I can't even enjoy it? I can blow the my gb just by watching Netflix or Hulu. Why must we have data caps ?

Ticket: # 586516 - Data/Usage plan caps

Date: 10/13/2015 9:24:14 AM

City/State/Zip: Crest Hill, Illinois 60403

Company Complaining About: Comcast

Description

Implementing data/usage (henceforth referred to simply as data caps) is a questionable practice by wireless carriers where it costs them a fraction of a penny to allocate more bandwidth to customers while charging exorbitant amounts of money. ISPs have begun to implement similar policies. ISPs can expand their capacity even more cost effectively than wireless carriers and yet continue to feel that it is their prerogative to gouge the Internet. It costs an ISP a negligible amount to provide a nearly unlimited amount of bandwidth per customer and yet they want to implement a data cap in an effort to earn more profit from an imaginary and/or self-induced problem. The internet is not a place for corporate billing ingenuity and creativity. The internet is a place for free and virtually limitless expression of personal creativity, entertainment, and knowledge. What would the internet be like today if early ISPs had implemented a 10 megabyte monthly data cap?

Please help everyone and stop data caps.

Ticket: # 586579 - Comcast Data Cap

Date: 10/13/2015 10:01:07 AM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

I just got a notice from Comcast regarding used up 90% of my 300 GB. This is a punishment for cutting the cord 4 years ago. ATT U-verse is not available in my area. So I am stuck with Comcast. Now I have to spend more money on over usage. They should not compare themselves with cellphone provider with their data cap. Cell phone provider give their customer the freedom of mobility while Comcast internet service is only available at your home.

Ticket: # 586710 - Data capping

Date: 10/13/2015 10:53:24 AM

City/State/Zip: Suwanee, Georgia 30024

Company Complaining About: Comcast

Description

I paid double and triple of basic internet fee every months. And I do not have other options to avoid this data capping in my residence. It is monopoly. Also due to data capping, my family could not use Netflix and other video streaming service due to over charging.

Ticket: # 587251 - Comcast Atlanta Area Data Caps**Date:** 10/13/2015 1:16:38 PM**City/State/Zip:** Fayetteville, Georgia 30215**Company Complaining About:** Comcast

Description

Comcast has recently begun a "trial period" of enforcing a 300gb data cap on their customers in the Atlanta area. If a customer exceeds that 300gb data cap, they are penalize \$10 for every 50gb they use above that cap. Through normal use of Hulu, Netflix, YouTube, etc... my family and I consistently go over this cap. I am paying \$65 per month for Comcast's, internet service, yet if I want to avoid the \$10/10gb penalty, I must meter usage of an artificially limited service. This is an unfair use of a utility which is subsidized by our taxes. This artificial capping of data must stop. I might also add that their "data calculation tool" does not show any detail further than the amount of data used during the month. I might be able to reduce my data consumption, were this available to me. I have attached a screenshot of their data cap and their calculation tool.

Ticket: # 597396 - Comcast Data Cap

Date: 10/17/2015 12:23:34 PM

City/State/Zip: Mount Pleasant, South Carolina 29466

Company Complaining About: Comcast

Description

Unsatisfactory data cap on Internet usage.

Ticket: # 587965 - Data caps violates : paid prioritization of net neutrality

Date: 10/13/2015 4:30:23 PM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

Comcast keeps expanding its data cap to more and more cities. As of the Net neutrality of February 26, 2015. There should be no paid prioritization for services. By imposing data caps on internet services Comcast is creating both prioritization for their Ondemand services (which are exempt) and creating slower lanes by forcing us to lower resolutions and quality of video and audio of our everyday services in order to meet such data requirements. Employees like me that auto commute are either forced to pay \$30.00 additional of the \$25.00 service cost in order to be able to answer emergency remote calls and work or risk the data of our costumers to be exposed by using public hotspots such as McDonalds or Starbucks.

Living in a house where Comcast has a monopoly over the market and charge hefty premiums for data access violates i na technical way the net neutrality.

Ticket: # 588197 - Data Caps

Date: 10/13/2015 5:30:34 PM

City/State/Zip: Tuscaloosa, Alabama 35404

Company Complaining About: Comcast

Description

Comcast has begun to implement 300GB per month data caps, which were not a part of the originally agreed upon service.

Ticket: # 588537 - Comcast Data Cap

Date: 10/13/2015 7:43:13 PM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

The Comcast Data Cap is ridiculous. They are clearly trying to price gouge their customers. This is their way of getting around Net Neutrality. These tactics need to be stopped ASAP. They try to fool the people by saying that you can opt in to an "Unlimited Data Plan" for an EXTRA \$30 a month, but if you read the fine print, it says that the "Unlimited Data Plan is only a trial and may be dropped at any time". What a load of garbage! But what can the average American expect when these monopolies are running the show?

Ticket: # 588580 - Comcast Data Cap

Date: 10/13/2015 7:59:55 PM

City/State/Zip: Hialeah, Florida 33013

Company Complaining About: Comcast

Description

This new "trial" of the Comcast Data Cap is a joke. This is clearly a way for them to get around net neutrality. Since they can't charge customers for a "fast lane connection", they are now charging for "data overages". They are mainly targeting the "chord cutters" who no longer rely on their TV services and instead watch programming on the internet.

Ticket: # 588899 - Comcast violating net neutrality

Date: 10/13/2015 11:56:53 PM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: Comcast

Description

A representative of comcast has gone on record to say that comcast services like xfinity.tv do not count against comcast's draconian data cap.

(<https://twitter.com/comcastcares/status/653838333731205120>). Competitor's products do count toward the data cap in place by comcast. Comcast will charge its users for every 50 gb their usage goes over 300 gb.

In essence, comcast is charging users \$10 per 50gb of competitors service used, while comcast services have no such overage fee attached. This is in direct opposition of net neutrality.

Ticket: # 588998 - Comcast monopoly and data cap handicaps every US customer

Date: 10/14/2015 5:24:27 AM

City/State/Zip: Pembroke Pines, Florida 33029

Company Complaining About: Comcast

Description

Just when one thinks it can't get any worse it did; it is called Xfinity Internet from Comcast. It is disgustingly infuriating and getting worse. Comcast, the big monopoly of the Internet lanes in our country is simply way too greedy and completely out of balance. Their new "XFINITY Internet data plan" in south Florida is an insult to customer's intelligence and a complete ripoff.

The only one reason for my family to do business with Comcast is their Internet service and the lack of options/competition around here.

Let's start with Comcast's latest debacle by sitting a quote intended to justify the new XFINITY Internet data plan, which is, irrespective their pretty wording, an obvious cap.

"...These trials are based on principles of fairness and flexibility. With 10% of our customers consuming half the data that runs over our network, we think it's fair that those who use more data pay more and that those who use less data also have a chance to save some money. For light data users on our Economy Plus tier, they can opt in to a program that gives them a \$5/month discount if they use less than 5 GB of data per month..."

These trials are being applied to specific regions only and it has been tried in the past, hence Comcast is, once again, selectively and discriminative targeting only a portion of customers!

Will unused data be applied to a future month? No, unused data will not be applied to a future month. (<http://customer.xfinity.com/help-and-support/internet/data-usage-trials-unused-data>) So, how exactly is it that those who use less data also have a chance to save some money? Oh, those who use less than 5GB of data per month get a \$5 dollars discount! It doesn't sound funny even if it were taken as a joke! For reference a DVD which is obsolete technology is 4.7GB in size; a Dual-Layer DVD, also an obsolete technology is 8.7GB.

Comcast says that 10% of its customers are consuming half the data that runs over the network while at the same time the 'Median Usage' in their site as of October 14th 2015 clearly states that "over the last six months, XFINITY Internet customers' median monthly data usage was 40 GB per month".](<http://customer.xfinity.com/help-and-support/internet/data-usage-average-network-usage/>)

Therefore, using Comcast own numbers, out of 18 million high-speed Internet customers, 1.8 millions is consuming way too much data? Let's see, even trying to give them favorable numbers:

18 million customers x 300GB/month = 5400000000 GB = 5273437.5 TB = **5149.8 PB/Month**

16 million customers x 40GB/month = 640000000 GB = 625000 TB = **610.3 PB/Month**

2 million customers x 40GB/month = 80000000 GB = 78125 TB = **76.2 PB/Month**

So, Comcast's customers data monthly usage should be in the 5149 PetaBytes/month but only 686.5PB/month worth of data is actually going through its network; that's taking into account Comcast's 'Median Usage' of 40GB/month as of October 14th 2015.

Ok, so $686.5 \text{ PetaBytes} / 2$ (2 million of 18 million total customers - 10% of customers consuming half the data that runs over the network) = 343.25 PB = 351488 TB = 359923712 GB / 2 million customers = 179.96 GB.

179.96GB of data is well within the 300GB. So, what's the point Comcast is trying to make by saying that 10% of their users are consuming half the data that runs over the network? Empty words and numbers that mean absolutely nothing!

Here is what that tells anyone that runs those numbers:

While it is possible that 10% of customers are consuming half of the data that runs over the network, Comcast tries to make it sound as if that would be detrimental to the service when the numbers show that customer's total bandwidth usage is well within the capacity that should be available to the 18 million PAID customers. In fact, only 7.5% of all the bandwidth paid by Comcast's 18 million customers gets used on monthly basis.

In my personal case the highest bandwidth usage in our service took place in August, 2015 (698GB worth of data). Which means that on top of the \$181 monthly bill we will also have to pay an extra \$80 that month for going over the 300GB tiered data cap; that's \$261 for one month of Internet service in my case!

How can anyone possibly assume that their service is trying to be fair and balanced? Put into perspective how much 300GB (downstream and upstream) worth of data really is:

1 movie HD Netflix ~ 2.0 – 2.7GB

1 hour HD Youtube ~ 1.2 -1.4 GB

In a family of 4 members, each user watching one single movie in Netflix and 1 hour of Youtube per day translates into 408GB worth of data in 30 days! That's not counting daily browsing, email client app synchronization, online gaming, music streaming, podcasts, not a single cloud backup, not a 4K video, tablets, iPad, Apple TV, Linux Distros or Microsoft Windows or Apple OSX updates, no phones updates, no smart TVs downloads and much more that many users do nowadays... and the list goes on and on.

Do you get the picture yet? Comcast is betting big on profiting YET EVEN MORE not only from "those who use more data" but from a service that they are drastically overselling, that's underused by its customers at large and for which they have a monopoly in our country for the most part.

To put things in perspective, Comcast is screwing us customers and it will continue to destroy our in-home experiences as long as we allow them to keep getting away with their unfair practices. While Internet becomes more accessible to human beings around the world, US citizens are given less options, less bandwidth and more of the same monopolistic rhetoric. It is shameful!

Ticket: # 611987 - Comcast data cap

Date: 10/25/2015 9:32:39 PM

City/State/Zip: Decatur, Georgia 30033

Company Complaining About: Comcast

Description

In non-pathological use cases, for a line shared between myself and my wife, we typically exceed 300GB of data per month. This is largely due to Netflix and Amazon Prime streaming (we do not download any files, besides small documents and application updates, regularly). Both of us work 8-10hr days away from home, which means home internet is used no more than a few hours per day, excepting weekends. We have a 75Mbps connection. The 300GB data cap could be saturated in <9hrs of continuous use. I think it is absolutely ridiculous that Comcast could advertise their service as 75Mbps without indication at sign up time that this performance is limited to one day's worth of use. At our current use, even with care to avoid downloading large files, and somewhat limiting streaming, I have a hidden charge of \$20, or 2*50GB of additional data. That's a hidden charge equal to 50% of the total cost of my plan.

Additionally, Comcast provides absolutely no tools to throttle connection use. Attached is the view of their most comprehensive description and tool set.

Netflix, Amazon are streamed at 1080P. We will not be purchasing any 4K equipment until data caps are removed.

Finally, I understand that this is just a way for Comcast to force me to use their TV service, which I have no desire for. I realize that their services and those of their partners are privileged. This makes me both a smaller consumer of Internet-connected technology, and an extremely dissatisfied customer with no practical Internet provider alternative (ATT in our area also has a data cap, and there are no other providers).

Ticket: # 589275 - Comcast initiated 300gb Data Caps on my connection

Date: 10/14/2015 10:44:11 AM

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

I stream TV from Netflix, ABC.com, Amazon and a countless number of other sites. I Shop and use Youtube on my internet connection for almost everything. All of a sudden and for no really good reason other than to line their pockets with more of my money they have not implemented a unrealistic Data Cap that will force me to look for another provider. Oh Wait, i dont have another provider that can offer me the speed of internet you have so i am stuck. Now i have to ask my children to not use the internet even though i already pay an inflated amount of money per month for that very service i enjoyed. This is unfair and unjust. Comcast even owns some of the services i am streaming from and they still call it data. Preposterous and wrong. Comcast, you have always had the worst customer service and the worst pricing in the field, you have now taken the only thing you did OK and destroyed it. I am looking for another provider. I only hope Google Fiber and the like take all your largest markets away from you.

Ticket: # 589406 - Comcast data cap

Date: 10/14/2015 11:24:10 AM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

I was sold Comcast Internet recently in my new home in goose creek, sc. I was not told at all about a data cap on my internet. I was lied to about overcharges if I go over 300gb. I used my 300 gigs in 20 days. In this day and age it is not enough. I've never had a data cap in my life. Comcast deliberately didn't tell me about this before I signed a 2 year contract. I am a disabled vet on a fixed income and cannot afford to pay 10 dollars for 50 gigs every time I go over this pitiful limit. The business practices of this company are the worst I've ever dealt with.

Ticket: # 590009 - Comcast Fort Lauderdale, FL new data cap 300gb

Date: 10/14/2015 1:58:58 PM

City/State/Zip: Fort Lauderdale, Florida 33309

Company Complaining About: Comcast

Description

I'd like to serve a followup complaint to Comcast. I was contacted by a Comcast representative who basically listened to my concerns, but did not resolve any issues I have with the new data cap in place in my area.

I'm unsatisfied from the response that I've received from them. I've tried to call customer service multiple times to switch my triple play service into an internet only based plan. I'd like the new customer pricing of \$49/month for 12 months (internet plus w/ blast) which is 75mbps. This would allow me to add the \$30 unlimited data option on top of the \$49, and still be saving money monthly off my current triple play plan.

This is the only way I will feel like the data cap is justified in my area.. to have Comcast get less money out of me each month.

It's not fair that the only game in town for an ISP can try and completely pull the wool over everyone's eyes and cap their internet data by using the excuse of network congestion.

I also would like to call into question their technique and website that actually calculates the amount of monthly used data. There is nothing or anything holding Comcast accountable to know the accuracy of the "used" data for the month.

I'd like for someone to look into my request and attempt to regulate this type of behavior.

Ticket: # 590681 - COMCAST Data Caps

Date: 10/14/2015 4:30:32 PM

City/State/Zip: Atlanta, Georgia 30327

Company Complaining About: Comcast

Description

The data caps recently applied and enforced by Comcast are wrong. It is 2015. Everything comes from the internet - my kids homework is all online, their textbooks are online, buying products, registering for school, classes, activities. All online. And, entertainment is/has changed. Its is being streamed online by everyone, especially the younger generation. Those of us who pay for Comcast's highest internet speed plans are being punished. CAPS ARE WRONG,

Ticket: # 590746 - Comcast Data caps

Date: 10/14/2015 4:43:18 PM

City/State/Zip: Miami, Florida 33174

Company Complaining About: Comcast

Description

I have no other internet provider in my area and with Comcast instituting a data cap, internet usage has become prohibitively expensive. I have no other choices and am forced into paying \$30 extra a month to use the cable internet that was previously unmetered.

Ticket: # 590881 - Data Caps

Date: 10/14/2015 5:17:09 PM

City/State/Zip: Crown City, Ohio 45623

Company Complaining About: Armstrong Cable

Description

Data caps should be illegal. It is merely a way to price-gouge consumers with arbitrary limits since there is no competition for these cable monopolies. DSL is not available in my area. No one else serves this area except Armstrong Cable. 250 Gb per month is simply not enough for a family of four in today's world. Even if we go over this arbitrary limit by 1kb, we are charged for 50 Gb. We can increase the amount if we subscribe to the overpriced cable television packages offered by Armstrong Cable.

Ticket: # 591119 - Comcast DataCap after switching services**Date:** 10/14/2015 6:33:26 PM**City/State/Zip:** Fort Lauderdale, Florida 33304**Company Complaining About:** Comcast

Description

I switched to Comcast in November of 2014 and last month they all of a sudden imposed a Data Cap onto my account stating I am in a "Test Market" for this data cap. When I signed up for my service this Data Cap was not mentioned at all within my Internet and TV package and I would not have changed providers had this been the case. I do not use any streaming services like netflix or youtube and still the data cap they imposed on me has me going over the limits they set. How can they do this to me after I've already been a customer and haven't even reached the end a 2 year agreement? This is absolutely frustrating as I had no notification of these changes to my services until I logged into my account to see why I was being charged much more than my previous months. I am completely being restricted on my internet and do not know what I can do to make sure I stay under this cap that i've already been exceeding. My family cannot afford to pay even more fees for unrestricted or business class internet which is what they were trying to make us upgrade to...please help!

Ticket: # 591235 - Suddenlink Data Caps are going to cost me money.

Date: 10/14/2015 7:28:27 PM

City/State/Zip: Buckhannon, West Virginia 26201

Company Complaining About: Sudden Link

Description

Suddenlink has implemented "Data Caps" in my area "to help the customers." This isn't helping anyone but them!

My billing cycle runs from 10/01/2015 - 10/31/2015 and with today being the 14th I just got an email from Suddenlink saying "Your Internet account recently exceeded 80% of the monthly data plan included with your current service." I'm halfway through the month and already used 80% of 250GB? Bullcrap!

Please, help us not be ransacked by these people who are just trying to raise profits as high as possible. This is the second month in a row I've gotten this warning.

Ticket: # 591787 - Internet Data Caps

Date: 10/15/2015 3:36:13 AM

City/State/Zip: Hayward, California 94544

Company Complaining About: Comcast

Description

Comcast has been doing 'market trials' on a Data Cap for their internet services since 2012 and have slowly been pushing this 'trial' onto other states. While I am not affected (yet), I am concerned about those who have been forced into this and have been paying the same amount for what is less data.

Comcast seems to wish to limit data to kill off streaming services, such as Netflix, Hulu, etc. With such low data caps, this is a real possibility.

Online gaming is also effected as it is a huge part of society in this day and age. With Net Neutrality having been upheld by the FCC, it seems to me that Comcast wishes to somehow throttle free internet by limiting data usage. If I recall reading correctly, Comcast stated the limits were to help keep costs low for customers, which seems to have no data supporting such a claim.

I implore the FCC to please review Comcast (as well as other ISP such as Verizon, AT&T U-Verse and Time Warner Cable) for their unlawful cap of internet data transfer and attempts to throttle internet access for their own monetary gain via extra fees and charges. Should these caps be implemented nation-wide, we as consumers would be strong-armed into allowing this, be it due to a monopoly of the area or lack of competition to turn to.

We, as consumers, have a right to unlimited data for internet free of censorship and throttling.

[Ticket: # 591832 - Antietam Data Cap after contract](#)

Date: 10/15/2015 6:38:54 AM

City/State/Zip: Hagerstown, Maryland 21740

Company Complaining About: Antietam Cable

Description

Antietam Cable, in Hagerstown, MD has started data caps for all customers. They have a monopoly on high speed internet for most people in the area, the only other option being Verizon DSL at less than 10Mbps.

Ticket: # 593256 - comcast data cap

Date: 10/15/2015 3:17:02 PM

City/State/Zip: Ft Lauderdale, Florida 33309

Company Complaining About: Comcast

Description

When I signed up for my comcast unlimited internet package it was without a data cap. However I recently receive a letter in the mail recently advising that they will be conducting a trial program in my area and are going to cap my internet to 300 gigabytes a month and charge extra if I go over.

However while speaking to a customer service representative today I was told that if I wanted to opt into the unlimited plan I would have to pay more monthly.

It appears that Comcast is using unethical practices by targeting cord cutters who have data plans with basic service only so they could use other services like Netflix etc... In turn comcast knows that these subscribers will exceed the 300gb limit using those services and be charged more, unless they go into a plan at a higher price point.

Not only is this unethical but it also causes these other service providers like Netflix, hulu etc... to lose customers and money, when the subscriber cancels with them do to there service being internet dependent.

Ticket: # 593415 - Data Cap

Date: 10/15/2015 3:48:19 PM

City/State/Zip: Austintown, Ohio 44515

Company Complaining About: Armstrong

Description

Stop the internet data cap. I had to cancel netflix, all I can do is read email what good is an ISP if you can't use it?

Ticket: # 593846 - Lawful service being blocked by mobile broadband provider

Date: 10/15/2015 5:22:45 PM

City/State/Zip: Brewster, Massachusetts 02631

Company Complaining About: AT&T

Description

I currently have an unlimited data plan with my mobile provider, AT&T. I have a device(iPhone) which is capable of creating a mobile hotspot. However, AT&T refuses to allow me access to this service unless I downgrade my data plan. I believe this interferes with 47 CFR sections 8.5 and 8.11, specifically with regard to the the blocking of "lawful...services, or non-harmful devices". I do not believe access to this service in any way goes beyond the limits of "reasonable network management". AT&T has recently established and enacted it's new threshold for "reasonable network management" with regard to data consumption by increasing the data cap before throttling occurs from 5GB to 22GB, as of October 1, 2015. AT&Ts current plan offerings distinguish between smartphones and hotspot devices, but does not appear to preclude the smartphone from acting in both capacities. I have been unable to find any legitimate reason why I am disallowed from using my device and data plan to their fullest lawful and non-harmful capabilities. Please contact me for any additional information. Thank you for your consideration.

Ticket: # 594243 - Comcast Data Cap at 300gb/month

Date: 10/15/2015 7:46:42 PM

City/State/Zip: Mableton, Georgia 30126

Company Complaining About: Comcast

Description

I have a smart 4K TV, we watch Netflix, Hulu, and Youtube a lot with 4K resolution because it gives us one of the best picture/video quality out there. Comcast Data Usage capped at 300gb monthly which prevent our family to able to watch anything. We're scared of using the Internet now. Comcast dropped the data cap before but now they brought it back which I'm sure "a lot of customers" are frustrated at Comcast to do so. 4K TV are everywhere now. Comcast is ripping the consumers off with this Data Cap. Please stop the CAP from Comcast's internet. Data Cap is just a good way for Comcast to rip off their customers.

Ticket: # 594602 - Comcast Data Caps in the Knoxville Tennessee Area

Date: 10/15/2015 11:54:24 PM

City/State/Zip: Powell, Tennessee 37849

Company Complaining About: Comcast

Description

Comcast has enacted a 300GB/month data cap in the Knoxville Tennessee area, which is against the recent FCC Network Neutrality Rules. This is an issue because they are deliberately trying to make internet streaming services such as Netflix a non viable alternative. This forces people to say with a cable subscription. I have had to go to their business class offerings to escape the data cap.

Ticket: # 594630 - Unjust data caps circumvent net neutrality

Date: 10/16/2015 12:29:28 AM

City/State/Zip: Slippery Rock, Pennsylvania 16057

Company Complaining About: Armstrong Cable

Description

<http://stopthecap.com/2015/05/12/source-fcc-will-get-serious-about-data-caps-if-comcast-moves-to-impose-them-nationwide/>

It has come to my attention via this article that the FCC is growing concerned about data caps and their relation to net neutrality. I am writing to let it be heard that I find data caps to be an intentional manipulation of internet users, severely restricting our access to video streaming media so that we can be forced to continue using traditional cable services as our primary source of video entertainment.

Armstrong Cable has a limit of 200GB at both the 30mbps and 50mbps plans. This amount of data is completely inadequate for anybody requiring these speeds, and manipulates us into using traditional cable to enjoy HD video content.

Ticket: # 594635 - Cableone Data Cap

Date: 10/16/2015 12:41:48 AM

City/State/Zip: Sioux City, Iowa 51106-5139

Company Complaining About: Cable One

Description

Cableone has imposed a 500 gb data cap on our internet plan. We have speeds up to 200 m-bits and this basically means that living with 4 internet savvy people we hit our cap and if we do so too many times they'll forcibly upgrade our cap and increase our bill. If we are displeased with them increasing our cap and bill then they will cut us off of the internet completely.

Ticket: # 594639 - Data Caps

Date: 10/16/2015 12:52:21 AM

City/State/Zip: Saint Helens, Oregon 97051

Company Complaining About: Comcast

Description

Comcast is threatening capping our internet service. They throttled us for years (and probably still do) once we hit a cap that should not have been there since it is an unlimited plan. Nothing has happened to them for throttling.

Now they are threatening us with caps. If the user wants to disconnect cable tv service, they state the speed limit decreases and if you do not like it then you must purchase a set speed at a set price that is higher than if you had no cable tv.

It is obvious what they are doing. They are losing their cable tv subscribers and raising the internet users on pricing by using data caps. It is obvious they are hurting a range of customers simply because they do not like the fact people want all la carte tv service and since it is not offered, they go with internet streaming services such as netflix, hulu etc etc. Which requires internet. So they are capping the users to make it impossible to enjoy those services!

Please stop this from happening!

Ticket: # 594646 - Comcast

Date: 10/16/2015 12:55:22 AM

City/State/Zip: Walnut Creek, California 94596

Company Complaining About: Comcast

Description

I have recently been researching about internet across the globe and it is disgusting what Comcast and "other ISPs" get away with. They are a threat to net neutrality and a shameful blemish on our great country. First of all, I hesitated to even mention other ISPs since Comcast has so much power it is essentially a monopoly. They are too large for smaller ISPs to get a foot in the door so competition is minimal. I have no idea how they are getting away this. They charge way too much money and deliver way way way too little when compared with other ISPs around the globe. The data caps are RIDICULOUSLY low and there is ABSOLUTELY NO technical reasons why they cap so low. Since there is no technical reason, it becomes obvious that the reason is that they are punishing what little competition they have. I stream my media through services like Netflix - which is in direct competition with their cable t.v. services. This is ridiculous. I can't wait until you guys wake up and bring us into the future that should be the present already. We are not living like it's 2015 and I believe that Comcast is entirely to blame.

Ticket: # 594652 - Data Cap

Date: 10/16/2015 1:01:20 AM

City/State/Zip: Silverdale, Washington 98315

Company Complaining About: Wave

Description

My ISP has a 300 Gigabyte monthly data cap. This is unacceptable because it does nothing to balance the usage in real world situations. By limiting or charging for data overages which cost the provider nothing the ISP is in fact holding back innovation and maintaining the usage of Internet limited. Please resolve this matter and make the Internet as it should be.

[Ticket: # 594658 - Data cap and internet speeds](#)

Date: 10/16/2015 1:06:16 AM

City/State/Zip: Earlimart, California 93219

Company Complaining About: AT&T

Description

AT&T is the only provider in my area of Earlimart, CA. They offer extremely slow speeds for outrageous prices. They also impose a 250GB data cap.

[Ticket: # 594674 - Data cap after I signed up for service.](#)

Date: 10/16/2015 1:24:54 AM

City/State/Zip: Ridgeland, Mississippi 39157

Company Complaining About: Comcast

Description

Recently Comcast implemented a 300Gb data cap on my home internet. I almost exclusively watch Netflix or other streaming services on my TV using a Roku box. Because of this new arbitrary data cap I can not watch my internet content providers like I would want to. I currently hit the cap about half way through the month and am charged a ridiculous fee for extra bandwidth. This limit forces me to have to consider Comcast's TV services, which I do not want as I would have to pay even more money for a bunch of TV changes I would never watch. I believe this data cap forces users in Comcast's monopoly areas to not be able to use their competitors online content providers and forces users to either subscribe to their TV content or go without TV entertainment.

Ticket: # 594704 - Data Cap

Date: 10/16/2015 2:09:23 AM

City/State/Zip: Crawley, West Virginia 24931

Company Complaining About: Sudden Link

Description

Suddenlink started to enforce data caps at the start of 2015 and it makes it to where i cannot use any streaming services throughout the month or i WILL go over the cap and get charged extra. I do not watch T.V , my entertainment/news etc, all comes from the internet and Suddenlink is starving me out to get as much money as they can out of me.

[Ticket: # 594725 - Comcast has ridiculous data cap](#)

Date: 10/16/2015 3:22:43 AM

City/State/Zip: Hillsboro, Oregon 97124

Company Complaining About: Comcast

Description

Comcast had a ridiculous data cap on our Internet service of 110gb. This singles out streaming and gaming services that we use. It's a serious issue of net neutrality, knowing that Internet streaming services are a threat to cable providers. Please fix this issue.

Ticket: # 594728 - cox data cap

Date: 10/16/2015 3:38:00 AM

City/State/Zip: Parma, Ohio 44129

Company Complaining About: Cox

Description

I signed a two year contract with cox for 50mbps internet with unlimited data. I get a letter in the mail saying I now have a 250gb monthly data cap and it will cost me 10\$ a month for 50gb after going over the cap. They called me and left a message about my last complaint i filed and I call back the number provided and it goes directly to the call center.

Ticket: # 594733 - Data Cap

Date: 10/16/2015 3:57:31 AM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: Sudden Link

Description

The plan has a data cap of 250 GB per month, which is against the recent net neutrality ruling.

[Ticket: # 594751 - Data cap on internet plan](#)

Date: 10/16/2015 5:40:59 AM

City/State/Zip: Ringtown, Pennsylvania 17967

Company Complaining About: Prolog

Description

My internet provider is Prolog. They have a 300gb data cap on monthly plans. This forces me to buy there TV service instead of perusing cheaper options. I regularly hit the limit and get warnings of cancellation. I have no other choice in my area for internet. Data caps are backwards thinking and a hindrance to progression in technology/jobs/growth. FCC should move to abolish data caps in this country. They have no technical reason as to why they exist except for forcing customers into plans they do not want and for a profit.

[Ticket: # 594788 - Internet data cap](#)

Date: 10/16/2015 7:49:20 AM

City/State/Zip: Charleston, West Virginia 25314

Company Complaining About: Sudden Link

Description

Suddenlink has created an internet data cap that is completely unnecessary and unrealistic. With normal family use, this data cap is reached very easily each month. This is obviously a ploy by Suddenlink to create more profit in a time when people, like myself, have no interest in subscribing to cable or a landline. These data caps need to be abolished....or at least made realistic.

Help me FCC. You're our only hope.

Ticket: # 594803 - Comcast Data Caps

Date: 10/16/2015 8:25:36 AM

City/State/Zip: Atlanta, Georgia 30329

Company Complaining About: Comcast

Description

Comcast advertises speeds when signing up for internet (10, 20, 30 Mbps...), but does not specify that there is a monthly data cap of 300GB. There is no reason for this cap and it is deceptive to the customer upon signing up. Furthermore, this unjustly restricts the paying customer from using streaming online services or legally downloading games and software from other sites. This is indirectly controlling the type and amount of content the end user is able to use. Please put an end to this cap! Thank you.

Ticket: # 594807 - Comcast - Data Caps**Date:** 10/16/2015 8:31:52 AM**City/State/Zip:** Fort Lauderdale, Florida 33304**Company Complaining About:** Comcast

Description

Hello, I live in Fort Lauderdale, FL where Comcast recently expanded its data caps program (300gb included and \$10 for every additional 50gb I believe). Comcast argues that their data caps aren't data caps because they call them "Flexible Data Plans". Their argumentation and defense of what is, for all practical purposes, a data cap is just an attempt to gouge prices and stymie the free flow of information. I am still working towards being a cord cutter, but the data caps are cutting it close as I frequently submit and receive HD video, download large amounts of information and programming, stream HD music, etc. In today's age, data caps are essentially another way to subvert the Net Neutrality decisions the FCC recently made. Data caps are harmful to consumers and to the free flow of information. Comcast knows they are going to have issues, which is why they are trying every little thing like renaming it, making it awkwardly "optional" (it's a convoluted process to not be included in it, and Comcast's customer service is quite unhelpful).

Please, make some rules regarding data caps subverting free flow of information, and hurts the US internet infrastructure by allowing the companies to stop innovating and just charge more for the same thing they have always provided. Data caps do not have an engineering or structural reason for existing. It's purely economic and to gouge consumers.

Ticket: # 594817 - Data caps

Date: 10/16/2015 8:46:22 AM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

We're filing a complaint for Comcast's overcharge fees. They want to charge south Floridians for going over 300 gigabytes a month. Many people are absolutely outraged. Any household could easily go above 300 gigabytes in half a month. There is nothing that justifies charging us for a service they are perfectly capable of providing. Comcast tries to fight this by saying "you agreed to the terms." Well, when the Internet Service Provider is an oligopoly we don't really have a choice, do we? When asked about why Comcast's caps are set so low, Comcast's vice president said "No idea- I'm involved on the engineering side to manage the measurement systems but don't weigh in on the business policies." It's not because they need the money, it's because they're being greedy. In places where Google Fiber offers service, other internet providers suddenly provide better service for cheaper prices. The Internet is supposed to be a beacon of knowledge and freedom of speech. Limiting such a utility for the sake of profit is despicable. The only purpose this will serve is to prevent the less fortunate from having the same amount of access anyone else should. We believe that data caps in a residential Internet provider are a violation of net neutrality.

Ticket: # 594850 - Comcast data cap threatens Net Neutrality

Date: 10/16/2015 9:10:14 AM

City/State/Zip: Marietta, Georgia 30060

Company Complaining About: Comcast

Description

As a direct result of the 300gb data cap being enforced by Comcast in my market (Atlanta GA), net neutrality is being threatened. I am becoming more and more likely to be unable to stream HD content as a result of nearing my artificial 'cap' tht has no bearing on their actual profit margins or services.

Ticket: # 594906 - Comcast Data Caps**Date:** 10/16/2015 9:52:51 AM**City/State/Zip:** Fort Lauderdale, Florida 33312**Company Complaining About:** Comcast

Description

Comcast has recently declared they are "trialing" a data cap program that imposes a 300 GB (2400 Gb) monthly data cap on residential internet service. At my current average observed download speed of 11 MB/s (90 Mb/s) this cap is reached in just under 8 hours of download time.

This cap program allows for 8 hours of download at available speeds per month (~720 hours), or 1% of download time in a month. Once the data cap is reached users are charged 10\$/50GB downloaded afterwards. Making a conservative estimate of 5% download time in a month this would result in \$240 worth of overage charges in one month.

This data cap program is a threat to net neutrality as it serves to dissuade users from using video streaming services, the same services which challenge Comcast's cable TV offering. The average consumer has no way to protect themselves from Comcast's aggressive charging procedures as there are no competing ISPs offering a comparable level of service. Their local monopoly on high speed internet access allows them to make decisions which heavily limit the value of the internet in favor of potentially boundless profit squeezing.

I seriously think the FCC should immediately look into this data cap program Comcast is rolling out and take action to protect consumers who have little recourse to protect themselves.

Ticket: # 595029 - Data Caps

Date: 10/16/2015 10:45:54 AM

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: Comcast

Description

Comcast's use of Data Caps threatens net neutrality. They advertise unlimited internet, and provide that, as long as you pay extra for every 50 gigs over the cap you go. In a household with more than three people, it's almost impossible to maintain a 300GB/Mo data usage, and because of this my bills are going up close to a hundred dollars more each month.

Ticket: # 595048 - Comcast Data Cap

Date: 10/16/2015 10:51:04 AM

City/State/Zip: Miami, Florida 33144

Company Complaining About: Comcast

Description

Comcast decided this month to establish a data cap of 300 GB, according to them they sent an email but when i signed up for this service i was not told that there was a cap at all, so now all of a sudden if i want to maintain the plan that i signed up for that offered unlimited internet I have to pay an additional \$30. This is not fair and i am not sure how exactly they are allowed to all of a sudden change my plan without my authorization or consent. All the explanation i get from them is that this is now the way it is and there is nothing that can be done about it.

Ticket: # 595511 - Complaint about Internet Service Provider Data Caps

Date: 10/16/2015 12:46:40 PM

City/State/Zip: Wexford, Pennsylvania 15090

Company Complaining About: Armstrong Cable

Description

Residential internet service providers should now be allowed to impose data caps on their customers. These profit-focused policies are not in the best interest of the customers they serve.

Armstrong cable imposes Data Caps of 250GB for residential customers. Armstrong also has a tiered structure to increase the data cap which is as follows: Additional 100GB costs an additional \$15/mo, 250GB: \$35/mo; 500GB: \$65/mo. I have not yet reached the data cap, but as someone who does not subscribe to cable and streams content via Hulu/Amazon, I could see this becoming an issue in the future.

There are several issues with this. The first (and more systemic issue) is the monopoly cable providers are legally granted per locality. I cannot switch to another cable/fiber service because they do not serve my neighborhood....but this is not the case in the next municipality with is less then 0.5 miles from my house. The second is fairness among the company's product offerings. If I subscribe to cable and choose to keep my TV on tuned to a cable channel, I can hypothetically view that channel 24x7 for each billing period without overage fees. This is not true for video over internet.

Data caps enable internet service providers to gradually reduce the amount of allowed data over time which would push the industry toward tiered data plans, much like mobile phone companies.

If internet providers limit the amount of data I use each month, they should also provide tools to their customers tools to manage and monitor the amount of data they use by type. For example, if I want to block internet advertising or certain types of content, I should be able to do so.

Please work to create restrictions on residential internet service data caps.

Ticket: # 595515 - CenturyLink Data Caps**Date:** 10/16/2015 12:47:43 PM**City/State/Zip:** Boise, Idaho 83704**Company Complaining About:** Centurylink

Description

To whom it may concern:

Contrary to the 'Internet Method' selection below, I do not have an internet service provider. It's not for lack of trying.

I've been trying to get internet service in Boise, Idaho. There are currently two residential carriers in my area: CenturyLink and CableOne. CenturyLink is the carrier I've had in the past and had nothing but problems with data caps. Our household is what they call 'cordless', in that we don't pay for TV service and instead rely on streaming services (Netflix, Hulu, Amazon Prime, etc). Being a media-oriented family, we stream a lot. We, like the majority of Americans, also have a 1080p television and stream in that resolution every day. This caused strained relations with CenturyLink, as we frequently went over their 250Gb data cap. Because of this, we did not sign up for CenturyLink service when we moved to our new apartment.

This is also the issue I'm raising today: I am unable to get cheap, reliable, usable service in Boise, Idaho. Our apartment complex has an arrangement with CenturyLink where only their service will be offered. I pursued the service of CableOne only to be told my only option is CenturyLink. Frustrated, I decided to contact CenturyLink's business team, as I know they don't include data caps as part of the service. The quote I received for service ranged from \$150/mo to \$950/mo. This is at minimum 2x the cost of CableOne Business plans, and 3x the cost of a comparable (performance) residential offering from CenturyLink. I am now in the situation of either paying an exorbitant fee for usable, uncapped service or forgoing an internet connection at all. The consequence of such is the stifling of my ability to contribute to the economy in the form of paying for services (Netflix, Hulu), games (online), and even my own private ventures (web development).

Data caps are unnecessary (<http://blog.level3.com/open-internet/chicken-game-played-child-isps-internet/>), unreasonable, and harmful to the United States economy. Please take action both locally and nationally on this issue.

Ticket: # 595584 - New and Unreasonable "trial" Data Caps**Date:** 10/16/2015 1:09:00 PM**City/State/Zip:** Hollywood, Florida 33021**Company Complaining About:** Comcast

Description

Hello FCC,

Last month, I received the following message (below) from Comcast stating the beginning of a "trial" on new data caps. Interestingly, it is followed up by another offer of a "trial" which allows "unlimited data" for an extra \$30. Interestingly, the service was sold to me as "unlimited" to begin with, so you can see my confusion. I have had the service for over 5 years with no cap and no issues. Now, without any courtesy or scruples, Comcast has decided to essentially (and selectively) ignore the promises of services they have previously made and change the billing structure on my service. Then, have the audacity to pretend they are doing it as a favor. It is mid-month and I have already hit 90% of my new magical cap. The move and reasoning is disingenuous, is a clear attempt to gouge users by double charging them for services they have already been promised, and noting more than a lazy attempt to profit from the massive cord-cutting as people move away from standard cable subscription.

What is the "trial" here anyway, why is it limited to my area, and why must I pay an additional fee for Comcast's exploration in the financial raping of it's customers? If they were really worried about bandwidth issues, then they should stop making promises they cannot keep. They are spending hundreds of millions of dollars on advertising false claims to consumers, when they should be spending that money on delivering on the promise.

It is corporate practices without merit such as this, which retard American progress and add unfounded burden to an already struggling population. This is only compounded by the fact that Comcast KNOWS they are sometimes the only practical option in a given area, such as mine. The situation is unacceptable and unAmerican. I implore the FCC to take whatever action it can take to rectify this practice, and I will do what I can to make sure my politicians give you the power and authority to do so.

Thank You

Sincerely,

(b) (6)

- - - - - Message from Comcast - - - - -

"We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

The majority of XFINITY customers use less than 300 GB of data in a month, and therefore will not be affected by these changes. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below." - COMCAST

Ticket: # 595586 - Violation of net neutrality

Date: 10/16/2015 1:09:12 PM

City/State/Zip: Canton, Georgia 30114

Company Complaining About: Comcast

Description

Comcast is currently in violation of net neutrality by imposing a 300gb data cap on my internet. I am on their 105mbps plan, and with that I can exceed that cap in less than a week. The only option they give to get around this is to switch to the business plan. I work from home and require the speed and the data, but Comcast just wants more money even when there is no technical reason that they have a cap.

Ticket: # 595622 - New and Unreasonable "Trial" data caps

Date: 10/16/2015 1:17:42 PM

City/State/Zip: Hollywood, Florida 33021

Company Complaining About: Comcast

Description

Hello FCC,

Last month, I received the following message (below) from Comcast stating the beginning of a "trial" on new data caps. Interestingly, it is followed up by another offer of a "trial" which allows "unlimited data" for an extra \$30. Interestingly, the service was sold to me as "unlimited" to begin with, so you can see my confusion. I have had the service for over 5 years with no cap and no issues. Now, without any courtesy or scruples, Comcast has decided to essentially (and selectively) ignore the promises of services they have previously made and change the billing structure on my service. Then, have the audacity to pretend they are doing it as a favor. It is mid-month and I have already hit 90% of my new magical cap. The move and reasoning is disingenuous, is a clear attempt to gouge users by double charging them for services they have already been promised, and noting more than a lazy attempt to profit from the massive cord-cutting as people move away from standard cable subscription.

What is the "trial" here anyway, why is it limited to my area, and why must I pay an additional fee for Comcast's exploration in the financial raping of it's customers? If they were really worried about bandwidth issues, then they should stop making promises they cannot keep. They are spending hundreds of millions of dollars on advertising false claims to consumers, when they should be spending that money on delivering on the promise.

It is corporate practices without merit such as this, which retard American progress and add unfounded burden to an already struggling population. This is only compounded by the fact that Comcast KNOWS they are sometimes the only practical option in a given area, such as mine. The situation is unacceptable and unamerican. I implore the FCC to take whatever action it can take to rectify this practice, and I will do what I can to make sure my politicians give you the power and authority to do so.

Thank You

Sincerely,

(b) (6)

- - - - - Message from Comcast - - - - -

"We're writing to let you know that we will be trialing a new XFINITY Internet data plan in your area. Starting October 1, 2015, your monthly data plan will include 300 GB. We'll also trial a new "Unlimited Data" option that will give you the choice to purchase unlimited data for \$30 per month in addition to your monthly Internet service fee.

The majority of XFINITY customers use less than 300 GB of data in a month, and therefore will not be affected by these changes. If you are not sure of your monthly data usage, please refer to the Track and Manage Your Usage section below." - COMCAST

Ticket: # 595757 - Data Cap Home Internet

Date: 10/16/2015 1:46:35 PM

City/State/Zip: Memphis, Tennessee 38103

Company Complaining About: Comcast

Description

Comcast has violated its contract with me by imposing a data usage cap on my home internet consumption that was not part of our original terms of service. I called to establish service with Comcast beginning in September of 2015, and was not informed of any data usage cap. I have since received notice that this "market test" is being applied in Memphis, TN, and that I have no choice but to accede to Comcast's unilateral contractual modification. Implementing a data cap is a violation of anti-trust and competition laws - an unambiguous ploy to defeat alternative content providers such as Netflix and force consumers to pay for Comcast's overpriced and sub-optimal content packages. Moreover, when I called Comcast, the customer "service" representative informed me that Comcast had the authority to change the price, terms, service, or any other provision of our contract unilaterally and without permission. This is not a contract, this is monopoly and economic tyranny.

Ticket: # 595909 - Comcast Broadband Internet Cap

Date: 10/16/2015 2:24:49 PM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

Comcast has capped the data limit on internet service in the Mississippi area and is charging \$10 for every 50Gb of overage. I can not determine they calculate data usage and I was not given any notice that there was a data cap on the internet plan that I purchased.

Ticket: # 596185 - Comcast Internet Arbitrary Data Cap**Date:** 10/16/2015 3:47:23 PM**City/State/Zip:** Pembroke Pines, Florida 33028**Company Complaining About:** Comcast

Description

Comcast has decided to impose a data cap in my area. When I signed up I was notified there was no cap and if a cap was imposed it would be for new customer only. Imposing a cap on my service means I can no longer stream video from other service providers without being charged overage fees or pay their unlimited bandwidth fee (which I had before). Comcast provides a data usage and bandwidth meter, but I can not independently verify the meters accuracy or monitor my own bandwidth. How can I trust their bandwidth usage meter is accurate? With no comparative internet service in the area am I at the mercy of Comcast to raise their bill whenever they want and be held hostage by their demands?

Ticket: # 596367 - 300GB Data Cap

Date: 10/16/2015 4:38:30 PM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

I pay for Internet every month. When I signed my contract, I did not agree to a newly imposed 300GB data cap that Comcast has no imposed in the Miami Area. This Data Cap would not allow my family to use the internet without paying extra every month on top of our internet plan, which effectively hinders our ability to use the internet.

Ticket: # 596391 - Comcast Data Cap

Date: 10/16/2015 4:47:35 PM

City/State/Zip: Hinesville, Georgia 31313

Company Complaining About: Comcast

Description

I was not informed of "data caps" when signing up for service. I have used over 90% of my data halfway through my first billing cycle. I mainly use streaming services and I feel like this data cap is a way to bully customers into buying cable packages.

Ticket: # 596410 - Data Cap Imposed by Comcast

Date: 10/16/2015 4:58:48 PM

City/State/Zip: Miami, Florida 33126

Company Complaining About: Comcast

Description

Beginning October 1, 2015, Comcast is imposing a 300 GB data cap on my account. When I initially became a comcast customer, I was unaware of the possibility of a data cap being imposed. As most Americans do, we use our internet for a variety of reasons including streaming video, working from home, and recreational browsing. I am very disappointed with the data cap, and I hope that the FCC can take some action to prevent comcast and other companies from doing this.

Ticket: # 596723 - Data Cap on Cable Internet

Date: 10/16/2015 7:09:30 PM

City/State/Zip: Miami, Florida 33173

Company Complaining About: Comcast

Description

Comcast has implemented a data cap in my service area. This is a blatant response to cord-cutters who have opted to consume TV outside of Comcast's network. This is anti-competitive because they are making it more difficult to use their competitors services such as Netflix, HBO Now, and Amazon Prime. Additionally, other services predicated on un-capped Wifi such as internet-connected appliances, home security, data backup, and cloud-based storage are adversely affected.

This is all done under the guise of preserving bandwidth and charging more to customers who use more. Customers who use more already pay more by paying for faster internet packages. Regardless, we know this is actually revenue replacement for the growing number of consumers who are choosing cancel their TV subscriptions.

Comcast is an enemy of open internet and net neutrality. This practice is anti-competitive and primitive, especially when comparing the cost/mbps to the rest of the developed world, and it must be stopped.

Ticket: # 596969 - Comcast Data Caps

Date: 10/16/2015 10:29:47 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Comcasts data caps are not necessary and a form of predatory monopolization of a market. In addition to the data caps being ridiculous and unnecessary in the first place Comcast makes it very difficult to monitor your data usage. You have to navigate through no less than 5 different pages just to find out where you are at in terms of usage and that is if you know where to go. Comcast needs to be stopped. In my opinion they should be split up a la the Bell company.

Ticket: # 597078 - Data Cap Limits**Date:** 10/17/2015 12:49:42 AM**City/State/Zip:** Hattiesburg, Mississippi 39401**Company Complaining About:** Comcast

Description

Hello, I recently moved into a house with my partner and 3 other people to attempt to save money. We went out and got Comcast wireless internet as that is the only main provider in Hattiesburg, Ms. However in 15 days they say that our household has used 300Gb of data and are now going to charge \$10 per 50Gb used. They also will not give out the information of exactly what the usage is to us the customers. I should have a right to see what is supposedly using up all of our data, firstly. Secondly, I believe that they are violating your clause on preferred lanes being faster/better for the consumer. They will offer ONLY businesses unlimited plans while taxing normal subscribers with overage fees on a bar that is far too low! They should offer an equal amount to everyone with NO data cap. 2/5 people who live here do homework daily. 2/5 game online. 2/5 watch streaming video. This cap is going to cost us hundreds to have a normal life. I am asking you at the FCC to tell Comcast that their data cap needs to be struck down on something that shouldn't be taxed in the firstplace.

Ticket: # 597102 - ATT Data Cap

Date: 10/17/2015 2:10:49 AM

City/State/Zip: Miami Lakes, Florida 33014

Company Complaining About: AT&T

Description

I was informed that my ATT U-verse home internet will be implementing a data cap of 500GB beginning on October 26, 2015. I had not been told of this and requested to be opted out of this. The representative refused to opt me out of this data cap, even though there was no prior warning about this, as well as refusing to let me know my cancellation options with this service.

Ticket: # 597262 - Comcast placing data cap on my internet?

Date: 10/17/2015 10:31:19 AM

City/State/Zip: Stone Mountain, Georgia 30087

Company Complaining About: Comcast

Description

It is League of Legend World Championship now, and it is only available through online streaming. However when I started the Twitch.com stream this morning, a window popped up telling me I have used 300 GB of data and if I use more additional charge would be incurred. First I want to say I was never told about a data cap by Comcast. Second, according to Comcast official data cap FAQ, my Blast! internet should have a 350GB data cap instead of 300GB. More importantly, for anyone who streams constantly, the data cap would run out very quickly. If one watches youtube 4K videos (15Mbps), the 300GB cap would run out in 42 hours ($300000/(15.6/8*3600)$), and 350GB cap would run out in 50 hours ($350000/(15.6/8*3600)$). This seems to be a random business decision Comcast made to thwart streaming providers and to find another way to charge customers more. I believe it is a obvious violation of Net Neutrality and it is unfair to both the content providers and customers. I hope FCC would look into such violations and act on it to protect consumers and businesses affected by Comcast's data cap.

Thank you,

(b) (6)

[Ticket: # 597309 - Comcast data cap in my region](#)

Date: 10/17/2015 11:19:47 AM

City/State/Zip: North Miami Beach, Florida 33162

Company Complaining About: Comcast

Description

Comcast 300gb data capping in my region is unacceptable. This drastically changes my internet usage.

Ticket: # 597518 - Internet Data Usage Limit

Date: 10/17/2015 2:06:09 PM

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

This concept is absolutely ridiculous and is a complete violation on Net Neutrality. We as a progressing country rely heavily on internet usage for everything. Everything. Communication, entertainment, education. This borders on theft. You are allowing internet companies to STEAL from their costumers because they don't have a choice in the matter. We have reached a place where you can't even apply for a JOB without access to the internet. Stop sucking money out of the pockets of hard working Americans. It's disgusting and it's criminal. Protect Net Neutrality and make data caps illegal. The American people will not take this quietly.

Ticket: # 597546 - Comcast Trial Data Caps

Date: 10/17/2015 2:40:13 PM

City/State/Zip: Savannah, Georgia 31419

Company Complaining About: Comcast

Description

Recently, Comcast has instigated a "Trial Run" for Data Caps on their home broadband services. My area, Savannah, GA, is one of the trial markets. This data cap is outrageous; 300GB per month, with a \$10/50GB overage fee and no method of increasing your cap. Data caps are unnecessary and exceedingly stupid regardless, but to not offer a method of avoidance OTHER than "oh, don't go over your cap!" is ludicrous. In addition, 300GB is a ridiculously small amount; I can use that in a week with the types of school projects and uploads/downloads I'm required to do.

What makes this truly unforgivable though is that Comcast is one of two providers in my area, the other being AT&T. With Comcast, we get good speed with insane overages at a reasonably acceptable price... if I wanted to switch to AT&T, I'd have to take a 75% hit to speed, pay more, and STILL deal with caps.

And to make matters worse, I'm not some uninformed college student; I study and work within the bounds of IT and Computer Science. I know, for a fact, that it doesn't cost Comcast anywhere close to \$10 to provide 50GB of data.

Stop trying to force-feed consumers this crap.

Ticket: # 597655 - Data Cap**Date:** 10/17/2015 4:46:24 PM**City/State/Zip:** Cooper City, Florida 33330**Company Complaining About:** Comcast

Description

Dear Sir or Madam,

I have internet, cable, phone, and alarm service from Comcast in the Fort Lauderdale area. As of October 1, 2015 Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. When I enrolled, it was for unlimited internet. I never agreed to this data cap, and they will not let me cancel services without a termination fee. My cable TV doesn't have video programming traveling over the same wires counted against my data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can I watch 24 hour HD programming without this usage counting against their data cap, while my viewing of Netflix accrues against the 300GB limit? I'm an avid PC gamer, which chews through data, and I'm being penalized for it.

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch programs only provided by Comcast at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 597981 - Comcast Data Caps**Date:** 10/17/2015 11:49:31 PM**City/State/Zip:** Canton, Georgia 30115**Company Complaining About:** Comcast

Description

Comcast has imposed data caps for my area. I already have no other cable tv option but Comcast, but clearly the US government makes no concern to the monopoly that is Comcast. However, since I do not wish to pay Comcast for cable, I decided to "cut the cable". But wait, that monopoly is extended to internet too, other than DSL, but you cant actually stream with DSL, not fast enough. So, I go with Comcast internet. Well, within a short time, Comcast imposes a data cap. And now for 3 months in a row I have overages from my internet usage.

The FCC must get control of this situation. It is literally and obviously an issue to all Americans. And Globally, we are a laughing stock. Comcast is a laughing stock, and the fact that the US Gov't allows this is a crime in and of itself,

Ticket: # 598017 - Comcast-Xfinity 300GB cap

Date: 10/18/2015 1:19:08 AM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

Comcast-Xfinity recently imposed a 300GB data cap on home internet in my area, I was subsequently charged about \$40 in overage fees and I'm only half way through the month. I was never informed of this change to my service.

[Ticket: # 598037 - Comcast data cap](#)

Date: 10/18/2015 2:41:40 AM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

The data cap is ruining my life. It makes it impossible to use the Internet to do basic things. It's incredibly slow when my roommates and I pay for the fastest Internet and I can't even watch videos or movies or download documents to my computer because of the data cap! I'm a student and it's affecting my ability to go home and do basic things I need to do on my computer. Especially while taking online classes.

Ticket: # 598108 - Armstrong Outragous Data Cap

Date: 10/18/2015 9:29:55 AM

City/State/Zip: Ashland, Ohio 44805

Company Complaining About: Armstrong Cable

Description

I feel like I'm being punished for not having cable. Data cap is outrageously low. company advertises High speed internet at \$59.99 but my bill is consistently over \$150 due to an absurdly low data cap of 200 GB.

[Ticket: # 598129 - Comcast internet data caps in Atlanta](#)

Date: 10/18/2015 10:47:28 AM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: Comcast

Description

The implementation of data caps in only certain cities seems like an unfair business practice. Comcast is favoring some customers over others based on location.

Ticket: # 598158 - Comcast/Xfinity Data Cap and Speed

Date: 10/18/2015 11:46:19 AM

City/State/Zip: Knoxville, Tennessee 37909

Company Complaining About: Comcast

Description

I've signed up with Xfinity for 25 mbps. I have only ever gotten 5 mbps at most with any kind of download. I've also recently hit a 300 GB data cap that was never mentioned anywhere when I signed up for my service. I was charged a \$40 installation fee to have them come and fix a broken coaxial port. I feel like, as a consumer, I have only ever been harmed by Comcast and their malicious practices. I haven't even been with them for a full month. This cannot be allowed to continue.

Ticket: # 598245 - Cocmast data cap on home internet

Date: 10/18/2015 1:46:04 PM

City/State/Zip: Dover, New Hampshire 03820

Company Complaining About: Comcast

Description

I just found a Data usage cap on my HOME internet service that was never disclosed to me by Comcast. This type of data cap is a direct infringement of the Open internet rules established by the FCC. Coming straight from the your website "The FCC's Open Internet rules protect and maintain open, uninhibited access to legal online content without broadband Internet access providers being allowed to block, impair, or establish fast/slow lanes to lawful content." Impair being the key word. Putting a data cap threatens my ability to surf the web, do my online school work, watch TV's shows on Netflix or HBO GO, and play video games with my friends. Comcast needs to be help accountable for blatantly breaking the law.

Ticket: # 598319 - No sweetheart, you can't watch Sesame Street we're over our data cap.

Date: 10/18/2015 3:32:33 PM

City/State/Zip: Miami, Florida 33155

Company Complaining About: Comcast

Description

Nearly 10 months after signing up for Comcast's Xfinity Internet service, I was notified yesterday that Comcast has unilaterally decided to impose a data cap on my home Internet usage.

Sadly, I first learned of this via an uninvited popup in my web browser advising that further usage would result in overage charges. A quick and costly Google search revealed that Comcast has decided to use Miami as a "test market" for capped data plans.

I can't decide what part of this is most disturbing, perhaps it is that there are actual human beings at Comcast, so interested in the bottom line, that they conjured up, and approved, committing this atrocity against fellow United States citizens. If there were ever a scheme designed to circumvent the strong net neutrality rules implemented by this Commission, this is it!

Real-world Consequences:

- 1) Having to consider cost of broadband every time my daughter wants to watch her shows;
- 2) Having to consider the cost of submitting this complaint, because the reality is I am paying overages for it;
- 3) Reverting to purchasing hard copies of DVDs, video games, music etc as it is no longer an affordable option to download/stream digital copies--this should set the U.S. back a few years.
- 4) I have no choice but to continue to financially support this nonsense, there is no other high speed broadband option in my area.
- 5) I will be reducing the speed of my internet from 50-25(or whatever is the lowest) to offset the cost of overages; no point in paying for it if I cant use it;
- 6) Will be canceling one, or more, of the subscription-based streaming services that provide me with amazing products and services.

Complaint:

Comcast has violated the REPORT AND ORDER ON REMAND, DECLARATORY RULING, AND ORDER In the Matter of Protecting and Promoting the Open Internet, which implements "Strong Rules That Protect Consumers from Past and Future Tactics that Threaten the Open Internet" by imposing data caps on home Internet usage. This practice is clearly designed to "unreasonably interfere or unreasonably disadvantage consumers or edge providers" , and places Comcast in the position of "gatekeeper". As a gatekeeper, Comcast is able to "extract unfair tolls" and will likely "reduce the rate of innovation at the edge".

I charge that Comcast has violated the Rules in the following ways:

Unreasonable Interference or Unreasonable Disadvantage :

With its implementation of data caps, Comcast is unreasonably interfering or disadvantaging end users' ability to select, access, and use broadband Internet access service or the lawful Internet content, applications, services, or devices of their choice; and,

Transparency:

Comcast, by continuing to advertise and sell its services as unlimited, or without notifying current and prospective customers of its data cap policies, has failed to meet its burden of Enhanced Transparency by not disclosing accurate information regarding the network management practices, performance, and commercial terms of its broadband Internet access services sufficient for consumers to make informed choices regarding use of such services and for content, application, service, and device providers to develop, market, and maintain Internet offerings.

Thank you.

Ticket: # 598355 - Comcast ne data cap and no available monitors and information

Date: 10/18/2015 4:27:37 PM

City/State/Zip: Powell, Tennessee 37849

Company Complaining About: Comcast

Description

I have had comcast for several years and never had a "Data Cap" and now out of the blue they have sent me an email stating there is now a 300GB data cap and Im about to surpass it. After days of arguing and 36 phone calls to get a human on the phone the only option Im being offered is a business account at 300.00 per month because it has unlimited data, my current bill is 102.00 a month. Comcasts own website says for an additional 30.00 to my current bill I can resume an unlimited data use. After telling service agent I would like to reluctantly add this fee to my bill. She then states that that option is not available in my area. I feel as if I am being extorted for more money to maintain the same service I have had for years and to triple my bill just to maintain my previous service three days ago I feel is price gouging at its finest. The CEO of Comcast has also made public statements that can be found with a simple google search of this issue that the new pricing plan has nothing to do with the current technology in place and its purely financial. NO other services are offered in my immediate area and I am disabled and rely on the internet for services that I cannot access due to my disability. It is also the only form of entertainment for myself, this is why I subscribed and pay for the higher tier of service that I had 72 hours ago. I have also been told I can monitor my usage via the comcast website and this function does not work it only reads "your information is not available at this moment" it has been this way for three days as well. I was then told to download the desktop monitor and that link fails to download as well. How can I be billed after reaching my limit when I have NO way whats so ever to monitor or see my usage?

Ticket: # 598406 - Home Internet Data Caps

Date: 10/18/2015 5:21:06 PM

City/State/Zip: Mount Pleasant, South Carolina 29464

Company Complaining About: Comcast

Description

Comcast has started capping my monthly Internet at 300gb. I find this to be a violation of my rights as they are imposing a false limit with not technical benefits other than charging me more money. I want the FCC to prohibit data caps like these as they are unfair and limit an open Internet.

Ticket: # 598494 - Data Cap

Date: 10/18/2015 7:47:22 PM

City/State/Zip: Youngstown, Ohio 44514

Company Complaining About: Armstrong

Description

The data cap that has been put in place by Armstrong is entirely unreasonable. There are four people living in this house who rely heavily on the internet. It is set at 200 GB giving each of us only 50 GB per month. Two of us that live here are students and can't even complete our studies without streaming video from the university. Between that and other video streaming sites like Netflix along with video games and other things, the 200 GB is used up very quickly. Something needs to be done so that people can use the data that they pay for without having to worry about going over these limits that shouldn't exist.

Ticket: # 598655 - Data Caps

Date: 10/18/2015 11:19:14 PM

City/State/Zip: Savannah, Georgia 31410

Company Complaining About: Comcast

Description

Data caps are a blatant ploy for cable companies like Comcast to drain more money out of customers. There is no choice in providers, Comcast and almost all cable companies are monopolies in their areas. It's pure greed on their part. Please stop these companies' greed and prevent data caps. The internet is too vital to cap in our modern society.

Ticket: # 598687 - Comcast Data Caps Miami FL

Date: 10/19/2015 12:20:21 AM

City/State/Zip: North Miami Beach, Florida 33162

Company Complaining About: Comcast

Description

I recently got information from Comcast stating that they will be implementing a 300gb data cap on my internet plan. I have a few issues with that.

In June when I signed a 2 year contract with them the customer service rep who sold me the plan assured me that there were no caps on my plan. Now here I am stuck in a contract through 2017 with a data cap.

The usage meter varies wildly month to month even though my internet usage does not vary greatly. There is no way to accurately monitor what devices are connected to your internet and how much data they are using.

I have also noticed that there is at least one location (Tucson Arizona) where customers with the same level of service get double the amount of data.

All in all from a consumer stand point I find this practice unethical and extremely anti consumer.

Ticket: # 598691 - Follow up to complaint #579811

Date: 10/19/2015 12:42:48 AM

City/State/Zip: Dublin, Ohio 43016

Company Complaining About: AT&T

Description

AT&T did not satisfactorily resolve the issue brought up in complaint #579811. I have attached AT&T's official response to this complaint and my response follows.

1. The complaint was not necessarily a request , but an overall complaint against AT&T's deceptive practice of throttling unlimited data plans. I understand that restoration of my unlimited plan may no longer be technically possible. I am willing to accept a permanent reduction on my current bill or increase on my current 15GB data cap as compensation for the fact that unlimited plans are no longer throttled at such low amounts of data. However, the attached email did not even mention the possibility of other compensation.

2. Mary's claim that there is a supposed "90 day" grace period in which I could have reinstated the unlimited plan is completely fictitious and laughable. I tried to restore the unlimited plan ON THE DAY I switched to the new plan and was denied by AT&T representatives at that time (not Best Buy).

Because the attached email was rude and condescending in tone, instead of replying to AT&T, I am directly filing another complaint with the FCC.

If AT&T does not solve this issue to my satisfaction in a polite and civil manner, I will pursue this issue with the FCC further to investigate this blatant consumer exploitation.

Ticket: # 598775 - Unreasonable Data Cap and Penalty

Date: 10/19/2015 8:14:25 AM

City/State/Zip: Ardmore, Oklahoma 73401

Company Complaining About: Cable One

Description

Recently CableOne upgraded their 50Mbps tier to 100Mbps. However, they left the bandwidth cap at 300GB. The cap was already barely manageable at 50Mbps. At 100Mbps it has become a norm to use 10GB or more a day, making it very easy to use up 300GB worth of data in a month.

It is not just the cap that is the problem, it is the penalty for going over the cap. When you go over the cap your third time you are forced to upgrade to the next tier or face having your internet cut.

Although the 300GB cap is far too low for 100Mbps internet, it would at least be preferred if there was a option to just pay a fee for the months you go over rather than stuck paying an extra \$25+ a month for the next tier from then on.

We are already paying \$144/month (plus taxes) for CableOne's bundled service (cable+internet+phone); which doesn't appear to offer much of a savings (only around \$8 I believe). An extra \$25 added to this for what will essentially only be an extra 100GB added to the data cap per month and a speed increase we don't need nor asked for seems a bit unfair.

Ticket: # 624483 - comcast

Date: 10/30/2015 10:59:56 PM

City/State/Zip: Edina, Minnesota 55436

Company Complaining About: Comcast

Description

DO NOT ALLOW THEM TO MAKE DATA CAPS!!

Thats all.

Thank you wheeler.

Ticket: # 632338 - Comcast ISP Data Caps**Date:** 11/4/2015 10:43:45 AM**City/State/Zip:** Shreveport, Louisiana 71105**Company Complaining About:** Comcast

Description

I, among many internet users, are stuck with only one provider of internet in my area. Comcast is the only cable provider. While AT&T does have service here, in my home, it is too far away from the node to facilitate the internet of today with HD streaming, gaming, and many other forms of digital media/content. So, I am stuck with Comcast. While I do get decent speeds with Comcast, their service disconnects multiple times a day for sometimes hours at a time. This is not sufficient for my nor many others' uses.

Speeds aside, my complaint is with data caps. The mobile phone industry has already conditioned the general public that caps are normal, but this is not the case at home. While the majority of users may only use 250-300 GB a month, this is low compared to many "power users" and those in the tech industry. Internet is a necessity in developed countries today. More and more content is available on the internet. Many people are "cutting the cord" and turning off their TV service and using sole internet for their television viewing, myself included. I have no problem paying for my internet service but to put a cap is ridiculous.

A typical 1080p movie at full quality with no compression ranges from 8 up to 20+ GB. If we say 10 GB, at a 250GB cap, that is 25 movies a month. Spread across a family of 4, that would be 6 each. If each member of the family watched a movie each day, then the data would be extinguished in less than a week. Now I know this is a extreme hypothetical, but if you include 2 hours a day of TV, it is almost the same data usage which is less than the typical TV watcher in America. And with higher definition content like 4K video, this data requirement only goes up.

Now, lets talk video games. Video games today are not for kids anymore. Video games constitute make more money than every other entertainment product. Games are big now. Most games are 20+ GB, while a recent, Grand Theft Auto 5, is 50GB on PC. They will only get bigger from here. We shouldn't have to go to the local store and pay extra for a disc copy in this digital age. PC users have been downloading their games for years, while the consoles are moving to this way also. Also, it doesn't help much anymore to go buy a disc. Another recent game, Metal Gear Solid 5, was shipped on disc with only an installer program to download the entire game. There were no game files on the disc at all, only the installer. You still had to download the game.

Nevermind gaming only, software in general is getting bigger and bigger. Adobe's suite of programs, which many people use for work in digital media fields, and this is a huge number of people in this country, use Adobe's products. The suite of programs is well over 100 GB. Download the programs, a game, and watch a couple movies and a few TV shows and you're already over your cap. Now you don't have to download the programs every month, but the user could be using all kinds of different programs.

These are only a couple of types of data usage. Many of us have servers at home that allow us to access them over the internet at remote locations. Some people use this just to stream their personal

media files. Some use it for work to work on their home computer remotely. Sometimes we need to transfer large files over the internet.

With the data caps on mobile, many of use are using wifi at home to avoid extra charges on mobile. This only increases the home data usage. The internet is getting bigger and bigger and more data is needed. Putting a cap on our data is just a cheap money grab from the ISPs. With faster speeds, we can consume more data faster. Why would you put a cap on that unless it's to make a bigger profit for yourself? Comcast, and others are stifling technology for a buck and it shouldn't be allowed.

Ticket: # 599096 - Comcast customers can no longer go where they want, when they want when it comes to the internet due to Comcast Data Cap

Date: 10/19/2015 11:32:09 AM

City/State/Zip: Miami, Florida 33032

Company Complaining About: Comcast

Description

Comcast has been marketing unlimited internet and is now enforcing a 300GB/Month data cap. By capping data, Comcast no longer offers unlimited internet and is limiting what a customer can do with the internet. The 300GB cap is the same regardless of the service speed tier, which just means that faster speed tiers get to the data cap much sooner than other tiers. Users must now limit their use of streaming and other data intensive tasks, while not having to worry about non-media intensive tasks like web browsing and using social networks. In short, this data cap is transforming the way we use the internet, we are being steered towards less media and more text. Comcast customers can no longer go where they want, when they want when it comes to the internet due to Comcast's Data Cap. Comcast is circumventing the FCC's Open Internet rules by inhibiting access to legal online content through the impairment of our access to data through selective enforcement of this data cap.

Ticket: # 599325 - Comcast Unfair Business Practices**Date:** 10/19/2015 12:42:01 PM**City/State/Zip:** Miami, Florida 33184**Company Complaining About:** Comcast

Description

Comcast has been marketing unlimited internet and is now enforcing a 300GB/Month data cap. By capping data, Comcast no longer offers unlimited internet and is limiting what a customer can do with the internet. The 300GB cap is the same regardless of the service speed tier, which just means that faster speed tiers get to the data cap much sooner than other tiers. Users must now limit their use of streaming and other data intensive tasks, while not having to worry about non-media intensive tasks like web browsing and using social networks. In short, this data cap is transforming the way we use the internet, we are being steered towards less media and more text. Comcast customers can no longer go where they want, when they want when it comes to the internet due to Comcast's Data Cap. Comcast is circumventing the FCC's Open Internet rules by inhibiting access to legal online content through the impairment of our access to data through selective enforcement of this data cap.

Ticket: # 600515 - Data threshold

Date: 10/19/2015 6:43:18 PM

City/State/Zip: Cafb, South Carolina 29404

Company Complaining About: Comcast

Description

The insanity of a 300GB data cap err I mean data threshold is ludacris. The program was started in 2012 as a 'trail'. It not a trail, Two-and-a-half years is exceptionally long for a 'market trials'! it's a ploy to make money off people who no longer have cable television or get their entrainment from other sources, such as online gaming. This is 2015 a single 4k videos is upwards of 11gigs and a single game downloads is as much as 65gigs. This data limit is anti consumer and is only slowing down technology. Under Title II, the FCC is empowered to watch for attempts to circumvent Net Neutrality policies this is a breach in Net Neutrality in a terrible way. No longer do I feel free to let me children watch YouTube or Netflix for their favorite show in fear of large unwanted overages. This is the 2nd time in a row my family and I have been forced to pay an overage.

Ticket: # 600551 - Comcast Xfinity Miami Florida data cap

Date: 10/19/2015 6:57:10 PM

City/State/Zip: Miami, Florida 33186

Company Complaining About: Comcast

Description

Comcast has implemented a 300gb a month data cap. I just recently cut the cord from comcast cable service. Streaming movies tv and music is now causing overages charges. This fee is part of a coercive plan to force people back onto cables tv plans costing hundreds of dollars a month. I work in IT for a living and Internet circuits commercially are purchased by bandwidth not usage. This practice if successful in consumer services could trend into commercial circuits and have a devastating effect on the economy.

I cannot afford to pay overage fees for data caps at home. The internet and access to information is a vital part of people's lives and a vital part of the economy. Curtailing the use of the internet and making people afraid to use it could have a chilling effect on the world economy and slow down access to medical and other sensitive information. This cannot be allowed to stand and anyone with a cursory knowledge of how internet circuits are sold knows this is a blatant protectionist ploy to protect their cable tv business.

[Ticket: # 600609 - Comcast commits fraud](#)

Date: 10/19/2015 7:19:59 PM

City/State/Zip: Hermitage, Tennessee 37076

Company Complaining About: Comcast

Description

Comcast claims that they have to implement data caps on its users in order to 'make it fair for people that dont use a lot of data'. This is ridiculous. Comcast is a monopoly that needs to be broken up and ISP's should be reclassified as a utility

Ticket: # 600642 - Comcast Data Cap

Date: 10/19/2015 7:31:49 PM

City/State/Zip: Miami, Florida 33138

Company Complaining About: Comcast

Description

Monthly data cap from comcast

Ticket: # 600705 - Comcast data cap

Date: 10/19/2015 8:04:53 PM

City/State/Zip: Richmond, Indiana 47374

Company Complaining About: Comcast

Description

Comcast is starting to roll out capping residential high-speed Internet data usage to 300GB per month across many states. This capping does not reduce the current monthly cost per customer even though it would greatly reduce the bandwidth usage on Comcast's network. Overage fees would penalize customers that would exceed the paltry 300GB monthly limit.

This cap does not take into account the number of household users which unfairly punishes large families by further limiting the per family member bandwidth allocation.

This small data cap transparently seeks to limit streaming media usage to force customers into purchasing Comcast Cable TV services and/or additional offerings such as DVR, on-demand, or premium channel packages.

Furthermore, a lack of competition in most of these markets prevent the customer from seeking a better alternative.

Due to these reasons, I feel Comcast is violating the FCC net neutrality provisions.

Ticket: # 600775 - Comcast Data Caps**Date:** 10/19/2015 8:47:17 PM**City/State/Zip:** Tuscaloosa, Alabama 35406**Company Complaining About:** Comcast

Description

Comcast enforces a hilariously tight data cap, as you know. They themselves advertise the plan my roommates and I chose as "Best for 3-5 devices online at the same time" to be used to "Stream and download HD TV shows, game online, video chat, share photos and videos". Problem is, their data cap of 300 GB is met at less than 67 hours of use at the advertised speed. So even with only 3 devices, the least of their suggested range, the data cap only allows 22.2 hours per month per device. For a household of 3 people, that implies one device a person and 22 hours a month of usage, which works out to less than 45 minutes a day per person, and that's using only 3 of the "3-5 devices" they suggest. So, we are supposed to be getting all the streaming, video chatting, etc we need for the day in 45 minutes. The only other company that services my area is AT&T and they only offer up to 18 MBps which is only sufficient for one person at a time; I assure you that if there were another company that offered the same internet speeds without the data cap, we would spend 30% more in a heartbeat. But, Comcast has an effective monopoly so they can do whatever they want. Any customer that has more than 2 users has to go to Comcast, and has to be hit with the data cap. This violates Net Neutrality because a household of 3 members has no access to video streaming services like Netflix. For example, my roommates and I used over 700 GB our first month and are past 600 GB this month as of the 19th. For us to fit their limit, we would have to cut out the vast majority of our Netflix, Twitch, and YouTube access. This is completely ridiculous. As for the category of this complaint, I would categorize it as Open Internet/Net Neutrality, Availability, and Speed if I could select more than one.

Ticket: # 600783 - Comcast putting data caps on internet services**Date:** 10/19/2015 8:48:50 PM**City/State/Zip:** Fayetteville, Georgia 30214**Company Complaining About:** Comcast

Description

I recently found out that Comcast is implementing a "data cap" on home internet services. Comcast is not alone, however, as the other big three ISP's are doing the same thing. As it currently stands, the cap is set to 350gb of data per month and once you exceed that amount they will charge you \$10 for an extra 10gb. Comcast argues that that is plenty of data and that no one should go over that amount. However, I find this to be completely false: as of today (10/19/15) my household of 4 has reached over 250gb of data and there is still 12 more days left in the month. Could you imagine what it's like for a household of 5 or more? Comcast's magic "350gb" number is arbitrary and baseless. My father uses internet data constantly for his job and does much of his work from home. How do you think it's going to affect him if he has to start paying a premium to Comcast just to be able to conduct his business? Providing data (not including infrastructure) costs ISP's almost nothing. Rewind several years ago when using data on phones was not as popular, cell providers provided cheap unlimited data plans and data caps were almost unheard of. It wasn't until mobile smart phones became popular that carriers decided to implement data caps. There was no other reason besides greed. The cell carriers were allowed to get away with it and now ISP's are trying to do the same thing. Look at ISP's around the world and you'll see the America is in the minority. There is no reason that people in developing States (countries) are able to get unlimited 60+mbg of internet data for ~\$30 yet we have to pay +\$100 for the same thing. There is no justification for this and the FCC has an ethical duty to, at the very least, investigate it. The FCC is supposed to serve the American people, not the big corporations. I doubt this will help anything but it makes me feel better so that I'm not sitting here and letting Comcast and other big companies rape my wallet. To be quite frank, this shouldn't even be a problem in the first place.

Ticket: # 600794 - Internet Data Caps

Date: 10/19/2015 8:53:41 PM

City/State/Zip: Clovis, New Mexico 88101

Company Complaining About: Sudden Link

Description

The cap of 350 gb a month on my account is ridiculous. I have gone over my overage every month since I have had this internet company, and they are the only option in my area. They don't bother throttling the internet, just instantly begin to charge me more money. Having this data cap for 0 technical reason is bogus.

Ticket: # 601007 - Fcc open Internet rules bypass

Date: 10/19/2015 11:58:02 PM

City/State/Zip: Homestead, Florida 33030

Company Complaining About: Comcast

Description

Comcast has been marketing unlimited internet and is now enforcing a 300GB/Month data cap. By capping data, Comcast no longer offers unlimited internet and is limiting what a customer can do with the internet. The 300GB cap is the same regardless of the service speed tier, which just means that faster speed tiers get to the data cap much sooner than other tiers. Users must now limit their use of streaming and other data intensive tasks, while not having to worry about non-media intensive tasks like web browsing and using social networks. In short, this data cap is transforming the way we use the internet, we are being steered towards less media and more text. Comcast customers can no longer go where they want, when they want when it comes to the internet due to Comcast's Data Cap. Comcast is circumventing the FCC's Open Internet rules by inhibiting access to legal online content through the impairment of our access to data through selective enforcement of this data cap.

Ticket: # 601012 - Comcast Data Caps**Date:** 10/20/2015 12:22:25 AM**City/State/Zip:** Sunrise, Florida 33351**Company Complaining About:** Comcast

Description

Absolutely disgusting policy of data caps, switched in the middle of our contract period. Data cap allowance is not high enough due to being a household but comcast knows that they are the only decent ISP in the area and will do anything to shake more money out of already paying customers. How you can offer 100mb/s download speed and then put a cap of 300gb on a high tier plan, what exactly is the point of the speeds then? Best advice customer service could give was "to stream movies in lower quality and not in HD", sounds to me like a win-win from comcast, make it almost impossible for people to stream netflix, hulu, etc, so you force them into your overpriced cable packages. Absolutely disgusting tactics that the FCC and Federal Government need to do something about this.

My blast plus (105mbps speed) is described as "BEST FOR 3-5 DEVICES ONLINE AT THE SAME TIME

Stream and download HD TV shows, game online, video chat, share photos and videos" and yet customer service tells me to play netflix on low quality and to try limit online gaming. Very much a bait and switch there.

Ticket: # 601081 - Comcast 300 Gigabyte Cap.

Date: 10/20/2015 4:04:45 AM

City/State/Zip: Isle Of Palms, South Carolina 29451

Company Complaining About: Comcast

Description

I just subscribed to Comcast high speed Internet and then found out about the data cap. Comcast is a monopoly and should be regulated by the FCC. Internet is not a choice anymore you cant live and conduct personal business with out it. Please regulate them like a utility company. also I signed up for 39.99 per month but my bill is 44.00 I've called twice no help.

Ticket: # 633834 - Xfinity Data Caps**Date:** 11/4/2015 2:36:41 PM**City/State/Zip:** Schaumburg, Illinois 60194**Company Complaining About:** Comcast

Description

Xfinity having data caps I personally feel is a violation of net neutrality., and their capping is not based in any form of reality.

My girlfriend and I live together in an apartment. We stream a good amount of video through amazon, hulu, netflix, and youtube. In addition, I play a lot of video games, both online and off, and most of them are downloaded digitally at this point. Most shows require at least a gig's worth of streaming data, and if they are HD sometimes 5 gigs worth. My games can be up to 50 gigs worth of it. Meaning if I buy 3 games in a month, and we watch a single show every day, we are easily going to exceed their data caps. Comcast claims their average user only uses about 40 gigs a month. I want to know where this average came from, and when it was recorded. With the rise of streaming media, and increases in file sizes, this cap only exists to cost consumers money on a good that is not at all tangible. Electricity is actually generated by the electric company. Water and gas are piped in. There is not a finite amount of data that Comcast has that they are selling, the infrastructure they have set up can move much more than 300 gigs per consumer at no additional cost to them. This cap exists only as a way to extort money from consumers, and thus, I feel it violates net neutrality.

Ticket: # 632868 - On the subject of Comcast's Data Cap Expansion

Date: 11/4/2015 12:17:23 PM

City/State/Zip: California, Pennsylvania 15419

Company Complaining About: Armstrong One Wire

Description

Comcast has recently announced that they would be expanding their Data Caps to more of their customers on December 1st. While I am not a customer of Comcast, I am however effected by a similar and equally shady and disgusting business tactic from my own ISP (Armstrong). I even filed a FCC complaint originally about how Data Caps were unethical and extortion that relied on technically uninformed individuals being okay with being taken advantage of. (Complaint Ticket # 175614 which was served on March 20th of this year)

The response that I got from my complaint was that Armstrong had informed me ahead of time that Data Caps were coming and that was apparently okay. Completely ignoring the fact that wasn't what my review or complaint was about and since there is no competition within my area to switch to, I left it as a "oh well" I tried"

But now with Comcast expanding it's own form of data caps I feel that I should at least put in another Complaint in hopes that you (the FCC) take notice and actually do something. The Net Neutrality ruling early this year was a great step in the right direction, but now more legislation needs to be done to help promote healthy competition while allowing customers to be properly informed and educated on exactly what's going on with their monthly bill.

The "Cap" that Comcast has proposed along with the Cap that my own ISP provides (Armstrong One Wire) is set low enough to punish any type of streaming. There are a lot of business's right now that benefit heavily from streaming that are utilized by today's internet customers. Youtube? Amazon Prime? Netflix? Hulu? The sport packages like NFL Gamepass or MLB.tv and the lesser used NHL streaming package are all ways for people on the internet to stream. Comcast owns NBCUniversal and Xfinity cable and it's about as high of a conflict of interest that you could possibly get. Punish those that stream legal and legitimate services through the internet in hopes that they go over their data cap and resort to watching shows on their TV instead, and what about those that don't have a TV subscription? It seems hugely unfair that this seems acceptable.

The biggest complaint that I have against Data Caps that Comcast and my own ISP (Armstrong) are doing is that they are trying to assign a price to a service as if it were a tangible good. Bandwidth is not something that can be "used up". Data can't just magically become "used up" and disappear forever. There is absolutely no reason to limit usage aside from profit margins that could be made by the corporations that are already being hurt by the new Internet age. This leaves the biggest counter-argument made by the corporations (Armstrong included here) that "heavy data users clog their network". These companies are providing a public utility and it's their responsibility to make certain that their network can handle all traffic and instead of upgrading infrastructure with their huge profits that they've had over the years, they've chosen to punish loyal customers to squeeze as much profit out as possible because again; Data/Bandwidth can't be "Used up".

Everything in today's life uses the Internet in some fashion and the more and more companies start to push a "connected network" where Cars could have Wi-Fi and be Internet capable or the push for the "Internet of Things" where devices anywhere could be connected then it becomes apparent that the Data Caps are going to be a huge limitation moving forward that WILL bring a halt to new services and competition.

So please FCC, listen to the customers and hear their complaints about Data Caps. I would move away from Armstrong in a heart beat if I had any comparable broadband available in my area and that's not how things should work. Data Caps will do nothing but hold technology back and it's nothing but a grasp for more money through exploiting customers.

Please at the very least, make an informed decision based on facts utilizing technical experts and studies in the area.

Ticket: # 601372 - Comcast lied AGAIN about capping my data

Date: 10/20/2015 10:44:58 AM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Comcast

Description

A Comcast representative assured me there was NO data cap when I signed up for their unlimited data internet service. After I use 300GB, Comcast will charge me \$10 for every 50GB more of data I use. Comcast lied to me about there being a limit.

Ticket: # 601606 - Comcast Data Caps

Date: 10/20/2015 11:48:58 AM

City/State/Zip: Miami, Florida 33177

Company Complaining About: Comcast

Description

The new Comcast data caps implemented in October are completely unjust. They try to explain that the "average customer" uses less than the 300gb they give us every month but how can that be true when just 1 game download or 5 days of netflix is almost 50gbs. This is just an anti-competition move because they want people to stop using streaming services and pay for the Comcast cable.

Ticket: # 601716 - Data Cap Limits

Date: 10/20/2015 12:03:53 PM

City/State/Zip: Miami, Florida 33166

Company Complaining About: Directv

Description

It is not right that Comcast and ATT are beginning to impose data cap limits on customers. They know they are losing money to companies like Netflix and Hulu because less people are subscribing to their cable tv services and opting to use internet streaming TV instead. Comcast/ATT wants to punish "cord-cutters" by imposing this limit and overage charges to ensure that if you will be choosing another service for TV over them, you will still have to pay them in overage charges. This needs to be put to a stop. I have never complained about anything in my life, but this is just getting ridiculous. Many people do not have any other competitor options to switch from here in Miami. Many places its just Comcast or ATT. THIS IS NOT FAIR, they are bullying the consumers and I am sure they are bullying the government and even you, the FCC, with their money and lobbyists. Hopefully someone does whats right and puts and end to all this.

Ticket: # 602324 - Unfair data usage cap

Date: 10/20/2015 2:55:15 PM

City/State/Zip: Hialeah, Florida 33016

Company Complaining About: Comcast

Description

On October 19th, 2015 I received a warning on my web browser alerting me to the fact that I had used '90% of my broadband limit'. As someone who has been paying for unlimited internet for months on end this was a total shock. After researching the matter it turns out that Comcast is enforcing a data usage limit on its customers in certain parts of the US. This limit can be bypassed by paying a fee of \$30-35 a month for unlimited usage. When I signed up with Comcast I specifically asked about data caps and they had reassured me that there was no such thing for my plan. When I upgraded to a higher speed later on they once again said there was no cap. Changing this mid contract is akin to highway robbery. Holding hostage something that the consumer already is paying for and asking ransom for its return is an awful business practice and should not be allowed. It is akin to leasing a car and having it replaced by a bicycle months down the line because of a change in "company policy"

Ticket: # 603325 - Comcast 300 GB Data Cap Scheme**Date:** 10/20/2015 9:37:55 PM**City/State/Zip:** Miami, Florida 33127**Company Complaining About:** Comcast

Description

This complaint is about the monthly data cap scheme that Comcast is allowed to do. Placing a cap on any consumer by limiting the amount of web traffic is effectively limiting how a consumer chooses to spend their free time online. It is unrealistic to think that the average person would even begin to try to ration the amount of data they use. This is price gouging has to stop. This serves no purpose but to line the pockets of an already massive media conglomerate. I do not watch TV, but I do stream content all the time and play online games whether it is me or a family member. Some of that content I use happens to be owned the very same ISP I use the Internet over. We need to end these business friendly politics and allow municipalities and small business to have room to compete in the ISP market. I urge you to put an end to this and other kinds of business manipulations.

Ticket: # 603357 - Comcast Data Cap enforcement Florida (and others)

Date: 10/20/2015 9:57:42 PM

City/State/Zip: Miami, Florida 33176

Company Complaining About: Comcast

Description

The Data cap currently being "tested" in many markets by "market leader" Comcast is unfair. Starting this month I have recieved notices of my internet usage reaching the 300 GB max. When I signed up for Comcast 3 years ago I had no cap no mention of a cap and now we have a cap that seams low. I also don't feel their new "unlimited" add on is fair to the consumer , \$30.00 extra per month . Please make data caps on home internet illegal...

Ticket: # 603416 - Data Cap

Date: 10/20/2015 10:54:02 PM

City/State/Zip: Hialeah, Florida 33018

Company Complaining About: Comcast

Description

300 GB MONTHLY DATA CAP FOR INTERNET SERVICE.

Ticket: # 603503 - Comcast data caps

Date: 10/21/2015 12:33:24 AM

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

I signed up for a one year contract of Internet service with Comcast in August of 2015. I am currently paying \$25 a month for 12 months under this contract. There were no provisions regarding data caps in the contract terms. About a month ago Comcast sent me an email stating that they were going to start capping the data to 300GB per month as well as charging overages fees for those users who uses more than the allowance . Recently the company sent me an email stating that i have used 90 percent of the allowance already and I believe i am not even half way of the current billing cycle. The service that i signed up for did not restrict usage in any way shape of form. I believe this company data caps practices is illegal and unfair for the consumer. I use various internet streaming services to watch TV such as Netflix and Sling TV and I do not use Comcast television services. 300 GB limit cap to keep the current contract as is after i got into one already is simply a foul practice due to the fact that as a cord cutter customer i consume the data much quicker than non heavy data consumers and this scenario was not part of the contract that is still valid between Comcast and I. I request that the FCC take serious actions against these practices by Comcast.

Ticket: # 603515 - Data Cap

Date: 10/21/2015 1:06:38 AM

City/State/Zip: Knoxville, Tennessee 37921

Company Complaining About: Comcast

Description

There is no reason for a data cap, other than to price gouge your customers even further in your monopoly on East Tennessee. I love the service, I really do. I rarely have outages, you offer speeds that are suitable to me. However, I download and play online games. A data cap is impeding on me in the worst kind of way. We pay for cable and internet. We primarily watch cable, but there are shows that our son likes that are only available on Netflix. Unfortunately he has outgrown Mickey Mouse Clubhouse. There is no electricity cap.. there is no water cap. There should be no data cap on such a huge company. You make your billions. Please, stop nickle and diming your customers.

Ticket: # 603602 - Data Cap

Date: 10/21/2015 8:13:03 AM

City/State/Zip: Knoxville, Tennessee 37917

Company Complaining About: Comcast

Description

In Knoxville, TN, Comcast has put in place a data cap. I have been completely unable to find out the precise quantity of data that is transferring to and from my cable modem. Comcast claims that it has an online meter. But it's just a vague bar graph without any precise numbers or period of use. Most of the time this meter does not work at all. I suspect that this online meter uses Adobe Flash and I refuse to use that software because it is a security risk. After months of unexpectedly exceeding the data cap, I tried to drastically reduce the amount of data that I download. This was no use. Comcast sent me an automated message saying that I was yet again about to exceed my data cap. This is intolerable. This is legalized theft. There is no reason for this data cap to exist other than monopolistic greed. This is class warfare because this policy will ultimately allow only the wealthy to access the internet. In the 21st century, this is an outrage. Comcast doesn't implement this in all its cities. But Knoxville has had to suffer this for years. If I'm expected to carefully keep track of data transfer, then GIVE ME A METER JUST LIKE THE ELECTRIC COMPANY DOES. I have no way of knowing if Comcast is just making up some numbers out of thin air and calling it my data usage. PLEASE DO SOMETHING ABOUT THIS!!!! ANYTHING!!!!!!!!!!!!

Ticket: # 603660 - Retaliatory response from Comcast/Xfinity**Date:** 10/21/2015 9:12:10 AM**City/State/Zip:** Miami, Florida 33157**Company Complaining About:** Comcast

Description

After my previous complaint on October 18, 2015, a comcast agent called to ask further in regards to my complaint. He didn't respond to any of my arguments besides saying that Comcast was FCC compliant. After the call, Comcast remodeled my services without my permission to include a \$30 "unlimited" data cap.

I have today, effective immediately, removed all xfinity/comcast services from my home. I will be forced to go to public places and use public wifi because I will not be giving another penny of my hard-earned money to this company.

Comcast/Xfinity may have found many drawbacks to the Open Internet regulations, but they have succeeded in finding a loophole with usage-based pricing and data caps. I refuse to be burdened with this extra overage charges for watching too much Netflix, Hulu or YouTube. Since they can't charge the companies, they will try and charge me.

I'll admit. Comcast has won. Many customers will not take such a drastic measure such as cancelling the service, especially when there's no other ISPs around. I even had to cancel my services with Netflix because I can no longer use it.

They are by essence breaking every rule of the Net Neutrality regulations indirectly:

- Throttling: They are making customers throttle themselves by watching carefully for data overuse, since they would have to pay a hefty cost of \$10 per 50gb (the size of one to two average computer games).
- Blocking: Can't watch Netflix or use YouTube if you've been using it too much. Thanks to the caps, customers will be wary of where to go online thereby blocking themselves from using the service.
- Paid Prioritization: By including usage-based pricing, the providers that would've been charged for a "fast-lane" will now be offset by customers going over their data caps.

Comcast has, undoubtedly, lied about data caps only affecting a small minority. Cord cutters are growing in number, because Netflix and YouTube is so much better than cable, in everyway. Comcast can fight innovation all it wants, but they will simply alieanate customers further. A name change won't save them this time.

(b) (6)

A Concerned Citizen

This will be my last transmission with this ISP.

Ticket: # 603716 - Comcast Data Caps**Date:** 10/21/2015 9:58:32 AM**City/State/Zip:** Memphis, Tennessee 38104**Company Complaining About:** Comcast

Description

I am in one of the areas where Comcast has implemented data caps. Like many areas nationwide, Comcast is effectively a monopoly in my area. The only other offering is not competitive either in price or speed. I am concerned that Comcast is using its monopoly position as ISP to gauge customers and deter competition against its other business, television.

Comcast claims it had to introduce data caps to control its costs, but there is no regulatory oversight over this claim and no way to verify if the data surcharges have any connection to the actual costs that might be incurred. Furthermore, Comcast provides no way to verify their claims of how much a customer uses per month because it is impossible to drill down into per-day or per-hour usage. Their data meter just shows a per-month number. Given that Comcast now has a huge incentive to overstate data usage, regulatory oversight is needed. In my case, this month they are claiming my usage is nearly double that of typical past months, but my usage patterns have not changed. Yet they will not provide any evidence to show why my usage is supposedly up.

Personally, I suspect that the real reason Comcast has implemented data caps is to protect its television business. As more customers disconnect their cable boxes and move to internet streaming services like Netflix and Sling TV, Comcast's cable television business has faltered (according to news articles I've read). Abusing its monopoly position as ISP to prop up an unrelated service seems like a violation that the FCC should investigate.

Ticket: # 603915 - Cox Communications Internet Data Cap**Date:** 10/21/2015 11:12:23 AM**City/State/Zip:** Fairview Park, Ohio 44126**Company Complaining About:** Cox

Description

Cox Communications has begun implementing a data cap for all internet accounts. Not only is this a change to the service I had signed up with - and am locked into for a year contract, lest I suffer penalties - but I also think it is progress-stifling since more and more bandwidth is needed to participate in the internet community. The average webpage size keeps growing (and is over 2 MB now <http://www.soasta.com/blog/page-bloat-average-web-page-2-mb/>), and consumers increasingly turn to streaming subscription services for movies, tv, and music. With these caps imposed, those activities will be curtailed, or result in unfair additional fees. Additionally a study of a similar venture by Comcast has shown that the caps themselves are arbitrary in comparison to their actual network capacity. It also is not a true metered service since if I go over the limit by even 1 MB I would pay for an additional 50 GB block for that month which does not carry over or become pro-rated at the end of the month.

In any case, I have a lot of problems with this pricing model from many perspectives, and so I would like to register my complaint against Cox Communications implementing a Data Cap on their internet service plans.

Ticket: # 604097 - Data caps

Date: 10/21/2015 12:07:02 PM

City/State/Zip: Powderly, Kentucky 42367

Company Complaining About: Comcast

Description

I have been going over my data cap every single month by watching a few shows a day on either Hulu or Netflix. This is outrageous to charge so much for internet speed and then charged even more to actually use it.

It's criminal for anyone to think this is acceptable or affordable and just wait until 4k becomes more widespread and watch those complaints rise. I can't watch Hulu or Netflix as much as I want to, therefore obstructing my internet service as I can't afford to pay for my internet connection and then \$10 for every 50gb of data, which is honestly about 5 or 6 shows (pathetic) and it's hurting Hulu and Netflix as well. This a greedy cable company that's salty about people switching from cable tv to streaming services and they want to squeeze you for every last cent you have. Data caps are un-American.

Ticket: # 611565 - Comcast Internet - South Florida**Date:** 10/25/2015 11:43:49 AM**City/State/Zip:** Pompano Beach, Florida 33064**Company Complaining About:** Comcast

Description

Comcast imposed a data cap on their service in the South Florida area. I work from home (small computer break/fix), my kids have a game system (online, and downloading new games), family watches Netflix a lot and we have home security as well. Being broken into (and having our personal items stolen) a while back, we watch the cameras everyday. With all of this and more, 300GB is easy to achieve in a short period of time. This then "forces" you to an extra \$30.00 a month on top of a \$140-\$160 a month bill. Now you have close to a \$200.00 a month internet bill. If you do not buy into an extra \$30.00 a month, they will impose a charge of \$10.00 per 50GB. I have spoken to my neighbors on my street, and all have said they are in the same predicament. Several have said that by Oct 17th have already been warned they have less than 30GB remaining on their 300GB cap. A letter I received from Comcast states the number of people that reach their cap is very small. In a world of Hulu, Netflix, game systems, individuals who work at home and many other examples, this is not true in today's world. There is no other options for internet in the area except for AT&T or maybe using your own cell phone for data. Something has to be done please. Extortion should not be tolerated. I understand the FCC has already spoke out about this, but it's time to stop this from continuing. Thank you so much for your time.

Ticket: # 604886 - Comcast Data Caps are an atrocity**Date:** 10/21/2015 4:12:07 PM**City/State/Zip:** Knoxville, Tennessee 37916**Company Complaining About:** Comcast

Description

To whom it may concern,

I am writing you today to express my frustration with Comcast's 300gb/month data cap policy that's been imposed in my city (Knoxville, TN). While I have quietly dealt with this policy for over a year now, I have become fed up with the mid-month emails warning me of the potential \$10 overage charge.

This policy is a sham, especially when competition is severely lacking. No other ISP provides the speeds and reliability I need in this area. As a result, I am being forced into dealing with a policy that serves no real purpose other than to empty my pockets.

This policy is being implemented at a time in our society where "cord-cutting" is ever increasing. More and more people are using streaming services, making use of cloud storage, downloading large games and software instead of buying physical media... this list goes on. The point being, internet usage is increasing. I give Comcast credit for being smart and taking advantage of this. But for a company that monopolizes many areas, this sort of data cap practice should not be allowed.

I know Comcast will defend this by saying that data caps help relieve network congestion. A simple search of this on national media sites concludes that the rest of the nation isn't buying this excuse. They may also defend this by saying that the majority of people don't use 300gb of bandwidth per month. This is simply unfair to many types of users, including me. I would also ask what the download speeds for the majority of people are. It doesn't make sense to impose the same 300gb data cap on a user that has 1.5Mbps and a user that has 80Mbps down speeds like me. Some people require or simply enjoy having a higher download speed to the point that they are willing to pay more per month. This data cap penalizes higher download speed users more than lower download speed users.

I am a student, a professional photographer, and an avid video gamer. All these things requires me to use up lots of bandwidth. Take video games as an example. Services like Steam and UPlay allow the user to download and install games. These games can range from a few hundred megabytes, to upwards of 60gb in size. Downloading only a few games can instantly eat away a third of your data cap. If you're one like me to watch gaming streams on sites like Twitch.tv, you are once again forced to limit your usage for fear of a data cap. Add normal everyday internet usage, TV/movie streaming (other than XfinityTV streaming services, which seems to be an unfair advantage), etc, and you can see how easy it is for someone like me to burn through a data cap. There are many others out there just like me, locally and nationally.

In closing, I hope the FCC takes notice of this issue. Allowing data caps is simply anti-consumer. My purpose for writing this is mainly to add my name to the list of customers unhappy with the data cap. It is a questionable policy that serves a questionable purpose. The only clear outcome of this particular policy is more revenue for Comcast, and that's just wrong.

Thank you for your time.

Regards,

(b) (6)

Ticket: # 604965 - Xfinity Data Caps**Date:** 10/21/2015 4:30:51 PM**City/State/Zip:** Hialeah, Florida 33013**Company Complaining About:** Comcast

Description

Xfinity has recently implemented data caps in my area. I recently got a notification that said I was at 90% of my allowance and not ten minutes later I received a notification of reaching 100%. This was a 30 GB usage in ten minutes. This was impossible since I had nothing data heavy occurring at that time. When I called the next day they said that their tracker works on a 24 hour delay. I cannot see how it is fair or even legal for them to spring these data caps and have no reliable way to measure data usage. On top of that there are no other high speed alternatives in my area. It is either I severely limit my data usage or I pay them an extra \$30 a month for the same service I have been receiving for years.

Ticket: # 605079 - Comcast Data Caps

Date: 10/21/2015 5:03:28 PM

City/State/Zip: Oro Valley, Arizona 85737

Company Complaining About: Comcast

Description

Comcast has instituted a 300 GB/month data cap in my area. Were there another viable choice for high speed internet in my area, I would jump to it.

Instead I am forced to pay for a business account simply because I wish to watch movies, listen to podcasts, video call my family, play games etc.

I already pay a premium for reasonable speed, now Comcast insists on charging me another way for quantity.

Please stop them.

Ticket: # 605214 - Comcast Data Cap

Date: 10/21/2015 5:45:13 PM

City/State/Zip: Charleston, South Carolina 29403

Company Complaining About: Comcast

Description

Switch over to Comcast has been the worst decision of my life. When I first signed up, there was conspicuous posting about these 300gb data caps. When I only use the internet for work and Netflix and have a surprise bill of almost \$200 is really infuriating. And upon further research learning that they only do this in Huntsville and Mobile, Alabama; Atlanta, Augusta and Savannah, Georgia; Central Kentucky; Maine; Jackson, Mississippi; Knoxville and Memphis, Tennessee; Charleston, South Carolina; and Tucson, Arizona is truly disgusting. When I asked to have this charged reduced they said that the charge is "valid" and I also cannot increase my monthly data allowance. I hope a class action lawsuit will be issued against Comcast and their crass, monopolistic ways will force them to repay all of the money they stole from their customers.

Ticket: # 605534 - Comcast charging for Internet data usage**Date:** 10/21/2015 7:49:39 PM**City/State/Zip:** Evans, Georgia 30809**Company Complaining About:** Comcast

Description

I am a resident of Evans, Georgia. I have just moved into a neighborhood where my only Internet/cable provider choice was Comcast. We signed up for Comcast 9/9/15. Our internet did not work well for the first 3 weeks, two tech trips, two modems ect. This is not what I'm complaining about. I received a pop up on my iPad 3 days ago telling me I was close to my internet cap. WE WERE NEVER TOLD THERE WAS AN INTERNET CAP! At first I thought this was a phishing scam. Then my husband got the same pop up. I called Comcast today and they confirmed there is a 300gb cap. This was deceitful. No where in the online advertising I reviewed today did I see this data cap mentioned. I pay for Hulu, Netflix. I watch television programs on these services. Now I have to PAY FOR DATA USAGE for other providers to make me watch advertisements. I pay for Hulu, they show me advertisements, they make money because I have to watch those advertisements. Now I have to pay one company (Comcast) for data usage to watch commercials that another company (Hulu) makes money for. They are making money off of me and I am paying twice. Before Comcast I had WOW and Knology. If I could fire Comcast I would.

Ticket: # 605611 - Comcast Data Cap

Date: 10/21/2015 8:32:31 PM

City/State/Zip: Atlanta, Georgia 30341

Company Complaining About: Comcast

Description

Comcast has recently implemented usage based billing in the Atlanta area in the face of no broadband competition. The only local competitor is AT&T slower and notably smaller.

Comcast plans come with an initial data cap of 300GB per month. It offers a \$5 discount from your monthly bill to lower your data cap to 5GB/mo. However for each 50GB over 300GB, they charge \$10.

There is the atrocious contrast between increasing and decreasing the data cap.

No unlimited home plan is available.

Assuming \$50/month (approximately my internet bill) and knocking \$5 off for 295GB. Makes the pricing as follows.

Fixed cost: \$44.92 Price per GB: \$0.017

That means by their own implicit valuation of their product, their markup on 50GB for \$10 is 1176% and on the 6th GB of the 5 GB plan is 5582%!!!!!!

I would happily pay \$45/month + 2¢ /GB but that's not what's on offer here.

This level of mark up would be illegal for any other utility. Please, take action for all citizens and enforce sufficiently available internet that is able to keep up with our time and technological advances.

Ticket: # 605662 - Data Cap Comcast

Date: 10/21/2015 9:02:00 PM

City/State/Zip: Islamorada, Florida 33036

Company Complaining About: Comcast

Description

Today I had a pop-up notifying me that my data had reached 90% of my allotted amount. When I signed up for the upgraded comcast plan nothing was mentioned about this quota or data cap.

This concept makes no sense with a home internet plan - no more sense than charging for local calls on a land line phone - this is 2015 not 1975 - why are communications companies trying constantly to figure out another way to charge us for what we are already paying outrageous rates for.

The FCC allows these companies to operate on a monopoly basis, as it does not make sense for 100's of companies to lay miles of cables, just like we only have 1 electric or sewer company, however, changing the deal does not make sense when we have no other choices. If they want monopoly protection they should not operate with predatory practices.

Ticket: # 605722 - Comcast - Data "Plan" is caps on utility for price gauging

Date: 10/21/2015 9:39:19 PM

City/State/Zip: Fort Lauderdale, Florida 33304

Company Complaining About: Comcast

Description

Hello,

I'm e-mailing to file a complaint against Comcast. Specifically their Xfinity Data Plan Trial they rolled out. I cannot opt out of this "trial", and there are no competing options in the area for me to use. I have a monthly data cap of 300gb. Yes, I know they don't call it a cap, because it doesn't limit usage, it just upcharges for no apparent reason other than, because they can. There are no engineering restrictions that make this cap necessary. It's simply an experiment by Comcast to skirt around the Net Neutrality rules. They couldn't charge for content from specific providers, thus prioritizing data, but they are testing limiting data, which hits Netflix right in the wallet. This is anti-competitive price gauging to discourage cord cutting. I want to have JUST INTERNET as a realistic option. I prefer Hulu, Netflix and HBO Go type products over cable TV. This is no longer an option for me due to the data plan that Comcast has enacted. This anti-competitive behavior hurts innovation and consumers. If they are providing a utility to users, they should not limit the access to said service for PURELY profit reasons. Creating a false demand or otherwise trying to profit off of people's preference to utilize a different TV provider. I typically watch Amazon Prime or Netflix, but one hour of HD video can take up 2-3gb of data. This policy makes it so I must ration my enjoyment of TV because Comcast wants to line their pockets a bit more, despite not providing a valid reason for doing so. Make a decision on this FCC. It's anti-competitive and it's skirting your decision on Net Neutrality. They aren't controlling how much to charge for access to what data, but they limit how much data and it's the same practical effect. Stop these behaviors. Support competition and free market. Comcast price gauging its consumers and looking to skirt around rules that are in place is unacceptable.

Ticket: # 605839 - comcast punishing people

Date: 10/21/2015 11:26:43 PM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

comcast is basically punishing people over using things that compete with their tv business i.e hulu,netflix. by introducing a random 30 dollar unlimited option to all previous unlimited internet customers. how is punishing someones internet uses with a random and new data cap even legal. they are basically trying to force people to use their tv service and away from online services by data capping

Ticket: # 605882 - Comcast Data Caps - Anti-Competitive Anti-Consumer**Date:** 10/22/2015 12:18:05 AM**City/State/Zip:** Dania Beach, Florida 33004**Company Complaining About:** Comcast

Description

Comcast's 300 GB data caps, and demand for and addition \$30 to keep my unlimited internet is criminal at best. I am now hostage in my own home to internet meter overages for the next 14 days. They're trying to force me to use their streaming services, knowing that I rely on Netflix instead of a cable/xfinity tv subscription. They are essentially taking away a level of service I've come to rely on and expect from them, and asking me to pay \$30 More to have the EXACT same service I've been enjoying for the past 3-5 years (They want me to pay close to \$100 per month). Their limit of 300GB insures that I CAN NOT enjoy my Super HD and 4k Netflix content over their network unless I pay an additional fee. This is an attempt to block innovations Comcast has failed to take advantage of. Everyone else has made plans to create steaming services, higher quality video, and faster networks. (Netflix, Samsung, Sony, Google and Youtube.) Their interests as a cable provider is hurting consumer freedom.

People started canceling basic cable subscriptions, and now they want EVERYONE who streams to pay extra to make up for Comcast's lost Basic Cable TV revenue.

Ticket: # 606132 - Comcast Data Caps on Internet Service

Date: 10/22/2015 9:50:55 AM

City/State/Zip: Milford, New Hampshire 03055

Company Complaining About: Comcast

Description

Comcast is imposing data caps across the country, charging users extra for the same service.

I would consider my household typical with two adults and two children under 6 and we regularly use over 300GB a month of data. The FCC needs to stand up to these price gouging tactics and monopolistic practices by Comcast and its fellow cable ISPs. DSL is no longer a viable alternative (particularly in my area where FairPoint operates a crumbling infrastructure abandoned by Verizon).

We the tax payers payed for the infrastructure years ago we shouldn't be held hostage to utilize it.

Ticket: # 606160 - Comcast unilateral application of data caps in an uncompetitive market

Date: 10/22/2015 10:06:14 AM

City/State/Zip: Miami, Florida 33138

Company Complaining About: Comcast

Description

As of this month Comcast unilaterally and without warning, decided to enforce an arbitrary internet data cap of 300 GB. This the data limit stipulation was never mentioned when I originally contracted the service.

Also, there was no communication or renegotiation of the original contract. Is just a company with a functional monopoly in South Florida, extracting money from a community simply because they can. Moreover they feel entitled to interrupt my internet sessions with interstitial warnings. This can only be viewed a tactic to annoy users into upgrading to the now unlimited service for an additional \$30.

Thank you for addressing my complain and for your time an attention.

(b) (6)

Ticket: # 606195 - Data Cap

Date: 10/22/2015 10:27:41 AM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: Comcast

Description

This data cap is ridiculous and it's practically extortion. WHY would a company offer a service and then LIMIT that service?! And not only do you limit the service but then offer an "unlimited" option for an additional 30 dollars ... which is practically what the customer had up until a month ago for LESS!! This is an outrage and I will be looking for an alternative service if this cap is not removed, as I have been paying for this for years and have never had a data cap. I freelance often at home and work with extremely large files, so this is an extreme inconvenience.

Ticket: # 606311 - Comcast Data Cap**Date:** 10/22/2015 11:07:16 AM**City/State/Zip:** Plantation, Florida 33324**Company Complaining About:** Comcast

Description

It has come to my attention, Comcast has begun a data cap in my area. I work in the IP Transit industry, and I do not believe this practice is legal because they fall under Title ii. My room mates and I use their service for Internet only. We use Netflix, Amazon, Hulu, and other legal video streaming services. I feel Comcast is using this practice in order drive consumers to their video platform and make it no longer cost effective to utilize other stream services.

In the Comcast email, it states that they will notify me with in browser messages about my data usage. This means they are intercepting my data and modifying it to notify me of my data usage. No ISP should be intercepting traffic to inject data that was not apart of the original request. This practice is very invasive and affecting my trust in having my traffic go un-manipulated to its destination.

Ticket: # 607858 - Data Caps

Date: 10/22/2015 6:37:55 PM

City/State/Zip: Goodlettsville, Tennessee 37072

Company Complaining About: Comcast

Description

The mandatory implementation of data caps by Comcast has forced me to pay exorbitant overage charges each month. Also, since Comcast is currently the only broadband service available in my area (Nashville, TN), they've made it impossible for me to switch to another provider. In my opinion, this is anti-competitive and monopolistic. I would encourage the FCC to begin regulating data caps in order to fulfill your role as an advocate for the American people.

Ticket: # 608057 - Comcast is Violating Net Neutrality with the X1 DVR

Date: 10/22/2015 8:17:46 PM

City/State/Zip: Nashville, Tennessee 37211

Company Complaining About: Comcast

Description

Comcast is violating net neutrality with the X1 DVR. According to Comcast's own advertising material, television programs can be recorded on the X1 DVR then streamed over TCP/IP to consumer-owned devices (i.e. tablets and computers) on the home network without being counted against their draconian data cap. Other video providers, like Netflix, cannot utilize Comcast's X1 backdoor into the home network, so any video traffic from these providers to consumer devices is counted against the data cap. By treating the video being delivered to the consumer device differently based on whether the source is Comcast or not, Comcast is clearly violating the FCC's open internet regulations.

Quoting from <http://customer.xfinity.com/help-and-support/cable-tv/x1-dvr-cloud-technology-general-faqs/> :

"Downloading and/or streaming DVR recordings, live TV or XFINITY On Demand content will not count against your Internet data usage threshold if you are connected to your in-home XFINITY network. "

Ticket: # 608127 - Suddenlink Data Caps**Date:** 10/22/2015 9:06:04 PM**City/State/Zip:** Paintsville, Kentucky 41240**Company Complaining About:** Sudden Link

Description

Recently the company known as Suddenlink has instituted a data cap for their home internet service, I feel that this is merely a way for them to force individuals who prefer streaming to use their television service. The caps are far to low for any more than a single individual in a household to use throughout the month and therefore is restricting my access to the internet without incurring a massive internet bill. It has also come to my attention that the reasons these ISP providers are giving for these data caps are false. The use of data has no impact on the ability to deliver this service to its customers, also individuals who use less data than others are not seeing lower bills because of it.

Ticket: # 608218 - Data cap on internet

Date: 10/22/2015 10:28:33 PM

City/State/Zip: Hollywood, Florida 33020

Company Complaining About: Comcast

Description

Additional billing due to exceeding the data cap. No information that my service area was in a trial area with data limit of 300 gbyte. Normal usage resulted in exceeding cap. Area designated as trial area. When is trial over. Extortion for more money over agreed package plan.

Ticket: # 608278 - NO MORE DATA CAPS - 2nd time filing a complaint. I do not wish to be contacted by Comcast again, they were of no help (as usual) the first time.

Date: 10/23/2015 12:08:23 AM

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

I live in Miami, Florida and Comcast has recently started implementing data caps on their services. NO ONE WANTS THAT. Data caps are ARTIFICIAL constraints on the network created by the provider solely for the purpose of increasing ISP's already ridiculous profit margins. This paired with the fact that isp's are already artificially choking the connections of netflix users, effectively holding the users for ransom, until content providers pay, makes the ISP's actions even more egregious. The argument that, "netflix/youtube use most of the bandwidth so they should pay for priority" is missing the point. Internet users have ALREADY paid for the internet in its entirety, not the internet as your isp deems acceptable. As such, the isp's have a duty to provide that product without interference. The FCC has a duty to protect net neutrality. Internet users can look up whatever they want/use their allotted bandwidth however they want.

THIS IS EXTORTION, and internet service providers like Comcast are criminals. The only reason they are able to do this and still be in business is because they operate in regional monopolies, aka consumers can not take their money elsewhere to show their discontent. The internet is far more important to communication than telephone lines ever were and should be classified under title 2.

The FCC needs to do something, not just for me, not just for my area, but for the entire country. Make Data Caps Illegal. Where is our net neutrality? Was it all for nothing? Nothing has changed, customers are still being forced to pay insane fees for crap quality services.

Ticket: # 608498 - Comcast Data Cap

Date: 10/23/2015 9:43:55 AM

City/State/Zip: Miami, Florida 33186-5974

Company Complaining About: Comcast

Description

I signed a contract for a year with Comcast in August 2015. On October 1st, I had a data cap applied to my Internet useage. I have already exceeded this data useage, and according to Comcast, I now have to pay 10 dollars for every 50gb I use till the end of the billing cycle, or pay an extra 30 to 35 dollars a month for unlimited data useage. Before this month, I had unlimited data useage, now they are making me pay more than what I signed for in my contract. If I could switch to a different company, I would drop Comcast immediately. I have never been pleased with how they treat their customers. However, comcast seems to have a bit of a monopoly in the Miami area.

Ticket: # 608776 - Arbitrary data caps and deceptive sales tactics**Date:** 10/23/2015 11:19:33 AM**City/State/Zip:** Morgantown, West Virginia 26505**Company Complaining About:** Sudden Link

Description

Hello,

My family has been a customer of Suddenlink for cable TV and internet services since the company purchased the market from Charter Communications. For many years, we have had acceptable speeds and no monthly data caps on our internet connection. Recently, however, Suddenlink has decided to impose monthly data caps with differing allotments based on the speed tier that you subscribe to. Our speed tier has been the 50mbps tier, which has been imposed with a 250GB/month cap.

My brother is a college student away from home, and as a result, usage jumps when he is home over the summer and on breaks. His data usage is not unreasonable - it consists mostly of video services, such as YouTube, Netflix, Hulu, etc. During the time he was in high school and the several years he has been in college, this usage has never been a problem. Seemingly out of nowhere, the company has imposed data caps, which has resulted in an unreasonable bill increase for the exact same level of service. My brother is now back in school, and as a result, usage has dropped. The last time our account had gone over the cap was in August. The cap was not surpassed in the month of September, and at the time of writing, only 3.4GB has been used for the month of October. This figure is obtained directly from a meter on their website.

I have not lived at home for many years, but I maintain the network for my mother. I was not aware of this data cap or the charges for overage until she had spoken to me a few days ago over the phone. Suddenlink had called her about the overage in August, two months after the fact, in attempt to sell her a higher level of service. Because she is not as knowledgeable about this topic, they were successful in getting her to agree to a speed upgrade for a higher cap when it was absolutely not necessary. This of course raises the bill even further for absolutely no justifiable reason.

In speaking with Suddenlink customer service, the representative claimed that no changes had been made to the account. I can confirm that changes have been made, because the data allotment jumped from 250GB to 350GB/month, which only happens when a change in speed tier has occurred. This is easily viewable from the account management page on their website. When I began mentioning that I was looking at downgrading and even possibly canceling, I was stonewalled because I was not an "authorized user" on the account, even though I provided all the necessary security prompts to speak to the agent. I was also told that my mother was not an authorized user on the account and she could not have agreed to anything that would have increased the bill.

The account is in my father's name. My father (Otie McVey) has been deceased for nearly 11 years, but the bill has remained in his name simply because it is an emotional burden, difficult to change, and we have had no issue managing the account by answering the security prompts. Over the years, several changes to the account have been made, including those that have changed the monthly bill and the equipment that is tied to the account. Because we can provide the security information for the

account, it has never been a problem. However, now that we are unhappy and attempting to downgrade/cancel, suddenly we are unauthorized to do so.

I don't believe Suddenlink is being true to the spirit of net neutrality. It is a well-known fact that cable TV subscription is on the decline, and these companies are looking for ways to hurt their competition by raising prices and imposing unnecessary data caps for the same level of service. It is not difficult for a household who subscribes to several internet video services to go over such artificially low caps and be charged even more.

To summarize:

- service has been fine with fairly predictable usage for years
- arbitrary data caps have increased price for same level of service and usage
- customer service used deceptive tactics to convince my mother to upgrade internet speeds when it was not necessary
- if the company is upselling, they're happy to make changes to the account
- if you want to cancel or downgrade, they suddenly claim you're not an authorized user, even though you can answer the account security prompts and upgrade services without issue

As you can imagine, this is very frustrating to deal with, especially living nearly 150 miles from where my mother lives. I would appreciate any assistance that you can provide in resolving this issue. If at all possible, please direct all correspondence to myself and not my mother, as she is not knowledgeable on this subject.

Thank you for your time and assistance!

Ticket: # 608964 - Comcast Data Caps are

Date: 10/23/2015 12:28:16 PM

City/State/Zip: Pompano Beach, Florida 33060

Company Complaining About: Comcast

Description

Comcast has recently rolled out data caps in my area essentially charging per megabyte. This feels as unreasonable as charging per minute for television.

Higher speed plans only ensure you will reach your cap at a faster rate and stifle innovation in internet content creation. I believe it is patently obvious that internet data usage will only increase in the future, but only as long as the internet is kept open and available. Unfortunately I now have no choice in internet providers and as such am subject to new data caps that the rest of America is not burdened with.

Ticket: # 627414 - Comcast - Data Caps Effect and Purpose**Date:** 11/2/2015 12:25:05 PM**City/State/Zip:** Fort Lauderdale, Florida 33304**Company Complaining About:** Comcast

Description

To the FCC, I am issuing a complaint against Comcast for enforcing data caps of 300gb/month. As a resident of Fort Lauderdale, FL, we are one of the "trial" cities. I assume the trial is to see if people will raise a stink so this purely profit driven initiative can be spread out nationwide, except where competition determines it's not a good move. This is a move purely motivated by greed and not at all by any kind of "providing a better service" or consumer service. Telecommunications companies seem like the only companies that do what they can do offer less for what you pay them. They strive to reduce their services ONLY until driven to help you because competition has entered the arena or regulation determines they are underserving their constituencies. This is awful! Comcast's 300gb monthly cap is a cap that my household hits 2 weeks into a month! We stream regularly which takes a solid chunk of data (to Comcast's disapproval, since this data cap acts as a loophole to Net Neutrality since they can't charge you for data accessed but they can make sure you pay extra for all data). We play video games which AUTOMATICALLY update via internet connection. Often, our game library will update at least 1-5gb of data each day. Multiplayer gameplay requires data to be transferred between the players. I participate in kickstarter campaigns and regularly must re-download client software around 2-6gb each update/iteration. I can work remotely which requires a constant connection and download/reuploading data to my work server. All of these combined ensure that with regular use, I have no option but to exceed the 300gb limitation. This realistically violates the net neutrality regulation as determined by the FCC as it charges for access to data, rather than free flowing internet highway of information. This has repercussions that extend beyond just telecommunications as well. The FED's determination that consumer spending has not recovered since the 2008 recession. I can say from my end, I am a technology enthusiast, and I like to spend my consumer dollars on supporting small media projects and tech companies, but now I have a 300gb data cap. I cannot qualify for the freelancer internet package and I can't become a cord cutter like I want because of this package. Why can I, as a consumer, not realistically expect to have a solid internet connection free of being gouged and information control, without competition in the area. Monopolization of the telecommunications industry, at least in my region has led to this kind of deplorable behavior. Please do something, data caps need to be removed. There is no reason this should happen for the common good and the access to this utility.

Ticket: # 609896 - Comcast antitrust action

Date: 10/23/2015 5:11:27 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

The FCC closed my prior complaint, which was not resolved. I would like to appeal that decision. Comcast is purposefully targeting those who stream online video in several markets in order to squash competition to its cable TV service from other media providers such as Netflix. My bill has gone up substantially, and it would be clear to anyone who investigated that the LARGE, LARGE majority of those affected by Comcast's new data cap is those who stream video from companies that compete with Comcast's TV services. This is an anti-competitive practice, plain a simple.

The Comcast representative who spoke with me during my last complaint admitted that they just started this practice, but that they always had a hard cap policy in place where they would not allow more than 300GB of data, but that they just didn't enforce it. When asked if they were enforcing it in other markets where they were not charging for overages, the representative said they were not. So, in reality their policy has been and continues to be to allow unlimited data, except in the markets where they are now testing their anti-competition overage fees.

In Comcast's response letter, they admitted that the fees were not intended to ease any sort of network congestion. This makes it clear that the only reason these fees exist is to discourage those who use a lot of data, which, not coincidentally is most likely to be those who stream video from Comcast's competition.

This last fact should be simple for the FCC to verify - that those most affected are those who use the competition. There is no reason why this complaint should be closed, and why complaints like mine (I'm sure there are many) should not be referred to the Department of Justice for antitrust violations. It is the FCC's job to protect consumers - we should not have to resort to class action to see results on this - especially since it is the FCC who hands out exclusive cable rights to the various cable companies, wherein we have NO choice whatsoever. And now Comcast wants to use that lack of choice to stifle what little choice remains.

Ticket: # 610071 - Monopoly abuse

Date: 10/23/2015 5:58:13 PM

City/State/Zip: Miami, Florida 33137

Company Complaining About: Comcast

Description

They've added data caps on their already expensive service and there are no other options for ISP. They've also made me pay a cancellation fee after they told me I went into a contract with them which they claimed they had a recording of me agreeing to the terms. When I requested proof of this recording they claimed they could not provide it. There is something fundamentally wrong with how they operate and treat their customers.

Ticket: # 610256 - Capped Monthly Data Plan**Date:** 10/23/2015 8:05:03 PM**City/State/Zip:** Olympic Valley, California 96146**Company Complaining About:** Sudden Link

Description

I am currently subscribed to Suddenlink internet service in Truckee, CA 96161 in an area in which there are no other competitors. This forces me to subscribe to Suddenlink's service if I wish to have high speed internet access. They currently impose a monthly data plan with a cap of 350gb before overage charges are applied. I routinely come close to exceeding this limit and am forced to reduce my internet usage. This affects my ability to enjoy many internet services that I use or subscribe to; including Amazon Prime Video & Music, HBO Now, YouTube, Twitch, Pandora and internet gaming.

I am currently subscribed to the highest tier plan that Suddenlink offers in my area. When Suddenlink sends me notice that I am nearing my data limit for a month the only option they give me is to either stop or reduce my internet usage or see their plan upgrade options. When I view the upgrade options they offer I am only given options to add cable TV or phone service bundles to my current internet only plan. This is extremely unsatisfactory and only reinforces the fact that they are only interested in selling me cable TV service that I am not interested in. I am not given any options to increase my internet service plan data caps or service levels.

Suddenlink's capped Monthly Data Plan restricts my ability to choose what online services I wish to use and enjoy. I am writing this complaint to urge the FCC to address how capped data plans negatively affect the usage of broadband internet and reduce the ability of consumers to choose what online services they wish to use.

Ticket: # 610336 - Broadband caps

Date: 10/23/2015 9:31:02 PM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: Armstrong Cable

Description

Our ISP imposes a data cap per month on the amount of bandwidth usage we use, which for our current plan is 200 GB/month. The option they give to avoid this cap is to upgrade the amount of broadband data per month or pay overage charges. This is ridiculous. Furthermore, this same company has a monopoly on cable television in our city, Medina, Ohio, because no other cable companies are allowed to offer service in our area. This is totally wrong and this company needs to be stopped!

Ticket: # 610485 - Comcast Data Cap

Date: 10/24/2015 2:34:45 AM

City/State/Zip: Sunrise, Florida 33351

Company Complaining About: Comcast

Description

Comcast is now implementing a 300 gigabyte usage cap on all of its internet services for residential customers in South Florida. This data cap is completely arbitrary and the only reason that it is even being implemented is because Comcast is the only high-speed cable provider for many people in the area, and consumers have no choice but to pay extra for the same services. The 300gb data cap does not allow anyone in my household to be connected to the internet for any appreciable amount of time. Comcast continues to keep extorting money from households across Miami-Dade and Broward Counties because there is simply no other convenient option. Comcast has virtually no competition and they are well aware of it. The federal government has implemented too many laws stifling competition in the internet service market and now the consumer is paying for it, quite literally.

Ticket: # 610494 - Data Caps**Date:** 10/24/2015 3:09:33 AM**City/State/Zip:** Monroe, Louisiana 71203**Company Complaining About:** Comcast

Description

We are tired of data caps as consumers. Comcast says that those who use 300Gb of data are "data hogs" and only account for a small number of users. This is 2015, most internet video is hd quality. I have downloaded one game, watched slingtv and netflix. I have used 67.3Gb on my computer so don't tell me I'm downloading things that the normal user wouldn't download. Most of my data is used my netflix and sling tv and comcast wants to create caps in order to encourage me to avoid services like these for theirs in which they graciously wave the data cap for. Users shouldn't have to purchase business accounts just to use an average amount of data in this day and age. There should be no caps on cable or fiber lines. Limiting traffic during peak times is one thing but to blanket cover all users with a cap when the network is not doing anything is outrageous. Comcast support themselves have pathetic excusses and try and get you to upgrade to a faster line to fix the problem, but the faster line has the same cap. I can somewhat understand a low speed customer having a cap but as the plans go up so should the caps.

October - over 300

September - 233

July - 300

These numbers aren't due to me downloading files or doing things normal users wouldn't due, I keep track of the traffic on my network and the computers are not the issue. Normal day to day Netflix and Sling are what take up my bandwidth. Comcast should not be able to control what I watch and where I get the content from just so that they can make extra money on overages when there is no reason for the cap.

Thanks,

(b) (6)

Ticket: # 610502 - Comcast Data Cap**Date:** 10/24/2015 4:31:15 AM**City/State/Zip:** Miami, Florida 33186**Company Complaining About:** Comcast

Description

I recently switched to comcast as my isp. I was never presented information about data caps when I opened my account and am now after a month being informed. Data Cap are just another form of net neutrality internet service providers are trying to implement. In no way does do overage charges actually correlate with the upkeep cost to provide more than 300 GB of data. Comcast has essentially formed a natural monopoly in my area as there are no other Internet options available.

Ticket: # 610698 - Comcast 300gb Data Cap**Date:** 10/24/2015 11:31:04 AM**City/State/Zip:** Duluth, Georgia 30096**Company Complaining About:** Comcast

Description

Comcast has recently instituted a soft "data cap" on top of my speed based billing plan. Although the internet does not get cut off I am charged additionally for usage over 300gb. Since my plan is speed based (given that Comcast sells it as a 100gb/s plan) it is highly unethical that they are changing our agreed upon contract and now charging me based on usage. I have also noticed that as soon as I hit the 300gb "cap" my Netflix and Youtube quality dropped dramatically and at times would refuse to load at all. Other sites loaded without issue and speedtests to other destinations came back quickly. No Netflix or Youtube service interruptions were happening. Comcast also does not show their method of collection data usage which as many other customers have discovered, often does not match the true usage of customers. I spoke with "Mike" on the phone who said he was unable to remove the cap or transfer me to a supervisor and was only given a ticket number to identify him: NA188644711.

Over the next several months I will be independently monitoring my internet usage and any discrepancies will be reported in further FCC filings.

Given my current interactions with Comcast I believe they are using unfair business practices and potentially violating Net Neutrality legislation by throttling streaming video speeds. It is deplorable to sell a service as speed based and later put a data cap on it and attempt to charge more. If they sell a service that allows for 100gb/s then I should be allowed as much usage as possible and the only limitation being the speed. My usage most often does not degrade usage for other customers as the majority of my bandwidth is due to large downloads (xbox and steam games) overnight 2am-6am when most users are asleep.

Ticket: # 610805 - Comcast Throttling

Date: 10/24/2015 12:46:48 PM

City/State/Zip: Marietta, Georgia 30008

Company Complaining About: Comcast

Description

Comcast has been throttling my legal traffic towards the end of the month even though we are already paying overages on data caps. I know this is happening as my download speeds on iTunes for free podcasts is exceptionally slow but then I can connect to a private VPN and download them at a normal speed. I can also tell they are prioritizing traffic on sites like Facebook while Netflix is not able to stream correctly.

Ticket: # 610882 - Comcast internet data cap

Date: 10/24/2015 2:13:41 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

I was just called my comcast saying I have reached my data limit and am now going to be charged more. For one I was never told I have a cap on my data. Two, my internet speeds have been nowhere near the 25mbps I am paying for my speeds are around .65 to 5 mbps. I have called 3 times and 1 tech has come to my apartment but they will not help. Please have comcast remove the data caps

Ticket: # 610913 - Comcast Data Caps

Date: 10/24/2015 2:45:27 PM

City/State/Zip: Memphis, Tennessee 38119

Company Complaining About: Comcast

Description

For the past several months, Comcast has been notifying me that I am going over my 300GB data caps. I'm sure this is happening because I stream television shows online.

I believe it to be a conflict of interest that Comcast is able to own NBC, offer their own television product to compete with online streaming services, and limit my data usage. All the while, they are the only service provider I can pick faster than 700Kbp/s and actively lobby to ban municipal broadband expansion in my state.

Please stop this practice!

Ticket: # 610929 - Comcast data cap

Date: 10/24/2015 2:59:08 PM

City/State/Zip: Cartersville, Georgia 30121

Company Complaining About: Comcast

Description

I want to complain about Comcast's data cap. They are charging for every 10 GB over 300 GB and it's beginning to be a cost burdening subject for my household. While i'm already paying a lot for internet, now I have to pay for what i'm using too . Their solution is even more ludicrous, to charge people 30 dollars to remove the cap. this is holding consumers hostage and robbing everything we own. The price I was originally paying was 120 a month with no data cap but instead of raising the pricing or innovating they turned around and began to charge me more for the internet were using.

Ticket: # 611025 - comcast data usage cap practices

Date: 10/24/2015 4:13:32 PM

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: Comcast

Description

Hello, 3 months into my internet plan I learn Comcast restrict my data usage. My complaints are as follows..

1. Comcast did not inform me of this data usage cap at time of purchase and do not mention it in an straightforward manner online, on phone or in their mail.
2. Comcast do not have an independent body accurately monitor data usage. My data usage tripled after the 1st month w/ no change of behavior on my part. Comcast are self-policing and automatically charging for data overage.

I request Comcast be investigated and forced to fully disclose their data cap at points of sale and prove their data meter is accurate prior to creating charges for themselves.

Ideally, data caps should not exist. I'm paying for a plan with a speed limit, not data limit.

Ticket: # 611248 - Comcast Data Cap

Date: 10/24/2015 8:19:00 PM

City/State/Zip: Miami, Florida 33179

Company Complaining About: Comcast

Description

Comcast imposed a 300GB data cap on my usage, this is not fair internet.

Ticket: # 611368 - data cap Comcast

Date: 10/24/2015 11:02:06 PM

City/State/Zip: Nashville, Tennessee 37221

Company Complaining About: Comcast

Description

I don't think Comcast should be allowed to impose a data cap on internet usage. They are just trying to force people to use their TV service instead of internet companies like Netflix. It's also unfair to impose only in certain markets. I wasn't able to select Comcast as my company below, but that's who my provider is.

Ticket: # 611387 - Comcast Data Caps

Date: 10/25/2015 12:00:58 AM

City/State/Zip: Oakland Park, Florida 33309

Company Complaining About: Comcast

Description

Comcast is stating that customers are reaching newly trialed "data caps" on internet services and stating customers will have to pay for overages if one exceeds their arbitrarily determined amount. In addition, Comcast does not provide any usage meters for customers to regulate personal usage and thus customers must trust that Comcast is reporting fairly. I do not have an option to use any other internet service in my area, since I work from home and need a certain speed which AT&T can not provide. Comcast therefore has a monopoly and is exploiting this with price gouging. This is breaking most of the anti trust laws not to mention the fact that no one private company should control public lines.

Ticket: # 611438 - Data cap

Date: 10/25/2015 4:22:15 AM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Comcast

Description

I was hit with a warning of a data cap which I wasn't aware of concerning a limit of 350 GB. First inject SQL into my connection is garbage and a breach of privacy and secondly a data cap is blatantly trying to extort money into buy cable or they're "true" unlimited for an extra 35\$ a month.

Ticket: # 611448 - Comcast Datacap goes against fair playing field.

Date: 10/25/2015 6:21:29 AM

City/State/Zip: Fort Lauderdale, Florida 33312

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet only service from Comcast in the Fort Lauderdale area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10.

My viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services.

Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of Video on demand services accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. I view the limit as low and the implementation of only metering signals not originating from Comcast as a preferred programming provider opposed to the fair playing field intended by the FCC.

Lets say we both eat at the same restaurant. You and I both have the same meal. However, I eat more off my plate. Therefore, I'm expected to pay more for my meal?

[Ticket: # 611528 - Data caps and tier charges](#)

Date: 10/25/2015 10:52:26 AM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: Comcast

Description

Comcast has introduced data caps without notifying me in violation of the spirit of net neutrality

Ticket: # 611629 - 300 GB cap

Date: 10/25/2015 1:20:04 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Ft. Lauderdale area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 611762 - Comcast Data Cap

Date: 10/25/2015 3:56:29 PM

City/State/Zip: Big Pine Key, Florida 33043

Company Complaining About: Comcast

Description

Comcast imposed a data cap of 300 GB/mo, then offered options for pay to purchase additional blocks or unlimited data on my service address of 10 Shore Drive, ey West, FL 33040. We are an internet only household that uses our service to stream entertainment from Hulu and Netflix. This makes me feel like we are paying a penalty to Comcast for not using their cable tv broadcasting services.

Ticket: # 612005 - Comcast Data Cap violates Net Neutrality**Date:** 10/25/2015 9:44:19 PM**City/State/Zip:** Miami, Florida 33137**Company Complaining About:** Comcast

Description

On Oct. 1st, 2015, Comcast changed my contract terms without notice from high speed internet with blast to a data cap of 300gb per month. Not only does this go against the foundations of Net Neutrality, but it imposes a ver communist approach to our right of internet usage. My household consumes more gigs than 300 because I do work from home, study from home, and connect my phones from my wifi whenever I need to update apps etc. Comcast should not be allowed to monopolize the web by giving us a monthly allowance as a marketing scheme to increase our monthly bill. In any and all instances where there is a data cap (mainly for phones), the speed of your connection is only affected when you've reached your limit on data for that month. Comcast, however, is charging consumers for speed AND for their data, which means they are doubling charges when they should really be fixing a price on 1 product and not both. They've been rude, they've lied to me, and have tried scare tactics by informing me that all internet providers are imposing a data cap as well. This, of course, is a lie because not 'all' internet providers are switching to data caps, and Comcast's approach was sold as a market trial which has now run for over 3 years. There are many articles on the web which specifically address this issue, with more than an overwhelming outcry against the data cap, thus proving that the trial has yielded results showing the market is not satisfied with this 'test'. Shouldn't they stop already? Or will the FCC allow them to continue to spread this 'trial' to all other states, until finally making it a nationally recognized service without taking into account the consumer's voice? See attached conversation with comcast regarding this issue, and their attempt to resolve it by having me purchase another product more expensive than the service I use now.

Ticket: # 612018 - Data Caps

Date: 10/25/2015 9:58:18 PM

City/State/Zip: Miami, Florida 33196

Company Complaining About: Comcast

Description

Comcast is now "testing" their data caps in Florida. Currently where I am living, Comcast is the only ISP that I have access too. There is no other Internet provider that I have access to, except Comcast. Comcast is trying to monopolize and its not right, they can not control the and limit us on how much data we use, especially in today's society, with Netflix/hulu, video conference calls, online test taking for school, research, and so much more. Comcast is limiting us on what we can do.

Ticket: # 612041 - Comcast 300GB Data Cap**Date:** 10/25/2015 10:15:51 PM**City/State/Zip:** Cordova, Tennessee 38016**Company Complaining About:** Comcast

Description

Comcast XFINITY's 300GB data cap on my internet is unfair and questionable. This is the second month that my family has gone over our 300GB data cap, and we are only allowed 3 courtesy overages before Comcast starts automatically charging us an additional \$10 per 50GB after we go over our initial 300GB Data cap each month. My wife works from home using the internet for her job, and I also spend a lot of time on the internet meaning that this cap could end up costing us a lot of money just to use our internet.

I'm also suspicious of how Comcast is tracking this data as my usage meter says that I've used 23 GB of data in the past day and a half which seems very unlikely. To reach that amount my wife and I would have had to download large files, which we didn't do, or watch close to 8 hours of Netflix, which we also didn't do. All in all, I am very frustrated with Comcast's data cap as it does not appear to be adequate, nor do I believe that it's necessarily accurate. I don't like feeling like I am being ripped off, and I would go to another Internet provider if there were any other reasonable reasonable options besides satellite internet available at my address. Unfortunately, Comcast is my only real option at the moment, so I'm forced to deal with their unreasonable data cap.

Ticket: # 612153 - Data Cap Extra Charges

Date: 10/26/2015 7:02:06 AM

City/State/Zip: Miami Gardens, Florida 33056

Company Complaining About: Comcast

Description

The new data cap policy from Comcast in Miami is a very unfair practice. I have three kids and on any given day they are all watching Netflix, Hulu and or youtube. That said the 300gb cap will never suffice and the content offered on Comcast service doesn't interest them. The FCC needs to do something about this or Comcast needs to start allowing contracts to be terminated early being that this was never agreed upon from day one.

Ticket: # 612232 - Anti Comptetive practice

Date: 10/26/2015 9:08:55 AM

City/State/Zip: Marietta, Georgia 30066

Company Complaining About: Comcast

Description

Comcast has rolled out a nationwide broadband data cap in an effort to recoup revenue from it's dwindling cable tv subscriber. As more people like me stop using traditional TV services, comcast in an effort to balance dwindling sales and now dwindling ad revanue(from it's NBC content creators) has decided to tax the hell out of it's subscribers in an effort to drive profits. This is anti competitive, and Comcast as an Internet Service provider should not be allowed to do this as in many area's such as my own there is only 1 service provider, and thus no ability to voice my displeasure by leaving them.

Ticket: # 612266 - Comcast Data Caps

Date: 10/26/2015 9:29:58 AM

City/State/Zip: Roswell, Georgia 30076

Company Complaining About: Comcast

Description

Comcast has created an arbitrary cap of 300GB data usage per calendar month (not even per billing cycle) and is charging an additional \$10 per 50GB used for a wired cable internet connection. This is absurd as it was not mentioned prior to the agreement to use their service. The cost savings by switching to them is marginalized by this hidden and greedy scheme. It does not cost Comcast any additional money for me to use 50 or 500GB per month. They are just charging because they can meter it and that is bullshit. They've been running their "trial" billing with data caps since 2012. They should have over 36 months of data regarding this billing type.... how long will they be allowed to continue this charade? Someone should protect the consumer!

Ticket: # 612320 - Comcast Data caps

Date: 10/26/2015 9:52:23 AM

City/State/Zip: Brookhaven, Georgia 30329

Company Complaining About: Comcast

Description

Comcast data caps in certain cities are unfair business practice. Especially since the data caps vary by city and some cities have none at all. This is unfair that they are trying to enforce data caps due to people obviously cutting the cable so to speak in favor of online streaming options. The data caps force people who stream online into higher bills.

Ticket: # 612356 - Comcast Data Caps and Data speed throttling**Date:** 10/26/2015 10:17:55 AM**City/State/Zip:** Marietta, Georgia 30064**Company Complaining About:** Comcast

Description

About a year ago Comcast informed us that our once unlimited data plan that we were under contract to was now a part of a "test market". This test market would be capped at 300 GB Data limit each month and then penalized for going over that mark. Since then it has been rare that we have hit the 300 gb cap but when it does happen its constant phone calls and emails from Comcast, making you feel like you have done something wrong...This became a problem this month when we hit our cap and I asked if I could pay more , or switch plans and they answered by saying I was on their best plan and there was no way out of the data cap regulations in a test market...Shortly after the email and phone call notifications of data limit exceeded our internet speeds were extremely throttled almost unusable. Many tests over a 48 hour period showed steady rates close to dial up speeds and nothing near the average 10MB or so we were guaranteed and paying for that we always had. After a call in to Comcast, they claimed they would never . Shortly after that call things seem to return to normal speed wise. I have heard others complain of this same type of behavior from Comcast. I don't believe this is fair nor right and needs to be looked into. Thanks for your time and attention to this situation.

Ticket: # 612367 - Data Caps

Date: 10/26/2015 10:23:49 AM

City/State/Zip: Omaha, Nebraska 68137

Company Complaining About: Cox

Description

Cox Communications is trying to impose a data cap on my internet service. I pay for an internet speed, not a data.

Ticket: # 612393 - Comcast Data Caps**Date:** 10/26/2015 10:32:03 AM**City/State/Zip:** Ft Lauderdale, Florida 33315**Company Complaining About:** Comcast

Description

I am writing about the data caps Comcast has just placed on the accounts in my area. With using the internet as a utility for school, work, and for recreation, I have been consistently going over their 300 GB data cap. I transfer files for work, as I am in the information technology industry and work from home on occasion. In addition, I use my internet for a cloud backup service and occasionally stream Netflix and other providers. I have hit my cap in 2 weeks. I have no other option for internet service in my area, as the only other option is a 3mbps speed from the phone company and is old and archaic compared to the 75mbps I am receiving from Comcast. I would have taken my service somewhere else immediately but I have no other choice or option if I want functioning internet.

These data caps are immoral and should be illegal. This is just Comcast's way of exercising their new "net neutrality" rules by passing on the cost to the consumer. If internet is regulated as a utility, there cannot be caps on the usage. Internet is needed in everything from job searching, to school work and cannot be capped because of usage for this reason.

I urge the FCC to force Comcast to remove and lift their data caps in the South Florida area immediately. These caps are unfair, and I have no where else to get internet service so I am stuck with this conglomerate giant.

Please help me FCC!

Ticket: # 613134 - Comcast Data Cap

Date: 10/26/2015 2:13:18 PM

City/State/Zip: Charleston, South Carolina 29412

Company Complaining About: Comcast

Description

Comcast has implemented very low data caps in my area, which I believe is a clear violation of Net Neutrality since it prevents its users from using video streaming services that compete with Comcast without paying exorbitant amounts of money on top of their normal monthly internet fees.

This is especially egregious due to the fact that the use of the extra data has been shown to have next to no cost for the internet provider, meaning that the overage fees have no reasoning behind them beyond stifling competition.

Combine this with the fact that there are no other broadband providers in my area and many others where this cap is in place and we are left with a monopoly that doesn't allow the consumer to fight back in any way.

Ticket: # 613252 - Comcast Data Cap

Date: 10/26/2015 2:49:20 PM

City/State/Zip: Palmetto Bay, Florida 33157

Company Complaining About: Comcast

Description

Comcast instituted a data cap in Miami, FL. I was never notified through letter or email regarding the change. I was not told that I would have a 300gb limit and I was not notified until I hit the limit that I will now be charged additional for each 50gb I go over.

Ticket: # 613205 - Data Cap

Date: 10/26/2015 2:34:06 PM

City/State/Zip: Kittery, Maine 03904

Company Complaining About: Comcast

Description

I have been a Comcast customer for several years. I have recently been receiving overage charges for going over my data cap. I have called several times before and many employees told me that my internet usage was unlimited and that they were unaware of this cap. Last week I finally called somebody that knew about the cap and they told me that they have been doing it for a year now. They did not tell me about the cap when I first purchased my internet plan. Home internet usage should not be capped. They have a monopoly on the internet market in my area and I cannot go with anybody else. They will not remove the cap from my internet. They tell me to use their streaming apps for my children but then charge me when I go over the cap. Many TV shows and commercials are inappropriate for my young children. I regulate the channels they watch, but I cannot regulate the commercials. I let my kids stream to avoid unpleasant shows for them. Now I cannot stream whenever I want because of overage charges and I cannot choose a competitor who does not cap internet. This is an abuse of their power over the internet. I chose a top tiered plan and TV service and should not get additional charges for using my services how I choose. The data cap was not in my service agreement, and, like I said, I have had several employees tell me that my internet was unlimited and not to worry. This is the second month now with additional \$100 charges on my account!!

Ticket: # 613235 - Data Caps at University of North Alabama**Date:** 10/26/2015 2:41:56 PM**City/State/Zip:** Florence, Alabama 35630**Company Complaining About:** Comcast

Description

Hello, I am a student at The University of North Alabama in Florence, Alabama. I am from a low income household, which is why I cannot afford to live on campus, because housing is so expensive. Therefore, my only other option is to live off campus in a small house with a roommate.

In Florence, Comcast is the sole provider of internet and cable, which is a necessity in the homes of students who have to commute to school. My roommate and I are being forced to abide by Comcasts 300gb/month data cap that is borderline ruining our lives. We are both in many online classes, which require the use of a personal computer and an internet connection at least once a day. Because of these data caps, all we are able to do is our homework, nothing else, which we pay for out of pocket.

All I'm asking for is a little bit of help dealing with Comcast, because they will not hear our complaints. Every time I've tried to talk about it with them I am not taken seriously because of my age, which is 21.

Ticket: # 613238 - Comcast Data Caps

Date: 10/26/2015 2:42:15 PM

City/State/Zip: North Lauderdale, Florida 33068

Company Complaining About: Comcast

Description

In South Florida in the month of October Comcast has decided arbitrarily to institute a 300gb data cap. Well I've been running my own usage meter for 3 months tracking my usage because I was aware this was coming and wanted to see how much I used. Well this month I've used 224gbs of my data but Comcast says that I've used 270. That leaves a 46GB difference between what I say I used and what Comcast says I used. I have the ability to see day by day statistics of how much data was used but after dealing with Comcast I've just been told they can't help me and that their numbers are correct. So after instituting a data cap for no reason then writing off almost 15% of my cap without any explanation I'm left with no other alternative. I will say I find it funny that if you were to subtract the discrepancy from my total that would bring me JUST above their only competitor at&t's data cap of 250.

Ticket: # 613396 - Data Caps

Date: 10/26/2015 3:33:00 PM

City/State/Zip: Rome, Georgia 30165

Company Complaining About: Comcast

Description

To whom it may concern:

I am writing over concern with Comcast. 2 months ago, I elected to switch to Comcast from AT&T U-Verse. I made 3 phone calls to Comcast to investigate different plans and see what would best suit my needs. In one of my phone calls, I asked the agent about a data cap being placed on home internet - as on their website it says that certain Atlanta markets have one. He was quick to inform me that because I lived 75 miles away from Atlanta, I would not be subject to a data cap.

Fast forward 2 months, I receive a notice from Comcast via e-mail that I was approaching my data cap for the month and would be subject to a \$10 charge for 50 additional gigabytes. This brings a number of concerns for me:

- 1) I felt as though it was a bait and switch as I distinctly asked whether or not there would be a data cap and was told no. Further, there is nothing on the pricing information on their website that outlines this charge. (see attached "Comcast 1.png")
2. What is this saying for competition? I believe this is fostering an environment where an ISP can recoup lost subscriber fees from the consumer as opposed to offering their cable services for a competitive price. It is my understanding that Cable TV customers do not have video programming that travels over the same lines counted against data caps. However, viewing of any audio or video programming is logged and counted against a data cap. What sense does that make? This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, however I can subscribe to HBO, use the HBO Go app through Apple TV, and it count against a data cap?
3. There are inadequate means to track data usage. As of right now - I am subject to a meter on Comcast's website to show where I am currently against my data cap. No way to see what device is consuming data (similar to how you can see what phone is consuming the majority of a shared text message plan). Further, the data cap is not congruent with my billing cycle making it difficult to track.
4. Apparently this was supposed to be a "trial". Upon researching, this trial data cap has been in place for over a year and a half. How long do we the consumer need to be punished?

In closing, I feel the limit is arbitrarily low, and the implementation of a preferred programming provider is opposed to the fair playing field intended by the FCC. Please look into this!

Ticket: # 613583 - Data Caps!

Date: 10/26/2015 4:25:14 PM

City/State/Zip: Huntsville, Alabama 35805

Company Complaining About: Comcast

Description

When I initially subscribed to Comcast there was no data cap or limit and I was promised unlimited internet. Now less than 6 months later I am being sent notifications that I have a 300 gb limit per month on my internet usage.

These are not the terms I agreed to when signing up with Comcast, I see this as no different than a "bait and switch" I was promised unlimited internet then levied a cap in less than 6 months.

Ticket: # 613942 - Internet usage cap

Date: 10/26/2015 6:27:25 PM

City/State/Zip: Hollywood, Florida 33021

Company Complaining About: Comcast

Description

Prior to signing up with Comcast I asked 2 different Comcast reps to confirm that there was no data cap, and that by signing up with this 12 month bundle deal I don't have to worry about anything changing for a least a year, both reps confirmed. Within 3 months of my deal with Comcast I got a letter that I now have a 300GB data cap. And also the usage meter that Comcast supplies to help customers track usage is wildly inaccurate (ie I do not use 4GB of data while I'm sleeping).

Ticket: # 614073 - Comcast 300GB data cap

Date: 10/26/2015 7:26:29 PM

City/State/Zip: Coconut Creek, Florida 33073

Company Complaining About: Comcast

Description

I was told in an email my Comcast Infinity on Sept 1st 2015 that "The median usage for XFINITY Internet customers is 40 GB of data in a month. And based on your recent usage history, it appears this new 300 GB data plan will not impact you."

I have the screenshot of the email and also the screen shot of my data usage july 2015 through Oct 26, 2015. So if they actually looked at my usage history. Also by saying the average user only uses 40gb a month is what I believe wrong. As I think people who download and play video games, stream movies of netflix and do alot of school work which uses cloud storage etc it is not enough. 300gb is not enough and if you look at my screen shots you see my usage history. I know comcast has 3 forgiveness months if you go above 300GB of data. But I had unlimited data before this change and now I have to pay either \$10 for additional 50gb or \$30 to have unlimited data. I already had unlimited data before so why limit it and charge the same and charge more for having unlimited data. It makes no sense at all to have a data cap or data trials they call it, it is all the same thing.

Ticket: # 614115 - Data Cap

Date: 10/26/2015 7:46:51 PM

City/State/Zip: Canton, Georgia 30114

Company Complaining About: Comcast

Description

I am very displeased with Comcast's data cap policy. When we signed up for their service, we were told the cap was merely a test and would be temporary. 6 months in and no end in sight.

Additionally, I believe Comcast is violating net neutrality rules by not counting the data used on their websites against the cap. They are giving preferential treatment to their online onDemand service and it needs to stop. I am hopeful that you; the FCC, will be able to stop Comcast from taking advantage their customers. Thank you for your time and have a nice day.

[Ticket: # 614175 - Comcast capping data](#)

Date: 10/26/2015 8:22:02 PM

City/State/Zip: Key Largo, Florida 33037

Company Complaining About: Comcast

Description

Comcast is really the only internet provider in south Florida. Now with this monopoly they are trying to squeeze out Internet streaming services. I am appalled by these "test markets" they go on for years. Please help the people and commerce of south Florida by putting a stop to data capping by Comcast immediately.

Ticket: # 614230 - Anti-Trust Bandwidth Caps**Date:** 10/26/2015 8:50:10 PM**City/State/Zip:** Saint Joseph, Missouri 64506**Company Complaining About:** Sudden Link

Description

Suddenlink has begun employing bandwidth caps against us, which unfavorably gives a cost advantage to their own cable services that we eschew. This is an intolerable anti-trust violation that should not be permitted to exist in the United States under our regulatory system. When we browse the Internet or attempt to watch a show, we are now inundated with white screens warning us that we need to spend more money with Suddenlink to continue fully accessing the Internet, making a subscription to Netflix, Hulu, or iTunes far more expensive than it would be with another provider yet we can't switch due to the effective monopoly they have on our geographic region. This is in direct violation of the FCC's spirit of an open-Internet.

Large providers such as Google Fiber, which do not have competing cable services, do not resort to these anti-trust mechanisms because they have no incentive to exploit their monopoly power. The FCC must make data caps illegal. They are an abuse of power and hinder technological innovation and commerce.

Ticket: # 614358 - Comcast Data Cap

Date: 10/26/2015 9:44:35 PM

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

I recently received a letter from Comcast stating they are capping my monthly internet data. They mentioned on the letter that it is a trial but when I searched the internet for the topic they have conducted "trials" for years and charging customers. I personally disagree with it. Most of my TV is via Netflix, Amazon, and stations web sites. With the data cap, I will not be able to do what I currently do.

When you use a web browser, you get a lot of advertisements on the sides of the browser which use data. I don't want advertisements, I don't want to pay for advertisement data.

How reliable is the data usage meter that Comcast uses? Is it verified and validated? Are there regulations for this type of tools or it is what their engineers think?

All modern TV sets come with digital tuners, well Comcast forces customers to use their boxes to receive TV and charges for the equipment. By the way, Comcast equipment is power hungry and generates a lot of heat (great for the environment). The equipment lease fees are high. Comcast charges customers for providing TV service and get money from the advertisements, which seem to be longer everyday, and also louder than regular TV. They want to make sure it gets to everybody. Unfortunately, in my area there is only Comcast and ATT as internet service providers.

Please do not allow this to happen. You will be allowing cable providers to continue and strengthen their monopoly and grasp on the throat of the consumers. Comcast is a monopoly.

Ticket: # 614444 - Anticompetitive Comcast Data Caps

Date: 10/26/2015 11:05:46 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

I have internet-only service from Comcast in the Atlanta area, zip code 30041. Comcast has instituted a 300GB per month data cap in my area and is now charging an additional \$10 for each 50GB I use over that limit.

It is my understanding that Comcast's cable TV customers are not capped on the data they use while watching TV (or the caps are not enforced), and that data travels over the same wires that my data does. This seems to privilege the video programming sold by Comcast over competing video services, like Netflix.

I work away from home 5 days a week, and my moderate usage of Netflix, rather than Comcast's cable, in the evenings and on weekends (and my significant other's online games in that same time frame) is enough to put us over Comcast's cap. This is restricting our use of the internet, and is certainly a breach of net neutrality. I would switch to another company, but Comcast is the sole provider in our neighborhood.

Ticket: # 614448 - Internet Service and Data Caps

Date: 10/26/2015 11:17:45 PM

City/State/Zip: Fort Lauderdale, Florida 33306

Company Complaining About: Comcast

Description

With no other option I have forced to notify you of illegal activities of Comcast. Which has tried to uniformly renegotiate my Internet service without my consent my issuing data caps against my account which were previously immune to such caps. I assume they except payment, but if they continue this farce then I cannot in good conscious ever consent to this behavior.

Ticket: # 614468 - Open Internet

Date: 10/26/2015 11:54:53 PM

City/State/Zip: Memphis, Tennessee 38115

Company Complaining About: Comcast

Description

Hi. I am currently a Comcast/Xfinity customer. Evidently, I've been living under a rock for the last few months because I was just informed of Comcast's usage of a data cap for Internet/online users. I think that is unAmerican and unethical. I don't do a lot of streaming or online gaming, but I know there are people out there that do and I think that's not a way to treat your customers; especially customers who've been loyal for years. We're already paying, in my opinion, inflated and unjust cable/internet rates. To add a cap on data usage and an extra charge if we go over our limit, is a huge smack in our face. They're also charging people an additional charge if they want unlimited data usage. I sincerely hope that someone steps in and stops this proposal from Comcast. We look to our leaders to step in and protect their citizens from unethical behaviors from companies that try to gouge and mistreat the same people who help pay their (Comcast) salaries. I know this is something that comes across your desk often, but every voice counts. Thank you for your time.

Ticket: # 614565 - Data Capping

Date: 10/27/2015 7:27:30 AM

City/State/Zip: Miami, Florida 33175

Company Complaining About: Comcast

Description

The recent application of a data cap for high speed internet from Comcast is strong arming customers into paying a premium for a service that has always been free. Without any proper reasoning Comcast has begun monitoring my plan's data usage and imposing "data overage" charges after a certain amount has been used. I've been given the option to either live with the unreasonable allotment of 300GB a month with overage charges after that, or pay \$30 extra a month for their unlimited contract. All of this is a blatant abuse of Comcast's role of being one of the few consumer ISPs in my area.

Ticket: # 615499 - Comcast Data Caps - "Trial Markets"

Date: 10/27/2015 1:46:09 PM

City/State/Zip: Miami, Florida 33165

Company Complaining About: Comcast

Description

I am unfortunately in one of Comcast's "Trial Markets" for 300 GB Data caps. A ridiculously low number aimed at alternative content delivery systems like Netflix and Hulu. There is no technical need for these caps, and charging \$30 for "unlimited" and \$10 per 50gb is ridiculous and stifling innovation in this country. DO SOMETHING! I can't vote with my wallet like many people in this country. My ONLY choice is comcast who is subsidized by the government.

Ticket: # 615507 - Comcast data caps

Date: 10/27/2015 1:47:54 PM

City/State/Zip: Atlanta, Georgia 30328

Company Complaining About: Comcast

Description

Comcast has a 300 GB data cap, then charges a fee for every 50 GB over that amount. This should not be allowed and needs to be stopped. I cannot choose another internet provider. This is effectively a monopoly.

Ticket: # 615638 - Internet data cap

Date: 10/27/2015 2:22:42 PM

City/State/Zip: Rome, Georgia 30161

Company Complaining About: Comcast

Description

Comcast has internet data caps. My family and I have decided to cut the cord and use streaming services such as Netflix, Hulu, Amazon instant, etc... By doing that we have cut our bills tremendously since cable prices are ridiculously high. With the Internet cap it hinders is from fully going to streaming because doing so will cause us overages in our data allowance. Cell phone companies have already done this so we use our home Internet to lower our amount of data used on our cell phones by connecting to our home wifi network when at home. Doing this also eats up data usage so we are in a catch 22 situation. The Internet should be open for everyone and no data caps should allowed to be used on any form of Internet whether it's from your Internet service provider or your cell phone provider.

[Ticket: # 615844 - Comcast data cap](#)

Date: 10/27/2015 3:17:23 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

My wife and I were surprised this week by a warning from Comcast , our ISP, that we had reached a 300gb limit on our internet usage. We didn't even know there was a limit. We received no notice of this. In any case, I think this data cap is outrageous and it is simply a push back against customers who have "cut the cord". I was working on starting a home based online business and I will have to put that on hold as I will be limited by the Comcast data cap. Is this just another way to keep have-nots down? Is this the result of our run-away capitalist economy/ society?

Ticket: # 616381 - Data Cap BS**Date:** 10/27/2015 5:37:43 PM**City/State/Zip:** Atlanta, Georgia 30350**Company Complaining About:** Comcast

Description

I am now getting charged for a data cap when I have not been subject to this since I signed up with Comcast last year. I've been a Comcast customer for years and this is the first time I've seen this. They are trying to nickle and dime their customers, who are forced to use them. I will only have Comcast as an option to where I am moving and I will be subject to this again. I am already paying \$70 a month for internet JUST for myself. Internet should be treated as a utility and should have way more competition and because it isn't, Comcast just can do as they please. I wouldn't be surprised if they do anything else because they don't get punished for it. I did not sign up to pay a data cap when I open this account or the previous accounts before. This is Comcast trying to pull a fast one. Not a SINGLE person likes this but they can't do anything about it but complain. This practice should be illegal. Heck, I have a cap on my high speed data and if I go over, I don't get charged, so why can Comcast do it?

Ticket: # 616671 - Comcast data cap

Date: 10/27/2015 7:22:30 PM

City/State/Zip: Weston, Florida 33326

Company Complaining About: Comcast

Description

it is completely stupid that comcast can all of a sudden bypass our contract with them and start telling my family that they have data caps, I work from home for a well known tech company and am constantly using the internet. I am incredibly upset with this tactic and will change internet providers as soon as possible. these internet monopoly's need to be done away with, the fcc needs to do its job and stop this nonsense.

Ticket: # 616726 - Unauthorized Data Limit placed on my xFinity/Comcast Account**Date:** 10/27/2015 7:51:29 PM**City/State/Zip:** Avondale Estates, Georgia 30002**Company Complaining About:** Comcast

Description

I have been with Xfinity/Comcast since June 2015 and there was no mention of a data cap. I asked many times, because I heard of data caps in other areas of Georgia and other states. Two customer service representatives and our technician told us that there are no data caps in my area(30002 zip code). But on October 23rd, 2015 we received an email saying that since October 1st there was a data cap and we have used 270/300GB of available data. There was no mention of a cap at the time of our contract, no mention of a cap BEFORE October 1st, and when we called to ask about it the customer service reps. now say that there always HAS BEEN a data cap in this area. No where on my bill has there said anything about a data cap, but since the month of October there is a section where I can check my usage. I did extensive research before going with xfinity to ensure that we have quality data, because my wife and I work from home. So having unlimited data was ideal since that is what they said that they were offering. I feel like I have been lied to, and I feel like they are trying to cheat millions of customers with this cap. Thanks so much FCC.

Ticket: # 616855 - Comcast Data Cap and Fees

Date: 10/27/2015 8:51:58 PM

City/State/Zip: Grayson, Georgia 30017

Company Complaining About: Comcast

Description

Dear Sirs,

I would like to issue a formal complaint against the Comcast Corporation; CMCSA (NASDAQ) located at 1 Comcast Center Philadelphia, PA 19103 over their data usage caps. First of all, the basis for my complaint laid out for you.

Comcast currently has a cap which they call "Improved Data Usage Management" is set a 300GB a month.

Twice Comcast has warned us that we are about to go over the "data cap". A "data cap" which I should mention they arbitrarily set themselves. A "data cap" which no European country has in place at all. A "data cap" which I cannot avoid since Comcast is the sole monopoly provider of broadband services in my area. A "data cap" which many other high speed internet providers in the United States don't have (i.e. Google Fiber for example).

Comcast has had three responses to my complaints about their imposed "data cap".

The first suggestion by Comcast is to look at our data usage and limit the amount of data we as a family use. We are a family of five with three children in school. Each and every day my kids come home from school and they have assignments online from school that have to be done. These involve downloads of data. I am a school teacher my nightly work involves uploads and both downloading files to the school system. We have four smart phones (is there another type anymore) in use by the family that require home Wi-Fi usage for updates and downloads. Then of course there is entertainment. We are not an abnormal family nor are we abnormal in our usage. In our case, each person may only watch one hour of regular HD content each day to hit the Comcast "data cap" in a month: that is all it takes.

The second suggestion by Comcast was to purchase a faster Internet plan which was still subject to the same "data cap". Their hope, I can only assume, is that we would reach the data cap sooner and they could charge us even more. This also points out the absurdity of the Comcast policy. If we only had a 1Mbps connection and I used it 24/7 for thirty days we would go over the Comcast "data cap" by 24GB in a month. If you had the government specified broadband speed of 25Mbps and you used it 24/7 for a month you would go over Comcast "data cap" by 7,800GB for example.

The third suggestion by Comcast was downright offensive. Having set a "data cap" arbitrarily themselves and having created the problem, they now demand what can only be describe a protection money for avoiding the fees. For a low fee of only \$35 dollars each month I can have unlimited data. There is a word for this and it is racketeering.

I request that the FCC provide the following relief:

That the FCC investigate Comcast and find that the corporation has violated the Comcast-NBC Universal merger agreement with regulators:

"As a condition of the Comcast-NBC Universal merger, Comcast is bound to the net neutrality principles embodied in the FCC's Open Internet Order through the end of 2018,"

If suggesting that a customer limit their internet usage to void paying fees for an arbitrarily set data cap is not a violation of the principles of Net Neutrality then nothing could be held to be so.

That Comcast be required to remove all "data caps".

That Comcast be required to reimburse all customers for fees collected under the "data cap".

That Comcast be required to divest itself of all monopoly holdings.

Ticket: # 617019 - Cox Cable data cap

Date: 10/27/2015 10:50:57 PM

City/State/Zip: Parma Heights, Ohio 44130

Company Complaining About: Cox

Description

I currently have Cox Cable in Ohio, and they recently have issued a 700 GB data cap, when previously there was none. In this day and age, it is completely unnecessary for there to be a data cap for any reason since almost everything can be done on the internet.

Ticket: # 616909 - Comcast Data Capping?**Date:** 10/27/2015 9:22:23 PM**City/State/Zip:** Miami Gardnes, Florida 33055**Company Complaining About:** Comcast

Description

My brother, in the latter part of September of this year, had Comcast installed in hopes of having faster and more reliable internet. While the technician came and did all the installments, I had already spoken to a representative about the plan I'm receiving. They told me everything EXCEPT the fact that they are now data capping. It wasn't until today that we realized our data usage is limited to 300 gb. What I also realized is that regardless of the speed you choose, the amount stays the same even though the faster the speed, the faster the gb disappear. After doing some research, I realized how many other people Comcast has been doing the same thing to, and then saying they have no obligation in telling you about the data cap. Why the hell not? If you are making a change to my account, something that can alter the amount of money I input monthly, it should be MORE than an obligation to tell me. Now, the real issue is, what is the point of this change if not technical? The Comcast VP of internet clearly stated that he has no idea what the point of this is and he is an engineer, thus ruling out a technical purpose. The truth of the matter is that, we are a family of 3 children and 2 adults who heavily rely on the internet for work/educational purposes, yet now not only do we have to watch our data usage on our phones, but in our homes on our WiFi as well. A representative told me that it was for "quality purposes to insure every costumer receives the best service" yet, again, the VP of internet doesn't understand how. My question is, if it doesn't really make a difference, what's the point of it? Yes, supposedly 98% of Comcast's customers use less than 300, but if it doesn't make a difference, why represent 98% when you can represent EVERYONE by NOT LIMITING it? I want a true answer, not a phony "it's for quality purposes blah blah we're stealing your money but you don't know it blah." I'm 15 years old and I REALLY depend on the internet considering the rigorous courses I'm currently enrolled in. My brother, the owner of the account, basically works through the internet, and my younger sister who relies on it for entertainment. I'm speaking on behalf of many, many students my age who are currently facing the same issue.

Ticket: # 616958 - Comcast's data cap: Atlanta, Ga

Date: 10/27/2015 10:00:31 PM

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

Since relocating to Atlanta, it has come to my attention that Comcast has been engaging in "test markets" for the past few years. My data cap is set to 300gb, which is easily reached each month in my household. The other options with Comcast consist of paying an additional 10 dollars per 50 gb used or upgrading to a business class account(binding contract, expensive on a monthly basis as well as arbitrary installation fees).

I am having trouble understanding how limiting the consumer's choices is innovative, as Comcast has claimed. The Internet is allowing our society to move forward- Comcast is placing a ceiling on that in its data cap locations.

I don't understand how it is legal to operate as they are. Data isn't an exact and finite resource- it will not run out. It is not justifiable to say those who use more data should pay more. Why not just go back to the days of dial up where you paid by the minute?

Comcast is appalling, but not nearly as grotesque as a government who does not protect its people and encourage policies which move society forward.

Ticket: # 617120 - Comcast Data Cap

Date: 10/28/2015 1:02:08 AM

City/State/Zip: Loganville, Georgia 30052

Company Complaining About: Comcast

Description

Comcast is imposing a 300GB data limit on my internet usage and if I exceed, I am being charged \$10 automatically and an additional \$10 every 50GB over the limit. This practice of not only capping my data usage but also the way in which I am being charged for going over my data cap (i.e., going 1 MB over 30 GB warrants an extra \$10 to my bill) is unfair to consumers and is borderline robbing from them. Data should not be a limited resource.

Ticket: # 617323 - Arbitrary data caps stifle competition and innovation**Date:** 10/28/2015 9:53:59 AM**City/State/Zip:** Hollywood, Florida 33020**Company Complaining About:** Comcast

Description

According to Associated Press reporting, Comcast data caps currently being instituted in multiple US markets are not due to any technological limitation of Comcast infrastructure, but is instead intended to stifle competition presented by online streaming services such as Netflix or Amazon. Comcast's own filings show that the company is losing TV customers to online streaming. By limiting how much TV and movies its internet customers can stream of the Internet, Comcast does nothing more than punish its competitors in the content market. Comcast's own vice president of internet services, Jason Livingood, is even quoted as saying the caps are a business decision, and not a technological one.

Comcast is punishing customers for exercising their rights as consumers to choose sources of content. Comcast is punishing competitors in an effort to control the market. This needs to end.

Links to new articles:

http://tucson.com/ap/business/how-comcast-wants-to-meter-the-internet/article_8ff9c794-7cf7-11e5-8cc8-b33335903d74.html

<http://arstechnica.com/business/2015/08/comcast-vp-300gb-data-cap-is-business-policy-not-technical-necessity/>

Ticket: # 617580 - Comcast Service**Date:** 10/28/2015 11:18:51 AM**City/State/Zip:** Atlanta, Georgia 30342**Company Complaining About:** Comcast

Description

Comcast does not disclose data caps to it's costumers. (300 GB) The cap is not disclosed anywhere when you sign up. Nor is the expensive fee structure disclosed. This is on top of many other fee structures which make shopping for internet service extremely difficult, unfair and far more expensive than it appears. First because of limited competition, second because of many undisclosed fees, including shipping and self installation fees, local TV tax fees, government tax fees, HD receiver fee, modem fees and fees for going over data caps, just to names the ones I can think of off the top of my head. This is unacceptable the caps should be removed, it goes against the principles of Open Internet as described by the FCC here: <https://www.fcc.gov/openinternet>

I am currently a game developer. I often download games to stay relevant in my industry. Caps like these hurt my ability to do so and limit what the internet could become. I also worry about game costumers, patching a few games, downloading a few others, and streaming content could easily put them over the cap, and that's for just one person. What about family of 4? How much lost business does this represent to people in my industry and others. Remove the cap.

Ticket: # 617606 - comcast data caps

Date: 10/28/2015 11:24:02 AM

City/State/Zip: Wilton Manors, Florida 33305

Company Complaining About: Comcast

Description

comcast data caps serve no real purpose but to limit those of us who reject cable tv and stream our entertainment instead. And giving us unlimited data for an extra \$30/month is just a ploy to regain lost revenue. I am now paying \$107/month for just internet access.

Ticket: # 617622 - Comcast data caps

Date: 10/28/2015 11:28:21 AM

City/State/Zip: Fort Lauderdale, Florida 33316

Company Complaining About: Comcast

Description

The new Comcast data cap of 300 Gig a month is punishing people who use the internet for content distribution. It unfairly targets people who use Netflix or download games from the internet and work from home. A single game can be 60+ Gigabytes taking about 20% or your available monthly allotment. Since the institution of these caps, I have had to modify and monitor my internet usage to insure I do not run into trouble with the cap. Data Caps should not be allowed for internet access. If you pay for access to the internet, it should be for access to the internet, not access for a certain amount of data from the internet. This is purely a money grab on the part of Comcast and the cap is just low enough. A high quality netflix movie uses about 2400MB per hour. Comcast is the only available cable provider here in South Florida, making them the only choice available. Please stop this predatory practice.

Ticket: # 617647 - Data caps

Date: 10/28/2015 11:37:52 AM

City/State/Zip: Pearland, Texas 77584

Company Complaining About: AT&T

Description

We have the worst data speeds and availability in the first world and now we have data caps as well? How is that promoting an open, neutral internet? Where will the innovation come from? I get a paltry 250gb cap from AT&T in my area and my only other choice is Comcast who isn't any better. I'm one of the lucky ones who actually has 1 competitor in the area.

Ticket: # 617813 - Comcast data caps stifle internet video competition

Date: 10/28/2015 12:21:35 PM

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: Comcast

Description

I am a customer of Comcast who has ZERO alternatives to their service for internet broadband. I am also someone who primarily consumes their media via streaming services. Comcast's 300GB data cap represents a barrier just low enough to punish me to choosing not to consume my media via their television packages. This is a clear-cut antitrust case. Comcast's policies deny internet streaming video services access to customers as they are penalized for switching from traditional television packages. The FCC *must* act if we are to live in a world where new technologies and companies aren't stifled by these copper slumlords. New technology continues to increase bandwidth usage, yet Comcast has stuck with the same cap for years. Comcast's own VP of Internet Service admitted that there was no technical reason for the caps, they exist purely to screw us. Clearly their intention is to force you back into one of their television packages. At least set the caps to a reasonable level, and increase them yearly. Leaving them artificially low for years just means us early adopters will continue to be penalized for using new technology.

Help me FCC. I'm desperate.

[Ticket: # 617969 - Armstrong cable in Butler County, PA is limiting users to 300 gig per month](#)

Date: 10/28/2015 1:03:48 PM

City/State/Zip: Seven Fields, Pennsylvania 16046

Company Complaining About: Armstrong Cable

Description

Armstrong cable has implemented a 300 gig data cap on it's users that unfairly affects connections to it's competitor, Netflix. This noncompetitive data cap is punishing users that no longer require a cable connection because they have switched to internet streaming instead.

Ticket: # 618138 - DATA CAP

Date: 10/28/2015 1:50:12 PM

City/State/Zip: Tamarac, Florida 33321

Company Complaining About: Comcast

Description

Comcast is imposing LIMITS to my internet access with a 300 GB DATA CAP.

Ticket: # 618080 - Comcast Data Cap

Date: 10/28/2015 1:30:55 PM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Comcast has imposed data caps on customers. This is not a limited resource.

Ticket: # 618334 - Comcast Data Cap

Date: 10/28/2015 2:35:51 PM

City/State/Zip: North Miami Beach, Florida 33162

Company Complaining About: Comcast

Description

Comcast has recently started a data cap program where I live (South Florida), which has a prohibitive data cap of 300 GB per month. Between regular game and streaming, we have been going over the cap consistently. It seems a big cable company would have interest in limiting the ability to stream from other companies, and therefore this would be an issue of anti-trust.

Ticket: # 618428 - 300GIG DATA CAP COMCAST MIAMI OCT 2015

Date: 10/28/2015 2:59:06 PM

City/State/Zip: Miami, Florida 33016

Company Complaining About: Comcast

Description

This October i received a pop up screen from comcast (Harassing me on my desktop screen) that indicated i was currently at 90% of my internet "usage". When i signed up for comcast years ago they didn't offer me anything else other than unlimited internet... Now i have a monthly cap of 300gigs... If i go over that cap its 10\$ every 50 gigs after the 300..... I didn't sign up to a cell phone company for data packages... I signed up for high speed home internet that came with no DATA CAPS... This is unfair and unlawful, i didn't even get a notice saying so.... The sad part is Comcast is a monopoly and are Anti-competitors.... There is no other service available for me in the area because they have contracted my area secretly some how.... Please FCC help me... this is not fair to the consumers... Internet was to be free when it was originally created.. now company's want to put DATA caps? AKA ComCast home of data caps.

Ticket: # 618502 - Comcast - Data Caps

Date: 10/28/2015 3:25:15 PM

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: Comcast

Description

The 300gb Data Cap is ABSURD, and should not be allowed as a "Trial" that has been going on for YEARS. Fix Comcast and their barbaric ways of controlling.

Ticket: # 618712 - Data caps and throttling

Date: 10/28/2015 4:25:59 PM

City/State/Zip: Grimesland, North Carolina 27837

Company Complaining About: Sudden Link

Description

Suddenlink in Greenville NC/Grimesland NC area has data caps and throttling in place. I ask that the FCC uphold net neutrality and require providers to do away with both.

Ticket: # 618764 - Comcast 300GB data cap

Date: 10/28/2015 4:40:02 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Comcast is now implementing a 300GB data cap on my plan. When I signed up for their services I did not agree to a data cap. Please look into it. This should be an illegal practice as it restricts users from accessing the internet.

Ticket: # 618886 - Comcast Data Caps Reduce Customer Service

Date: 10/28/2015 5:20:08 PM

City/State/Zip: Flower Mound, Texas 75028

Company Complaining About: Comcast

Description

I have two homes and can only be at one at a time. I spend a quarter of my time at my secondary home where I have Comcast TV and Internet that go mostly unused. Comcast gave me their "snowbird" option turning off the service when I'm absent, but it is good for only one continuous 3 month period a year. Not much help.

To avoid having to pay for services I don't use during the long time periods I'm not at my second home, I have been actively exploring video streaming capabilities to maximize TV programming available to me.

Now I've encountered a Yahoo Finance article (<https://beta.finance.yahoo.com/news/comcast-data-caps-just-low-enough-punish-streaming-120019491.html>) that warns me that Comcast (and potentially their competition) are artificially implementing new data caps that reduce Internet access performance to make streaming unattractive to their Internet-only customers. Please note that at my condo complex, Comcast is the only Internet service available. This market manipulation of service reduces that quality and capacity of their existing service without reducing their pricing.

This is no longer a nascent industry; the major players in the market (e.g., Comcast, Verizon, AT&T, and Time Warner) are some of the most valuable companies in the US. This is yet another blatant use of their monopoly power granted by government that subsidizes their revenues and profits. The FCC should require a reduction in price to the customer for this reduction in service!

I strongly object to this and want the FCC to intervene by requiring all providers to improve service and reduce pricing for phone, TV and Internet services. European countries have far superior services at a fraction of the cost to customers.

Lastly, the FCC should develop a plan to eliminate all government-supported monopolies for these companies. Like any normal U.S. company they should be required to make their own capital investments to improve their technology infrastructure (e.g., high speed fiber optic cable similar to Google Fiber) and recoup those costs through profits rather than government granted and supported monopoly pricing. This industry has matured – at least financially. It's time to have them compete in a true "free market".

Ticket: # 618959 - Data Caps

Date: 10/28/2015 5:43:14 PM

City/State/Zip: Lawrenceville, Georgia 30043

Company Complaining About: Comcast

Description

I currently do not have Comcast. I would buy it but the data caps that have been implemented are utterly unfair. 250GB is a minuscule amount of data when streaming HD and 4K content. The seemingly unfettered greed in shown in these policies and the precedence they set is dangerous and needs to stop.

Ticket: # 618972 - Data Caps

Date: 10/28/2015 5:44:21 PM

City/State/Zip: Nashville, Tennessee 37219

Company Complaining About: Comcast

Description

I don't understand the legality of all of this. Comcast has changed my internet plan effectively doubling my rate from \$30 to \$65 if I want the same access to the internet that I previously enjoyed. I'm a student, and I need the internet for my education. The arguments in favor of the data caps are completely nonsensical and fly in the face of how the internet works. I would gladly turn towards a different internet service provider, except Comcast has a monopoly in my area and I have no other choice other than to accept their idiotic policy. That's a free market how, exactly?

[Ticket: # 619046 - comcast data usage caps](#)

Date: 10/28/2015 6:01:59 PM

City/State/Zip: Dacula, Georgia 30019

Company Complaining About: Comcast

Description

When I signed up with Comcast internet service I was never told about a data cap or charges associated with exceeding a limit.

Ticket: # 619098 - Data Cap

Date: 10/28/2015 6:16:28 PM

City/State/Zip: Murfreesboro, Tennessee 37130

Company Complaining About: Comcast

Description

When I moved to Murfreesboro, TN I could only find 2 providers of serviceable internet access: Comcast and AT&T. AT&T offered solid fiber service that looked appealing. However, AT&T had a data cap that I could not get them to budge on so I chose Comcast even though the Xfinity is inferior to the Fiber AT&T offered. I made the Comcast rep state that they had no data cap yet here I am 5 weeks later and they have decided to stick a cap on my account!

Ticket: # 619141 - Regarding Comcast DataCap and Net Neutrality.

Date: 10/28/2015 6:34:50 PM

City/State/Zip: Plantation, Florida 33313

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet only service from Comcast in the Plantation, Florida area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC. This raises many concerns about the nature of Net Neutrality, seemingly legal "monopolies," and the corruption of legislators who support these actions due to taking money from Comcast lobbyists.

The FCC claims that it is involved with promoting competition, innovation and investment in broadband services and facilities. This being the case, the FCC has a responsibility to investigate these blatant gouging tactics and to restore the balance of power back to the consumer.

Ticket: # 619205 - Comcast Data Caps

Date: 10/28/2015 7:07:06 PM

City/State/Zip: Charleston, South Carolina 29407

Company Complaining About: Comcast

Description

Charging to use a service that you have already paid for, with out knowing these limits when entering into an arrangement seems to me like fraud. I'm sure legally speaking it is not. But a 300 GB data cap is ridiculous.

Ticket: # 619234 - Comcast data caps

Date: 10/28/2015 7:13:14 PM

City/State/Zip: Hammond, Indiana 46324

Company Complaining About: Comcast

Description

I am not happy with the imposed data cap of 300 gigs per month by my service provider Comcast

Ticket: # 619344 - Comcast Data-Cap Tax**Date:** 10/28/2015 7:50:48 PM**City/State/Zip:** Plantation, Florida 33324**Company Complaining About:** Comcast

Description

Comcast is in a position where it can impose any price they want for cable and internet in select markets and they are doing so with impunity. I urge the FCC to review Comcast's data cap program rolling out in select markets, such as mine in Broward County, Florida and make them account for why a benchmark established in 2008 is being used as the yardstick to keep customers in line to stay under a data cap for streaming to Netflix (who they also managed to strong arm into complicity and force them to pay to stop their service from being intentionally degraded). Despite the failed takeover of Time Warner Cable (which the aforementioned Netflix opened apposed and appealed directly to the FCC), Comcast remains unrepentant and charges rates for data comparable and even higher than the power grid that runs everything that Comcast's customers require to use Comcast's service. Comcast needs to be reeled in for this practice and furthermore, comparable competition at local markets needs to be fostered, starting at the markets where they are imposing this "data-fine". Areas where Google-Fiber is established or underway are not subject to this new data cap plan and this is just a consequence of what happens when no completion exists. Actions speak and the patterns continually show that good judgment (or conscience) to their customers and content providers is of any priority. Speaking with Comcast's Customer service departments will typically make your situation worse than the original issue that was opened with the only escalation occurring to prevent unsubscribing, rather than when a technical issue with Internet or TV is going nowhere.

I digress however and the aforementioned data-cap is effectively putting a \$30 per month paywall in front of anyone who has more than one streaming device inside their house or risk a \$10 per 50GB hike if you don't ration your bandwidth each month and this also affects anyone who owns any modern game consoles where the storefront is on Xbox-Live or PSN. Games are becoming less and less available at traditional stores and Comcast is square in the middle of the lion's share of those online purchases.

Comcast further shows anti-competitive behavior by offering deep discounts to internet if you agree to buy into their phone and home security bundles, where they have no existing market share. The option to unbundle does not exist without an increase to your monthly internet service, however; these bundled services actually use same bandwidth in which we are actually being capped... Simply put, Comcast has the bandwidth to spare; but will ruthlessly upsell their customer's inferior services that they neither want nor need and will use their Fast-ISP monopoly to do it.

The prices Comcast charges for Cable TV are outrageous and their customers are increasingly voting by putting dollars into internet streaming. Comcast has maneuvered themselves into a toll booth position both to consumers and streaming service providers and has established the means of retaliating against both. I urge the FCC and the DOJ to review and I hope that you a hearing this request repeatedly enough to take action.

I sincerely thank any individual who has taken the time to read fully through this complaint.

Ticket: # 619363 - internet usage caps after data speed increase

Date: 10/28/2015 7:57:08 PM

City/State/Zip: Pembroke Pines, Florida 33026

Company Complaining About: Comcast

Description

Comcast has conveniently doubled my internet speed in the last few months and they have now just implemented a 300gb data cap. So they have virtually reduced my internet usage time. I am mainly a streaming video user, playing online games, and internet browsing which brings me over the new cap monthly.

I also attached a second pdf file that shows the internet usage of a family member who 99.9% of the time watches Netflix and goes over the newly implemented cap every month.

I am actually afraid to use the internet because of overage charges. Comcasts data meter is so poorly thought out they actually state " Data used in the last 24 hours may not be displayed."

Ticket: # 619399 - ComCast Data Caps

Date: 10/28/2015 8:18:19 PM

City/State/Zip: Ludowici, Georgia 31316

Company Complaining About: Comcast

Description

I HATE being on a data cap with Comcast, I just activated their service and that is the worst thing about it.

Ticket: # 619812 - Comcast Data Cap**Date:** 10/29/2015 6:44:54 AM**City/State/Zip:** Homestead, Florida 33033**Company Complaining About:** Comcast

Description

Comcast's measuring tool for its new "data cap" plan seems very unfair considering that 1.) it isn't transparent nor accurate, considering that I am a software developer who does not torrent and barely streams videos (I only consume lots of static websites to learn more about programming and Computer Science, which is my College major) and 2.) imposes a hefty sum on an existing account that will more than double my monthly bill just for going over such a data cap.

I feel that considering my use of the internet, this data cap is threatening my freedom of speech (using the Internet as a medium) and Comcast's enactment of this threatens the open accessibility of the Internet for all. There is absolutely no reason that a multinational and first-rate company like Comcast could cap users to just 300GB of monthly data usage a month.

Ticket: # 619881 - Comcast throttling

Date: 10/29/2015 8:48:55 AM

City/State/Zip: Miami, Florida 33125

Company Complaining About: Comcast

Description

Dear Sir or Madam, I have internet only service from Comcast in the Miami, FL area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 300GB limit? Along with that they are also throttling my speed which im subscribed to a 50mps plan and only getting 1.12mpbs "Absurd" as you will see proof in the attachments, and being ripped off by this company.

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have four members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrairily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 619905 - unfair implementation of data cap and excessive billing

Date: 10/29/2015 9:12:51 AM

City/State/Zip: Knoxville, Tennessee 37932

Company Complaining About: Comcast

Description

I signed an agreement back in 2010 with Comcast Cable for unlimited data usage at the current Blast Plan of 75mbps internet speed. Since they have started their "trial" data usage plan in Knoxville, they are billing me for all data used in excess of 350gb, this is a direct violation of our contract agreement and was implemented only to get more money from customers. There is no physical reason why data should be capped on wired accounts for which the original Comcast wording on the advertisements for the service was "unlimited data". Comcast decided to do this as an effort to subvert "net neutrality" regulations and as a technique to bill customers for more money. In this area of Knoxville, Comcast is the only authorized cable internet ISP available, and the management at Comcast knows that there are no other competitors in this area, and that is the only reason they choose Knoxville ,Tn. for this data cap "trial period". I was promised unlimited data in 2010, have paid my bills regularly, and Comcast is using these circumstance to unfairly gouge more money from customers. Their operations in this area should be under FCC scrutiny for possible violations of contracts and for misuse of the fact that they are the only cable ISP operator allowed to operate in this area.

Ticket: # 620220 - Comcast Data Caps

Date: 10/29/2015 11:27:07 AM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

Comcast has recently started placing a data cap on my home internet service. I routinely pay them \$300+/mo for bundled TV, internet, and phone, yet they now want to extort even more money from me? I was never made aware of such an outrageous negative change in business practice by Comcast until, in an attempt to diminish my cable TV bill somewhat, I started using other online TV/Movie services which streamed content via broadband, while simultaneously using the internet more for my son's education as he gets older, when I was hit with this new data limit alert from Comcast while on an educational website. This is a ridiculously greedy practice, and clearly an attempt by Comcast to prevent cable TV "cord cutting," and yet another attempt by the worst company in America (Comcast) to take advantage of their cable monopoly in my area.

Ticket: # 620438 - Comcast is horrible

Date: 10/29/2015 12:25:36 PM

City/State/Zip: Atlanta, Georgia 30341

Company Complaining About: Comcast

Description

My service and pricing from Comcast is horrible and i feel take advantage of. Their data caps and using my wifi as public hotspots is not acceptable and someone needs to do something about it.

[Ticket: # 620663 - Data cap](#)

Date: 10/29/2015 1:31:55 PM

City/State/Zip: Smyrna, Tennessee 37167

Company Complaining About: Comcast

Description

In the Nashville, TN area Comcast has begun a data cap for its customers. This is bullshit. In my house alone there are 20+ devices that are connected to the internet - each will require some sort of backup/update at some point & cell phone "providers" claim they cannot offer unlimited data in order to push people to use WiFi as often as possible. Please stop Comcast's data cap proceedings.

Ticket: # 620859 - Comcast unfair practices and violation of net neutrality

Date: 10/29/2015 2:14:40 PM

City/State/Zip: Greenacres, Florida 33463

Company Complaining About: Comcast

Description

I've just purchased a house in Greenacres, FL within the Nautica Isles West community. I've quickly come to find out that Comcast has an exclusivity deal with the community, offering discounted limited options, while locking out the competition which is just literally around the corner of the block.

Further, they impose data caps on the internet access, a practice in direct violation with net neutrality. This practice is simply greed driven, without any real basis of infrastructure needs. To complicate matters additionally, they don't even disclose this data cap on their own web site:

<http://customer.xfinity.com/help-and-support/internet/data-usage-trials-find-area>

Ticket: # 625580 - Comcast, Data Caps

Date: 10/31/2015 10:04:48 PM

City/State/Zip: Mountain House, California 95391

Company Complaining About: Comcast

Description

We are being forced to limit our Internet usage and hold back communications due to artificial data caps.

Ticket: # 621472 - Comcast Data Cap in FL

Date: 10/29/2015 4:57:08 PM

City/State/Zip: Miramar, Florida 33027

Company Complaining About: Comcast

Description

Comcast out of the Blue impose a 300GB data cap for all users in the State of Floria. It is pretty much a scheme to intimidate "cord cutter" that does not subscribe to any TV services that relied on streaming services. This pretty much force people to pay extra \$30 (for Comcast loss revue from TV subscription) for the unlimited that was part of the service before the impose Data Cap of 300GB. It is not a fair and does not play well with the Open internet principles.

Ticket: # 621778 - Data cap on high speed internet, Comcast

Date: 10/29/2015 6:26:01 PM

City/State/Zip: Nashville, Tennessee 37221

Company Complaining About: Comcast

Description

I believe Comcast's "trial" data caps are a violation of Net Neutrality, and should be disallowed. They are a clear abuse of consumers who use video streaming services that Comcast Xfinity is in competition with. Furthermore, consumers are not given to option to deny the extended usage and associated fees in the event of an accidental overage. Since consumers do not explicitly authorize every byte of data as it is transferred, accidental and inadvertent overages occur regularly, forcing the consumer to pay a fee through no fault of their own. This is not unlike the now-illegal practice of automatic debit overdraft fees, which nor require explicit permission during account setup.

Ticket: # 621992 - Comcast Data cap

Date: 10/29/2015 8:42:04 PM

City/State/Zip: Hialeah, Florida 33018

Company Complaining About: Comcast

Description

I never agreed to their trial data caps, if its a trial why are they charging if they should only be looking at the numbers and not charging customers for using the service that was payed for when they didn't charge. 300Gb is not enough in today world where streaming and gaming are done I large numbers. I hit 300 GB on the 15th and I'm already on two overages that \$20 extra on our home triple play that cost us \$139 and that's not including taxes. I had cancelled phone service only to end up with it again because our bill was coming out even higher because it wasn't bundled.

Ticket: # 622064 - Comcast Data Cap FRAUD**Date:** 10/29/2015 9:32:48 PM**City/State/Zip:** Margate, Florida 33068**Company Complaining About:** Comcast

Description

Comcast has recently informed my whole area that starting in October 2015, they are enforcing 300gb monthly data cap on my broadband cable internet, and that any violation is \$10 per 50gb of usage over 300gb. I have been monitoring my usage and wouldn't you know I crossed 300gb, HOWEVER if you look at my last 3 months, my usage was only 128gb, 165gb and 192gb.. but now, this month I've supposedly used 394gb. I have done nothing different. Family and friends who also have comcast internet are noticing the same thing. They've never gone over 200gb and this month their usage is over the data cap. Comcast is trying to rip customers off. PLEASE HELP.

my comcast account# is: (b) (6)

Ticket: # 622187 - Comcast Data Cap

Date: 10/29/2015 11:47:24 PM

City/State/Zip: Fresno, California 93720

Company Complaining About: Comcast

Description

Comcast has begun imposing data caps and restricting usage to the internet by throttling access on my account. Fages fail to load, being unable to connect. To watch a youtube video it takes a significant amount of time to load. however, to watch anything on comcast.net, the internet suddenly is much faster.

Ticket: # 622553 - Comcast Data Caps

Date: 10/30/2015 10:39:01 AM

City/State/Zip: Englewood, Colorado 80110

Company Complaining About: Comcast

Description

Please have Comcast explain how adding a data cap to their internet is for network management purposes and not to increase revenue. Especially when we are not seeing any trouble with service currently.

<http://blog.credit.com/2015/09/comcast-is-putting-a-monthly-data-cap-on-your-home-internet-124851/>

[Ticket: # 622558 - comcast is against net neutrality](#)

Date: 10/30/2015 10:40:35 AM

City/State/Zip: Madison, Wisconsin 53711

Company Complaining About: Comcast

Description

I would like to file a complaint regarding Comcast's introduction of data caps. This behavior is anti-competitive and goes against the idea of net neutrality. With caps in place, it's not inconceivable that Comcast will allow zero-rating of specific services in the future.

Ticket: # 632462 - COMCAST DATA CAP

Date: 11/4/2015 11:14:57 AM

City/State/Zip: Memphis, Tennessee 38105

Company Complaining About: Comcast

Description

Comcast are introducing unfair practises related to data capping in certain areas on Dec 1st

Ticket: # 622566 - data cap on Comcast

Date: 10/30/2015 10:43:20 AM

City/State/Zip: Miami, Florida 33145

Company Complaining About: Comcast

Description

Hello, Comcast has instituted a data cap for the service that previously was unlimited. I don't understand how this is allowed. nothing has changed with the technology nor the wiring or anything else. Because they have a monopoly in South Florida I have no options. I hope the Federal Government can stop this practice which limits my ability to enjoy the benefits of having an internet connection in my home. I have called them only to be hung up on or calls are not answered. Another tactic is that they are using is that they feel that people are actually okay with this new arrangement which forces consumers to pay more for the service even though nothing has changed in terms of my use of the internet before this arbitrary cap.

Ticket: # 626985 - Internet Data Caps

Date: 11/2/2015 10:21:22 AM

City/State/Zip: Atlanta, Georgia 30363

Company Complaining About: Comcast

Description

Comcast has been putting an internet data cap on my building. Since internet is a utility I don't believe I should have a cap. I don't have a water cap or electricity cap.

[Ticket: # 622796 - Comcast data cap](#)

Date: 10/30/2015 11:50:03 AM

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

No provider to switch to, data capping/throttling even though there are unlimited resources to provide data to paying customers

Ticket: # 622813 - Data Cap is way to low with Sudden Link

Date: 10/30/2015 11:53:53 AM

City/State/Zip: College Station, Texas 77845

Company Complaining About: Sudden Link

Description

I have a 200 Mb/s speed with Sudden Link in College Station, TX. My cap is 450 GB. At full speed I can go through my cap in under 6 hours. I go over my cap every month by using Netflix in a house with 3 people and downloading the occasional game from Steam. I am charged \$10 for 50 GB once going over. This is ridiculous. Bandwidth is NOT a finite resource. Also, there are no other cable providers in the area, so there is no competition forcing suddenlink to be competitive. This is a monopoly! Sudden Link is free to price gouge their customers by imposing data caps to make up for their lost revenue from cord cutters. This cap is aimed directly at customers who choose to stream video rather than paying for Sudden Link cable TV service.

Ticket: # 623059 - Comcast data cap

Date: 10/30/2015 1:08:56 PM

City/State/Zip: Tucson, Arizona 85741

Company Complaining About: Comcast

Description

I kept going over my data cap of 350 so I changed my plan to the extreme so I could have 600. In the 3 days since I did that I went from having used 450 to just under 600. How did I use almost 150 in three days when no one was home half of that time? Comcast can't tell me what's using the data and their data usage meter hasn't worked for months so all I can do is get an estimate of what has been used, but not what's using it. I tried the data usage estimate tool they provide and even if I maxed out the things we use, I should be using around 200 a month. Something is wrong in the way they are calculating it and it should go away completely. In the meantime, I'm going to start turning off my modem when I'm not home just to stay within the data. They are the only ones I can use so they are using their monopoly to fleece me. I'm seriously considering getting a business license just so I can get the business unlimited.

Ticket: # 623297 - Comcast 300gb DATA CAP

Date: 10/30/2015 2:22:51 PM

City/State/Zip: Mt. Pleasant, South Carolina 29466

Company Complaining About: Comcast

Description

Comcast is charging me too much with the DATA CAP that they have selectively imposed on us. I live in SC, Charleston where Comcast imposes such a cap and not on other States. This is simply unfair. DATA usage nowadays is part of our everyday lives. It keeps on increasing not decreasing. Comcast is the only one that has to gain with these DATA CAPS and overage fees!

Ticket: # 623331 - Data Caps

Date: 10/30/2015 2:33:52 PM

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Comcast

Description

Comcast has recently introduced data caps. My household has hit this data cap once already while using services such as Netflix and amazon prime as well as watching videos on YouTube and downloading video games that i PAID for. I just recently moved so have not had time to use my connection as much as i did before i moved. if these data caps remain in place a 25 mbit connection could cost over 200 dollars a month and it puts unneeded stress on having to watch how much data we are using everyday ,which usually exceeds 20GB if we are all home. the main issue is that these data caps are put in place to punish "cable cutters" and "cable nevers" who do not pay astronomical prices for conventional TV. There is no technical aspect of the service that would make such charges necessary. In placing caps on internet use Comcast is making it impossible for people to utilize the services they pay for which rely on an internet connection. They are using there ownership of the service to control and limit access to other services.

[Ticket: # 623384 - Comcast data caps](#)

Date: 10/30/2015 2:51:26 PM

City/State/Zip: Decatur, Georgia 30030

Company Complaining About: Comcast

Description

Comcast data caps are against net neutrality rules and should be illegal. Please intercede and rip these guys a new one.

Ticket: # 623474 - INTERNET DATA CAPS

Date: 10/30/2015 3:10:46 PM

City/State/Zip: Miami, Florida 33147

Company Complaining About: Comcast

Description

To whom it may concern:

I thought net neutrality was to protect the people from the big bad companies and our freedoms. It turns out that they are now imposing data caps and rising prices, after more than 20 years of having the internet in American homes and the market moving towards streaming and laws being passed they start limiting the internet. Please look into these there are other ways the can make money lost on cable and phone cutters, like innovation, new products, and better services in which they are far from good.

Thank you.

Ticket: # 624506 - Data Caps

Date: 10/30/2015 11:26:14 PM

City/State/Zip: Memphis, Tennessee 38117

Company Complaining About: Comcast

Description

Comcast is forcing data caps for Internet. This is an unfair and predatory practice. I am paying more now for less service. It is an open internet issue because the Internet is a public utility that is pretty much essential to life in the modern area.

Ticket: # 624546 - Comcast Data Caps

Date: 10/31/2015 12:26:58 AM

City/State/Zip: Greenbrae, California 94904

Company Complaining About: Comcast

Description

Comcast is being ridiculous by adding data caps just so it can make a profit.

Ticket: # 623862 - Data caps

Date: 10/30/2015 5:12:09 PM

City/State/Zip: Valdosta, Georgia 31602

Company Complaining About: Mediacom

Description

Data caps are used to punish use of alternatives to cable tv and fine customers for using alternative services. This should not be allowed and is clearly unfair business practice.

Ticket: # 624135 - Data caps

Date: 10/30/2015 7:05:32 PM

City/State/Zip: North Huntingdon, Pennsylvania 15642

Company Complaining About: Comcast

Description

Data caps make no sense besides a monetary increase for Comcast. I'm a capitalist but data caps go too far when I have absolutely no other options in my area. I use 300gb in a week and Comcast is looking to put a cap of 300 in my area for the month and that is ludicrous. I will NOT pay Comcast the extra money for my extra usage. There's legitimately no reason for these caps. Introducing fair speeds and no data caps will increase your sales over hurting your customer base. I promise you will lose me and MANY MANY other customers once data caps reach me.

Ticket: # 624164 - Comcast Data Caps

Date: 10/30/2015 7:15:09 PM

City/State/Zip: Savannah, Georgia 31410

Company Complaining About: Comcast

Description

Comcast is imposing "data usage plans" all across the United States. I'm in a region already affected by their data cap (they don't use that term, even though that's exactly what it is). They're doing this as a matter of "fairness," but everyone knows it's simply to increase their profits, because they're obviously not making enough already. It's an unfair business practice to price gouge consumers much like myself. Instead of limiting the (relatively) small amount of data we use a month, why not upgrade their infrastructure to support more data being used at one time? It's a completely reasonable request for their customers to ask for, instead of the constant price raises and limits imposed on everyone. I share a home with my fiance, and while we have cable (we're forced to because of an agreement between Comcast and our rental provider), we don't use it much. We mainly stream our entertainment, so of course we're going to go over our artificial data cap, which means lots of additional charges on our bill.

Data caps are completely unnecessary, and only exist to pull more money out of consumers who are unable to swap to another provider. If I could switch, I would in a heart beat. Problem is, Comcast is the only ISP that services this area. So I'm stuck with my current plan, unless I want to pay an additional \$30 a month for their business-class internet plan. Data caps from Comcast and other ISP's that impose them need to be shut down. There's absolutely no reason for it.

Ticket: # 624242 - Comcast Data Caps

Date: 10/30/2015 7:52:45 PM

City/State/Zip: Hollywood, Florida 33024

Company Complaining About: Comcast

Description

Comcast has implemented data caps which will punish me if I go over my limit. They want me to give them more money for the exact same service I've been receiving for years. And they do this because they know many people have no other providers they can switch to. It's unfair and should be stopped.

[Ticket: # 624272 - Suddenlink internet data cap without notice](#)

Date: 10/30/2015 8:14:16 PM

City/State/Zip: Big Spring, Texas 79720

Company Complaining About: Sudden Link

Description

Suddenlink internet added a data cap that is incredibly small without any form of notice to me as a customer. The data caps of these customers seriously effects my ability to afford broadband internet.

Ticket: # 624319 - Comcast

Date: 10/30/2015 8:59:33 PM

City/State/Zip: Miami, Florida 33193

Company Complaining About: Comcast

Description

The data cap of 300gb per month needs to be put to a stop. I do not agree with their practice but I cannot opt out. They force these fees on us that are unacceptable. Everything is a fee even when my internet is being throttle at 2 in the morning. There should be no reason why my internet speed fluctuate.

Ticket: # 624363 - Data caps, speed throttling, and unfair competition.

Date: 10/30/2015 9:27:42 PM

City/State/Zip: Magnolia, Delaware 19962

Company Complaining About: Comcast

Description

Comcast recently has been implementing data caps on its customers.

They are stating that it is done to 'be fair'. However, it is only punishing people who rely on internet for work or entertainment. The second you go over their data caps, you get charged more, and your speeds get throttled.

These data caps are also being imposed on people who have contracts with Comcast. These contracts do not allow for this, essentially breaking the contract. However, if you try to cancel their service, since they broke the contract by imposing data caps, they try to charge you for ending the contract early, even though they are altering the agreement/payments AFTER you have signed the contract.

The fact that they can easily get away with this, with little to no oversight protecting the consumer, is ridiculous. They are allowed to just alter contracts on thousands of people and charge more for doing nothing.

There needs to be more competition in the cable/internet industry to allow competition to prevent these kind of issues. Additionally, more oversight/regulation on these shady practices need to take place

Ticket: # 624377 - Xfinity data cap

Date: 10/30/2015 9:37:54 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

Xfinity has a data usage meter app to monitor data usage as it is limited to 300GB a month. Xfinity's app is not an accurate way to monitor usage, and Xfinity even says the usage displayed on their website could be delayed and incorrect, causing confusion and often overage fees as there are no accurate ways for the consumer to monitor what limited data they have been given.

Upgrading service only makes this problem worse as with faster internet plans, data is used faster, and all internet plans have the same 300GB data cap, regardless of speed.

When the data cap is exceeded they say they charge you \$10 for the next 50GB, and the 50 GB only apply to that month.

On the converse if you don't use the total data allotment, you lose the remainder of the 300 GB that you purchased, as they do not roll over.

If they are selling data, then they should say that and have different sized data packages to buy, the current 300GB or unlimited options (an additional \$35 a month), are not sufficient enough for the average consumer and lead to restricted internet usage.

Ticket: # 624380 - Comcast Internet 300gb cap

Date: 10/30/2015 9:38:33 PM

City/State/Zip: Southaven, Mississippi 38671

Company Complaining About: Comcast

Description

The 300 gb data cap is ridiculous. The amount I have to pay because 300gb is not enough for an active internet using household is about 40\$ more than the price I would pay for unlimited internet. I can't change my internet service provider, because the only other provider I had the option of switching to disappeared suddenly and only offer tv services, how convenient! To put this into perspective and how upset I am at this, a full game on a PS4 will take about 50 gb of data to fully download. Watching something on netflix, hulu, amazon prime, or listening to music or watching some sort of entertainment on youtube will drain your data in a split second. Comcast is practically forcing me to keep my business with them because I have no other choice. I'm forced to limit myself in my own household because I'm afraid of going over my data cap limit that comcast set for me, because they want their customers to purchase cable services and watch TV instead of Netflix. This is a cheap ploy and I don't see why nothing's been done of it. As a person that never writes complaints, I feel forced to do this.

Ticket: # 624396 - Comcast data caps

Date: 10/30/2015 10:00:04 PM

City/State/Zip: Kittery, Maine 03904

Company Complaining About: Comcast

Description

Comcast has recently implemented 300gb per month data caps. After reaching this limit, the user is then charged \$10.00 per ever 50gb they use. This, in effect, creates a system that enforces pay-to-play internet usage, which was recently outlawed due to efforts by the FCC. I request that ISP companies such as Comcast/Xfinity that engage in such arbitrary data cap practices be prevented from doing so, in the interest of fulfilling the ideal of open internet usage by the general public

[Ticket: # 624445 - Comcast Internet Data Caps](#)

Date: 10/30/2015 10:30:04 PM

City/State/Zip: Germantown, Tennessee 38138

Company Complaining About: Comcast

Description

I signed up for broadband Internet service from comcast, which I did with the expectation that I would not have any data caps. After many months, comcast has now decided to implement data caps without any warning or notice.

Ticket: # 624478 - Comcast cap of data.

Date: 10/30/2015 10:57:35 PM

City/State/Zip: Murfreesboro, Tennessee 37128

Company Complaining About: Comcast

Description

I currently have comcast in thr Nashville Tennessee area. I pay almost \$ 300 a month for tv and internet. That's seem a bit excessive to also have a data cap. When I speak with Comcast reps they only offer me more products and new contracts. I consistently have error messages on my cable and always loose wifi service from 11p til early morning hours. This is unfair. There are no other options at this time for my area. Att service is unreliable in this area as well.

Ticket: # 624482 - Data Caps are unfair and i feel exploited.

Date: 10/30/2015 10:59:50 PM

City/State/Zip: Hialeah, Florida 33015

Company Complaining About: Comcast

Description

hello,

i have complained about this before, Comcast attempted to reach me but i was indisposed at the time, and no one answered when i called back.

once again i have to point out the obvious, there's a monopoly on broadband controlled by Comcast with their Xfinity brand in my area. Comcast internet is expensive by comparison to other cities that have healthy competition and now they are limiting how much internet we get to use.

I don't understand how this is fair to us the consumers and I dont want to use Comcast as a company, but i have to. Hell, I don't even want to have their cable service, but to have a lower price on a decent internet speed, once again, i have to have their cable service. This service, by the way, is so bad and basic i am force to keep my Direct TV service, so basically im paying for cable service that i am not going to use.

In addition to all that, i've had 2 outages within the past 3 weeks lasting 8hrs or more each impeding me from being able to work.

These data caps are a direct attack on Netflix and other streaming services that serve as the ONLY competition that Comcast has in my area. If this is not a monopoly, i dont know what is.

thank you for your time

Franklin Rodriguez

Ticket: # 624501 - Comcast Capping My Data

Date: 10/30/2015 11:20:46 PM

City/State/Zip: Fort Lauderdale, Florida 33304

Company Complaining About: Comcast

Description

I am apparently one of the individual's being test trialed for the 300GB/mo data cap. Please put a stip to the overall lack of ethics by this terrible company. Too often do we hear about Comcast horror stories.

Ticket: # 624503 - Comcast Unrealistically Low Data Cap.

Date: 10/30/2015 11:24:38 PM

City/State/Zip: Savannah, Georgia 31401

Company Complaining About: Comcast

Description

When I chose my internet plan (105mbps) it was with the intent to stream more, faster, at higher quality, and utilize internet across all of my devices. This was so that I could enjoy myself, and the content which I would like to enjoy across the web.

What I didn't expect when I signed up for my plan was that all that faster speed would mean is that I hit my data cap faster! In the end, sure, I got decent internet speeds, but in the longterm I don't get to enjoy it as much because guess what, I'm hitting my data cap within 15 days of regular use!

This is truly unacceptable. If I was paying less for a higher speed WITH a data cap, that would be fine, but at the price point I am currently paying this is outrageous and unacceptable.

This is clearly Comcast's way to punish cable cutters as our reliance on internet streams is higher than if we were paying into comcast's pocket for regular TV programing.

Ticket: # 624514 - Comcast Data Cap

Date: 10/30/2015 11:35:46 PM

City/State/Zip: Miami, Florida 33012

Company Complaining About: Comcast

Description

Comcast has issued data caps on all internet services in South Florida. They are in violation of the anti trust act. They are in the process of monopolizing internet services and ending net neutrality. You must act with new regulation to prevent companies like comcast from giving out data caps to consumers. In my area I do not have another choice but comcast internet. They are a monopoly. Please act on behalf of the people and help keep net neutrality.

Ticket: # 624518 - Data Caps

Date: 10/30/2015 11:42:01 PM

City/State/Zip: Lakewood, Colorado 80228

Company Complaining About: Comcast

Description

Data caps such as the one that Comcast is testing out in certain markets is atrocious. The amount of data pushed through their networks costs them nothing and it's just a way to get more money out of consumers.

[Ticket: # 624522 - Comcast data cap](#)

Date: 10/30/2015 11:54:26 PM

City/State/Zip: Kittery, Maine 03904

Company Complaining About: Comcast

Description

Unable to utilize online services with low data cap in place. Streaming chosen content is costing as much as ordered services.

Ticket: # 624527 - Comcast data caps

Date: 10/31/2015 12:08:28 AM

City/State/Zip: Paradise, California 95969

Company Complaining About: Comcast

Description

Comcast's new data caps are threatening my access to the world and home security. We do not have cable tv and live in an area where antennas do not work due to trees. The internet is our only way to essentially communicate as we do not have phone lines either. We use home security cameras due to crime in the area which download to servers as it would be silly to have them saved in the house and be stolen. With the new data caps comcast is implementing I will be able to monitor my home for 5-7 days out of a month. I will have the option to pay the fees for overages but they will multiply my bill by a factor of three. The simple fact that I cannot afford a cable tv plan should itself imply that I will not be able to pay for these extra fees. Comcast is the only broadband supplier in my area, there are no other options. We will not be able to secure our home, receive emergency alerts, or call for help if this continues. This seems completely unacceptable to me, I hope that you agree.

Ticket: # 624539 - Stop Comcast's Forced Data Caps.

Date: 10/31/2015 12:21:47 AM

City/State/Zip: Glencoe, Alabama 35905

Company Complaining About: Comcast

Description

Comcasts data caps are simply ridiculous and data caps of any kind from any company need to be addressed and stopped under US Net Neutrality law(s). They are extremely anti-consumer and make an already ridiculously higher priced service compared to the rest of the world even higher. This needs to stop immediately by any means necessary.

Ticket: # 624540 - Comcast Corporation Expansion of Broadband Internet Data Cap Practices

Date: 10/31/2015 12:21:47 AM

City/State/Zip: Miramar, Florida 33025

Company Complaining About: Comcast

Description

Dear FTC Consumer Representative

I will like to humbly request an official review by your organization to look into the use of broadband internet data cap practices that Comcast is imposing on their customers across major cities in the country.

Beginning in or around 10/27/15 and a few days after a call that I made to Comcast customer service in which I asked for a reduction to my XFINITY TV service to the next tier down from a channel package of roughly \$89 to \$39; I started noticing that my internet load times were noticeably slower, even though I kept the XFINITY Internet service intact at the "Blast Speeds" tier on the account. This evening 10/30/15 at roughly 10PM EST while watching a movie on Netflix which uses my Comcast broadband connection to stream content I was presented with a pop up message on my tablet that said I had reached my monthly limit of internet usage (300GB) and would now be charged a fee for additional internet service use in the month.

Without any prior verbal or written notice, except with the use of a pop up message I am now made aware that I will be charged additional fees for using any internet streaming service and was presented with a choice to visit the Comcast FAQ site where it appears that the Miami area which I currently reside in, is in the list of the "Capped Markets".

Furthermore, in order for me to continue enjoying unlimited/unrestricted use of broadband service I would have to select the "Unlimited Data Option" for an additional \$30-35 on top of the \$36.89 that I pay for what I've always believed to be an uncapped plan.

It seems to me that this is a way for Comcast to penalize customers who use competing online streaming services like Netflix, Hulu, Amazon Prime Video and others under the guise of improving service quality for other customers in the area but really is forcing customers that use competing online streaming services to pay more if they want to continue to do so. It seems to me that this practice is very unfair to many other companies like Netflix, Hulu and other popular online streaming content providers that depend on the users local broadband service to connect and an infringement on the net neutrality laws in place to ensure free choice for consumers to pick their favorite content provider without penalty of slower speeds or additional fees from the ISP.

I hope to hear back from your agency on the legal ability of Comcast to continue expansion and impose these fees on myself and many others that like me depend on reliable internet access for not only their daily work duties but also to access content that they enjoy, be it movies or the occasional weekend binge watch of a favorite TV series. I look forward to hearing from you.

Sincerely,

(b) (6)

[Ticket: # 624556 - Comcast data caps](#)

Date: 10/31/2015 12:37:57 AM

City/State/Zip: Pooler, Georgia 31322

Company Complaining About: Comcast

Description

The FCC needs to intervene and remove Comcast's data caps in certain regions because it is a clear violation of their open internet policy.

Ticket: # 624557 - No competition, data caps, terrible business

Date: 10/31/2015 12:38:59 AM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: Comcast

Description

We have no alternative to Comcast available in our building in Chicago. I want to support a business doing good things but Comcast is threatening a data cap and I need to use much more than their limits for work.

Ticket: # 624560 - Lack of choices for Internet service

Date: 10/31/2015 12:39:37 AM

City/State/Zip: Blue Springs, Missouri 64014

Company Complaining About: Comcast

Description

Comcast and AT&T have a monopoly in my service area. Both offer subpar service for exorbitant prices. They have, or are threatening, to enforce data caps. I utilize streaming services to get TV content and this will harm myself and companies that provide streaming services.

If data caps are imposed I will be forced to stop using the Internet and my family will lose access to a critical part of our modern world.

The caps are artificially low and designed to encourage people to subscribe to cable subscriptions. It will only get worse as higher def streaming is deployed.

Please, I beg you, please stop these companies from destroying the Internet in the name of greed.

Ticket: # 624563 - Comcast data caps are trying to kill streaming video

Date: 10/31/2015 12:43:09 AM

City/State/Zip: Concord, California 94521

Company Complaining About: Comcast

Description

It is ridiculous that in todays day and age we are getting hit with low data caps (300GB from Comcast) which is not enough by any modern standard. We have 3 adults in our home that stream Netflix and/or Amazon Prime, as well as downloading game from Steam. We could blow through those caps in a few days if some new games come out (GTA5 alone is over 50GB) and 'premium' charges to waive the caps are a ridiculous solution. They are slowly expanding the 'trial' they are conducting and it now encompasses ~12% of their customers. If they continue down this route, other ISPs will join them and it will kill streaming services, online gaming, and more. With Comcasts top speed internet (150mbps) you could blow through the cap in less than 5 hours of downloading.

Ticket: # 624574 - Comcast home data caps complaint

Date: 10/31/2015 12:53:46 AM

City/State/Zip: Tigard, Oregon 97224

Company Complaining About: Comcast

Description

The data caps Comcast is trying to introduce to the Internet industry are anti-consumer and would not exist in a marketplace with adequate competition. They set a precedent to stratify the Internet and extort money from both other businesses and customers who have little other reasonable choice than to use their services. The amount of improvements to their service in the last decade pales in comparison to the degradation of quality that they have forced customers to except to the degradation of quality that they have forced customers to accept. The FCC should respond with by seeking antitrust legislation.

Ticket: # 624578 - Comcast Data Caps

Date: 10/31/2015 12:58:57 AM

City/State/Zip: Gibbsboro, New Jersey 08026

Company Complaining About: Comcast

Description

With Comcast implementing data caps under the label of "spreading fairness," an excerpt from this article <https://www.techdirt.com/articles/20151028/08062632655/with-12-comcast-customers-now-broadband-capped-comcast-declares-simply-spreading-fairness.shtml> fits perfectly. "All Comcast's doing here is taking advantage of a lack of broadband competition to price gouge a captive audience."

Ticket: # 624604 - Data Caps/No competent competition

Date: 10/31/2015 1:22:52 AM

City/State/Zip: Henrico, Virginia 23238

Company Complaining About: Comcast

Description

Comcast has implemented a data cap in my area and is trying to exort an extra \$30 out of me a month for "unlimited use". This is a clear violation of Title II. There is also no viable competition in my area with instances like this where I can switch providers when I am unhappy with my service. Verizon is in the area but is not competent competition when theyre more expensive than Comcast.

Ticket: # 624590 - Comcast Atlanta data caps

Date: 10/31/2015 1:07:24 AM

City/State/Zip: Marietta, Georgia 30060

Company Complaining About: Comcast

Description

Browsing the web with a data cap is like shopping at a grocery store where nothing has prices on them. And where you have to buy anything you even touch.

To whom it may concern,

My only internet option in the area is Comcast. They have instituted a 300GB data cap where I am forced to pay \$10 for each 50GB I go beyond that limit. My computer use, viewing of any audio or video programming - anything - is logged against my data cap. This seems to privilege the video programming sold by Comcast over competing video services as Comcast customers are not subject to this data cap when using their TV services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of other streaming services count against the limit? Most software nowadays is delivered via internet, so I am also being forced to cut down on my software purchases because I would simply go over my limit. I am having to choose not to go to certain websites and download items (with the exception of Comcast material) or very likely face increased charges. It's not even something I can accurately measure either. It's like having to go to the supermarket and pay for everything you touch, but you don't know the price. Very much against the concept of an open internet.

My normal video streaming alone gives me notices from Comcast that I am reaching the cap. I have already gone over the cap several times and am being forced to cut back my habits. Already this month I had to decide against a software download because I would have gone over the limit. Comcast is effectively forcing business away from others by limiting my internet usage - something that has been proven to not cause them any harm and was not present before.

I see this limit as arbitrarily low and only metering usage not originating from Comcast is opposed to the fair playing field intended by the FCC. It is stifling the market and is completely unnecessary. Comcast has been calling this a "trial". Let's please not let this trial continue any longer.

As a side note, I have attempted to have my billing corrected for 3 months and they will not give me the correct monthly amount even after promising that it is fixed. I have been charged more than my plan should be costing me ever since I moved apartments and they will not fix it.

Sincerely,

(b) (6)

Ticket: # 624616 - Comcast Data cap

Date: 10/31/2015 1:49:14 AM

City/State/Zip: Florence, Alabama 35634

Company Complaining About: Comcast

Description

I have reached a data cap set recently on my account. I have done no extensive downloading, nor am running a server from my home, and the extent of my usage has been Netflix or browsing. It seems clear this cap exists to limit media streaming that might compete with Comcast's TV service.

Ticket: # 624640 - Comcast Data Cap

Date: 10/31/2015 2:26:55 AM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Comcast's new data caps are out of control. The idea of capping a service that is not finite is crazy. It's the same idea as if they told me they were making plans that limited your tv viewing amount to 2hrs per day. This has to be stopped now before its too late

Ticket: # 624659 - Data Caps

Date: 10/31/2015 4:14:18 AM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: Comcast

Description

Ever since Comcast implemented data caps in my region I've hit them EVERY MONTH. I find it ridiculous to steal money from consumers over made up data caps. Due to the MONOPOLY in my area I don't have any other company I can turn to so Comcast can literally charge whatever they want and there is nothing we can do.

[Ticket: # 624667 - Comcast data caps](#)

Date: 10/31/2015 4:28:10 AM

City/State/Zip: Beaverton, Oregon 97008

Company Complaining About: Comcast

Description

Data caps should not be allowed. Comcast has the infrastructure to allow massive bandwidth and they have the money for fiber but they have no checks to make sure the money they got is being used for fiber.

Ticket: # 624669 - Data Caps

Date: 10/31/2015 4:29:41 AM

City/State/Zip: Rock Island, Illinois 61201

Company Complaining About: Mediacom

Description

Dear Sir or Madam, I have internet only service from Mediacom in the Quad City area. Mediacom has instituted a 350GB per month data cap where each additional 50GB is charged at a rate of \$10. It is my understanding that cable TV customers do not have video programming traveling over the same wires counted against their data cap, my viewing of any audio or video programming is logged against my data cap. This seems to privilege the video programming sold by Mediacom over competing video services. Why can a cable TV customer watch 24 hour HD programming Without this usage counting against their data cap, while my viewing of HBO Now, Hulu, or Netflix accrues against the 350GB limit?

Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Mediacom's data cap. We have four sometimes five members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. There are options to pay more for faster speeds which raise the data cap, but simply put, that will only allow us to hit our cap faster. Our household contains 2 Xbox Ones, 1 Wii U, 2 Cell Phones, 2 Tablets, and 1 Xbox 360. two devices can be streaming Netflix at any given time while any others can be streaming YouTube or online gaming. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Mediacom as a preferred programming provider as opposed to the fair playing field intended by the FCC.

Ticket: # 624702 - Comcast Home Internet Data Caps**Date:** 10/31/2015 6:52:27 AM**City/State/Zip:** Jacksonville, Florida 32003**Company Complaining About:** Comcast

Description

I'm sending this complaint because the Data Caps imposed by Comcast, are completely ridiculous. I only, one person, was able to reach the data cap within less than 14 days. To think that an ISP is allowed to limit home internet in this day and age is absolutely asinine and absurd. And this is only the beginning, if Comcast were to keep this up, when Google Fiber rolls out in areas with Comcast Data caps, it would take a measly 40 minutes of them using their home internet service before they are capped. This is just slowing everything down, and bad for consumers everywhere, please, is there not anything that can be done? Especially when ISP's are already such a limited option in most areas?

Ticket: # 624714 - Data Caps

Date: 10/31/2015 8:04:11 AM

City/State/Zip: Knoxville, Tennessee 37918

Company Complaining About: Comcast

Description

In our new apartment we have been issued a data cap through Comcast. We have no alternatives to Comcast at our apartment and cannot afford cable TV, so the Internet is our only means of communication, source of news and entertainment. Additionally, this restricts our usage of other services we pay for that require the Internet (Netflix, Hulu, Pandora, etc). This means Comcast is charging me more to be able to access other companies services. Since I have no alternative to Comcast, and the Internet is a necessity in the 21st century, these data caps are highly restrictive and abusive to us as customers. Thank you for your help.

Ticket: # 624722 - Data cap abuse

Date: 10/31/2015 8:27:26 AM

City/State/Zip: Kearney, Nebraska 68847

Company Complaining About: Charter

Description

First off, I would like to state that I'm with Charter that doesn't enforce data caps. However, with the trend of the big ISPs, if this is allowed to continue, users will be punished for streaming and cloud based services. The industry is moving more into cloud and streaming based services, with ISPs trying to profit unnecessarily more by restricting usage unless paid extra. This will spread to other isp because caps are anti-competitive because caps to streaming and cloud services are fundamental for personal and business use. The entire industry being strangled by unnecessary or at the very least unreasonable data caps only pollutes the growth of technology. We need a bill to stop this corporate greed of double or triple dipping for more unnecessary profit.

Ticket: # 624804 - Data caps

Date: 10/31/2015 10:38:20 AM

City/State/Zip: Alpharetta, Georgia 30022

Company Complaining About: AT&T

Description

Data caps, in particular Comcast's, should not be allowed to happen. They are charging for metered consumption.

Just because it can be metered doesn't mean it should be.

When I pay for water, I'm paying for every gallon that had to be treated. When I pay for electricity, I'm paying for a kWh that had to be produced from a natural resource. What's the analogy for internet? Is a GB a limited resource? No. So why is it metered as such?

If you used no electricity in a month, your bill would not be \$0. Why? Because there is a base fee for the infrastructure in place. And you're paying for the ability to instantly start using electricity again, if you so desired. So in essence, you're paying for two things: the product (power) and the means to deliver it to you.

ISPs want the same thing. Except "GBs" aren't a limited resource. And they're not even the ones producing GBs. They're acting as the link between two points, and for some reason trying to bill what passes through them.

Sure, there are capacity issues that may arise during periods of heavy use. But that's where network management comes in. And that's why you pay for internet: so that they can maintain your connection.

Ticket: # 624811 - Internet Data Cap charges by market

Date: 10/31/2015 10:40:38 AM

City/State/Zip: Miami, Florida 33187

Company Complaining About: Comcast

Description

Sirs:

Comcast / XFINITY has engaged in "DATA CAPS" in certain markets, Miami included, of 300GB.

It is painfully obvious that this is a hidden price increase in order to punish end users for using streaming services.

This method of discouraging streaming services is specifically:

Monopolistic

Anti-Competitive

Punitive

In order to push users to higher monthly costs to their benefit, Comcast / XFINITY is engaging in a predatory pricing model, as there are no other cable companies I am aware of... which means their only possible competition would be streaming services.

Please rectify this unfortunate and possibly illegal situation.

Thank you for your time and efforts,

(b) (6)

BELOW IS THE COPY/PASTE OF COMCAST/XFINITY ACCOUNT NOTICE:

0GB remaining of 300GB monthly plan. You have exceeded your monthly plan. We have automatically added an extra 150GB to your account.

You have just used your first of three monthly courtesy overages. After using all three overages, you will be charged \$10.00 for each 50GB of additional data provided.

BELOW IS THE COPY/PASTE OF COMCAST/XFINITY INFORMATION ON SUBJECT:

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials/>

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials-what-are-the-different-plans-launching>

<https://customer.xfinity.com/help-and-support/internet/data-usage-trials-exceed-usage>

This information applies only to XFINITY Internet customers in the following areas: Huntsville and Mobile, Alabama; Tucson, Arizona; Fort Lauderdale, the Keys and Miami, Florida; Atlanta, Augusta and Savannah, Georgia; Central Kentucky; Maine; Jackson and Tupelo, Mississippi; Knoxville, Memphis and Nashville, Tennessee; and Charleston, South Carolina.

In all of our trial markets except Tucson, Arizona, the data amount included with XFINITY Internet tiers was increased to 300 GB per month. We offer additional gigabytes in increments/blocks of 50 GB for \$10 each.

Overage Charges

On the fourth overage (and any subsequent occurrence), you will be notified via an email and an in-browser notification that you have exceeded your data usage plan amount, that an additional 50 GB has been automatically allocated to your account, and that applicable charges will be applied to your bill. Once you have incurred charges for exceeding your data usage plan amount, you will automatically be charged \$10 each time we provide you with up to an additional 50 GB of data and no future courtesy months will be given.

Ticket: # 624886 - Data caps

Date: 10/31/2015 11:33:12 AM

City/State/Zip: Houston, Texas 77013

Company Complaining About: Comcast

Description

Comcast is an evil company. If they put caps in Internet to limit streaming they would be handicapping the Internet. I would cancel my Comcast Internet and choose a provided with no data caps. Please do not allow Comcast to ruin the Internet like they are ruining cable. Thank you.

Ticket: # 624855 - Comcast Data Caps

Date: 10/31/2015 11:07:32 AM

City/State/Zip: Kensington, California 94707

Company Complaining About: Comcast

Description

I use Comcast and I'm afraid they will be enabling incredibly restrictive data caps on my account in short order. I'm no expert in the rules but I don't think this is good behavior.

Ticket: # 624873 - Lack of competition, data caps, net neutrality

Date: 10/31/2015 11:22:04 AM

City/State/Zip: Southfield, Michigan 48033

Company Complaining About: Comcast

Description

I'm writing to voice my concern with the lack of ISP competition, potential data caps, and unregulated net neutrality.

According to my research, my home is limited to two options of Internet service because of legal roadblocks preventing smaller ISPs from expanding to my area. With internet being a need for communication and work, this has forced me to choose Comcast.

Comcast has begun to enforce data caps that are well below my required monthly usage. Expectedly, my usage consistently increases as more and more services require internet access. With a lack of options and the introduction of data caps, I am essentially a slave to Comcast's pricing.

As someone who has the know-how and potential to create an online service, I find the lack of regulation regarding net neutrality astounding. Larger companies and ISPs have the ability to put me out of business before I even begin, creating perks (Unthrottled, unmetered connections) for companies that can afford it.

The issue of Internet access is of the utmost most importance to me as it relates to my career and livelihood.

(b) (6)

Ticket: # 624878 - Data Cap

Date: 10/31/2015 11:25:42 AM

City/State/Zip: Knoxville, Tennessee 37919

Company Complaining About: Comcast

Description

Comcast data cap is absurd in my area. 300 GB with no option to get rid of the cap. No other broadband or DSL option in my area, they have a complete monopoly. I would even pay the 30 a month for unlimited data that they have available in other "test" markets. Because of this data cap I can no longer watch 4K streaming tv or use netflix/other steaming service as I would like to. They are trying to push people away from streaming tv services.

Ticket: # 624947 - DATA CAPS

Date: 10/31/2015 12:23:43 PM

City/State/Zip: Houston, Texas 77063

Company Complaining About: Comcast

Description

THERE IS NO REASON OR JUSTIFICATION FOR DATA CAPS. COMCAST AND ATT HAVE A MONOPOLY ON THE MARKETPLACE AND ARE USING THAT TO MAKE CUSTOMER PAY MORE FOR NO REASON. THE FACT THAT COMCAST IS TRYING TO SUE STATES OR CITIES FROM STARTING THEIR OWN ISPS SHOWS HOW THEY WANT TO CONTROL THIE MARKET PLACE. THIS SHOULD NOT BE ALLOWED.

Ticket: # 625047 - net neutrality / hidden information

Date: 10/31/2015 1:46:11 PM

City/State/Zip: Coral Gables, Florida 33146

Company Complaining About: Comcast

Description

I pay for a high speed connection, but I have the same bandwidth cap as people that have the lower speeds, essentially negating the benefit of a high speed connection. I pay for 125 Mbps service down. If I download data at 1/2 that speed, I can only use my internet for 1.5% of a month before I hit the cap. If I am being charged more for high speed data but have the same data cap as someone with a lower speed, then I am being unfairly charged as well as being discriminated against. If all speeds are only allowed to use 300GB of data a month without overage charges, then we should all be paying the same amount as each other, whether we have 5MBps down or 125Mbps down.

Also, I have told Comcast 3x that my contact email is bballsproul@yahoo.com and I have spoken to at least 2 tech support reps that verified this info. However, I just found out that I am receiving emails about going over my data cap which are being sent to the comcast email that I never requested and don't check so I am being kept in the dark about how much I have gone over. This appears to be intentional so that I will not be aware of my usage and will use extra data that I am then being charged extra for.

Ticket: # 625081 - ComCast Data Cap / Not Happy

Date: 10/31/2015 2:07:03 PM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: Comcast

Description

ComCast Data Cap & Billing Customers for overage when clients are or having already been receiving unlimited internet and also throttling internet usage as well

Ticket: # 625091 - Comcast Internet Data cap of 300Gigabytes per month

Date: 10/31/2015 2:13:15 PM

City/State/Zip: Evans, Georgia 30809

Company Complaining About: Comcast

Description

Since I have recently returned to becoming a Comcast customer in July of 2014, I have been held under their imposed Data Cap limit of 300GB per month of bandwidth usage. I greatly disagree with the practice of being held to a monthly standard of usage originally devised in 2008 before the likes of common daily services such as Netflix, Hulu and Amazon Prime and the increasing Internet of Things. One of my chief concerns, is how this data traffic is being tracked. There are a great deal of entities external to my local internet connection that are passing massive amounts of traffic to every IP address on the internet. Examples of this are services such as Shodan.io and other internet scanning services that are sending massive amounts of TCP and UDP traffic to my very own IP address. I have not seen any evidence from Comcast that this traffic is not being counted against my data cap total. This would mean that I am illegally being charged for data usage not originating from my home network.

Ticket: # 625151 - Comcast Data Caps

Date: 10/31/2015 2:45:00 PM

City/State/Zip: Campbell, California 95008

Company Complaining About: Comcast

Description

The fact I am going to be given a data cap is in fair. I was never disclosed I was going to receive from Comcast when I initially started my services. No verbal or written contract. I rely on my internet for everything including my TV watching. So to fined for enjoying my internet seems really unfair.

Ticket: # 625170 - Data Caps

Date: 10/31/2015 2:56:43 PM

City/State/Zip: Jacksonville, Florida 32277

Company Complaining About: Comcast

Description

Comcast has created unnecessary data caps and it has limited my access to the internet.

Ticket: # 625189 - Comcast - Data Cap Overage Charges**Date:** 10/31/2015 3:05:45 PM**City/State/Zip:** Fort Lauderdale, Florida 33316**Company Complaining About:** Comcast

Description

I recently learned Comcast Xfinity in Fort Lauderdale, Florida was going to have a "trial" data cap policy imposed onto me which would limit my data usage to 300 gbs per month. Charging me extra for every 50 gbs additional (meaning if I go over by 1 gb or 49 gbs it would be the same extra charge). They will not give me the option of shutting my service or reducing my speeds if I do reach the limit to avoid extra charges. I have internet only service and my household lives on modest income, internet is the tool that we use for our jobs and studies, and entertainment for the little free time we do have. Needles to say we like to stream movies and videos, catch up on new and special events via online streaming. Looking back at my usage: we consistently go over this limit, I am not a tech expert and I would not know how to begin to understand what uses more or less data (comcast does not provide me details on what is using the most data). Ultimately anyway I do not have the time or patience to track my usage, and my original contract with Comcast Xfinity did not include these new fee which they are imposing. Additionally the fees are only applicable to my city and handful of other cities throughout the country, showing me and my community the level of disrespect and discrimination which Comcast has decided onto some of its customers. Furthermore the VP of internet services at Comcast ((b) (6)) has recently posted on Twitter that these data caps are purely based on monetary grabs by the company and have no engineering reason to be (as that is what he specializes in - <https://twitter.com/jlivingood/status/632177747469725696>).

Ticket: # 625273 - Data caps

Date: 10/31/2015 4:06:39 PM

City/State/Zip: Lincoln City, Oregon 97637

Company Complaining About: Centurylink

Description

Internet companies are ripping off america with data caps. You have the power to resolve this issue and protect American citizens instead of empowering greedy multi million dollar companies to legally steal from customers. This is not a new issue and I know you have been aware of the problem that is getting worse and worse by the minute. Why are you allowing american citizen's to be taken advantage of? I spent two weeks trying to get internet in my area centurylink has the ability to check my credit without my knowledge but does not know where there service is located. I am now the proud owner of a centurylink modem that will not connect to any service and out of business at least at home waiting on a non existent service. They are so arrogant in there legal right to take advantage of people that they don't even accept complaints they know they are ripping people off and don't care because I am assuming that the FCC doesn't either. I then went to the only other alternative that i have which is dish network with a 50 gig cap at 70 dollars a month and horrible satellite service. It is absolutly unbelievable to me that we can have such an important wonderful tool as the internet unavailable to the greatest country in the world because the laws in this country are directed at empowering corporate greed instead of opening the doors of freedom. You as a government agency should be embarrassed with your current efforts and this should be the number one priority until it is resovled.

Ticket: # 625289 - Comcast Data Cap

Date: 10/31/2015 4:18:02 PM

City/State/Zip: Weston, Florida 33327

Company Complaining About: Comcast

Description

Recently, Comcast has imposed arbitrary "data cap" limits on customers in my area. This includes both new customers AND existing customers who have no opportunity to be grandfathered with respect to data.

The limits are arbitrary on the fact that required bandwidth is increasing exponentially. As such, the amount of bandwidth that families require is constantly increasing. Thus, the figures they currently cite as "average" usage will be obsolete very shortly.

In many cities in Broward County there are 1 or 2 choices for Internet. The United States already has among the highest bills in the world for Internet, which is a shame, since many consider the world wide web a public good.

It is my belief that Comcast is abusing its monopolistic/oligopolistic market position. I would also posit that Comcast's actions violate the recent net-neutrality rulings. I have also forwarded the matter to my Congresswoman.

Sincerely, (b) (6)

Ticket: # 625295 - Data caps are ridiculous

Date: 10/31/2015 4:19:18 PM

City/State/Zip: Cordova, Tennessee 38016

Company Complaining About: Comcast

Description

We have four people living in this household. Three of the four need internet at home for work, and the fourth is applying to law schools and studying for the LSAT using an online program. We also use Netflix/Hulu/other streaming services to relax. With a data cap at 300GB, we would meet our cap after roughly 3 hours a day of HD video streaming, and that doesn't count the work related activities. How can this be considered an open internet if we can't use it to its fullest extent? Why isn't there more competition between companies?

We also don't get the speed that are advertised. I know the ISPs say that speeds aren't guaranteed, but a reasonable person would assume that the average speed should be close to what their plan suggests.

Ticket: # 625327 - Comcast Data Caps

Date: 10/31/2015 4:41:04 PM

City/State/Zip: Fall River, Massachusetts 02720

Company Complaining About: Comcast

Description

It is ridiculous that Comcast is testing data caps in some markets. They're doing this specifically to prevent competition from customers subscribing to on-demand video services and not to Comcast's cable. Comcast should not be able to do this, they don't have any limits on how often subscribers to their television service watch cable when they're using the same backbone.

Ticket: # 625383 - Data caps and big telecom

Date: 10/31/2015 6:00:41 PM

City/State/Zip: Garden City, Michigan 48135

Company Complaining About: Comcast

Description

As Comcast continues to enforce data caps across its markets, I feel like it is only a matter of time until they reach me in Detroit. The idea of limiting the amount of Internet access I have may do nothing more then make me go outside a bit more, but limiting a child from being able to access the endless amounts of information online is a crime. We don't limit the number of books someone can read, so why is restricting the Internet okay? Handle big telecoms and make them play fair.

[Ticket: # 625434 - Comcast data caps](#)

Date: 10/31/2015 7:00:47 PM

City/State/Zip: Spokane, Washington 99217

Company Complaining About: Comcast

Description

I think it's incredibly unscrupulous that Comcast had begun rolling out data caps. It's very concerning that they're allowed to do that.

Ticket: # 625465 - ISP data caps

Date: 10/31/2015 7:27:11 PM

City/State/Zip: Coatesville, Pennsylvania 19320

Company Complaining About: Charter

Description

ISPs such as Comcast and Verizon are exploiting the low to 0 competition environments found across this country to act in an anticonsumer fashion. Actions such as data caps and throttling would not be possible in a fair market.

Ticket: # 625502 - Comcast Data Caps

Date: 10/31/2015 8:16:00 PM

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

Comcast's 300GB data cap is making it nearly impossible for me to do everything I need to do for school and work. I am a graduate student studying interactive computing, and with that, I use a lot of data. Much of the software I use is based online, and the offline software needs to be updated frequently. Further, my work involves uploading and downloading videos, photos, files, and more. With Comcast's data cap, I am having to go out of my apartment in order to do most of my work just so I do not go over my monthly usage, which is unacceptable. My ISP should not be limiting my usage to a point where I cannot do my own work. Charging more for the "premium" of using a reasonable amount of data is ridiculous.

Ticket: # 625540 - Broadband limited and not competitive.

Date: 10/31/2015 8:51:55 PM

City/State/Zip: Benicia, California 94510

Company Complaining About: Comcast

Description

Comcast is the only internet connection I can get at my house. Other companies like ATT will sell me a connection, but we have tried them and the connection quality is sub par for anything and can not keep a stable connection. Comcast overcharges us and now is saying that it's instituting data caps. They already limit our download and upload speed, they should not also tell us that we can't use that speed how we want. Their 300GB data cap could easily be blown by casual work or music and video streaming services. In addition videogames and other digital content can in one purchase take up to a quarter of the cap.

If comcast is allowed to have a virtual monopoly and other services are denied the ability to expand into this area they should not be able to cap us at 11mbit/s up and 300GB/month especially since we are paying hundreds of dollars a month for just tv and internet.

All other internet methods including 3g, 4g, and att dsl/vdsl include even lower data caps and are just not reliable or fast enough to be considered broadband.

Ticket: # 625552 - Data caps.

Date: 10/31/2015 9:10:26 PM

City/State/Zip: Olmsted Township, Ohio 44138

Company Complaining About: Cox

Description

recently moved into an apartment complex for only Cox cable is available as an Internet service provider. my family and I have streamed content for over 4 years now and not had cable TV. after having their 50 megabits per second internet connection with a 350 gigabyte data cap I was essentially forced to upgrade to 100 megabits per second to get there 700 gigabyte data cap so that I would not receive outrageous overage charges every month. there is no other Internet service provider available in this apartment complex, so essentially I am stuck.

Ticket: # 625592 - Data Cap on Internet Usage**Date:** 10/31/2015 10:17:35 PM**City/State/Zip:** Cranberry Township, Pennsylvania 16066**Company Complaining About:** Armstrong

Description

My internet is capped a 200 GB per month with a \$10 per 50 GB overage fee if the cap is exceeded. I do not subscribe to Armstrong's TV service so my data cap is set lower (it is 250 GB if I subscribe to their TV service). I feel these are unfair practices as 200 GB is not a sufficient amount of data to allow someone to use the internet, download games/files, and stream TV/music. Armstrong is leveraging their position as a cable company to limit the amount of streaming video that can be done on their internet service. I pay for all of the content I stream as well as my internet connection. By implementing the data cap, I am forced to pay multiple times for a service I have already paid for. I feel the data cap is in place solely to limit people who choose to subscribe to steaming video services. For the internet speed I desire (25 mbps+), Armstrong has a monopoly on the service in my area. Therefore I am forced to either pay overage fees or to limit my downloading. Or, of course, I could use their TV service and not use my internet to stream content.

Ticket: # 625618 - Comcast Data Caps

Date: 10/31/2015 11:39:03 PM

City/State/Zip: Atlanta, Georgia 30318

Company Complaining About: Comcast

Description

Comcast's data caps are not transparent and not fair to customers. The spirit of net neutrality does not allow for punishing consumers for using the Internet. Furthermore, Comcast does not even give consumers a way to see how all of that data is being used.

Ticket: # 625658 - Comcast Data Limit in effect now in Miami**Date:** 11/1/2015 2:08:27 AM**City/State/Zip:** Miami, Florida 33196**Company Complaining About:** Comcast

Description

3 Months ago I upgraded my Comcast internet from 50mbps to 105mbps. During the upgrade I asked the representative if there were any data caps since with the higher speed I knew my data use would go up. I was told there was NO data cap. On October 1st 2015 I was informed by email and paper mail that a 300gb cap would begin to be enforced. This made me very angry because this was not told to me prior to the upgrade nor had I ever been informed of such policy in the past. This is wrong to take advantage of customers especially when they are offering such high data speeds. I have 6 people using my connection in my home and I cannot control usage. I am on a very tight budget and cannot afford to pay more. Comcast is slowly enforcing this city by city behind the backs of customers that are not aware of this eventually being enforced in their city soon. They are purposely not allowing a sufficient amount of data to take advantage of their customers. They also are using manipulative methods by offering 3 months per year where I can go over at no charge in the attempt to quiet my complaints and concerns knowing very well that I will end up paying one way or another and accepting their data cap. This needs to be addressed as soon as possible. I am asking for the FCC to get involved and put a stop to this action that obviously only benefits Comcast.

[Ticket: # 625690 - CISA/comcast](#)

Date: 11/1/2015 5:15:44 AM

City/State/Zip: Martinez, California 94553

Company Complaining About: Comcast

Description

Data caps are horse shit when the industry has a ridiculous profit margin.

Ticket: # 625702 - Data Caps are a scam

Date: 11/1/2015 7:11:05 AM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

I feel that Comcast's data caps are designed to punish their customers. The package I have with Comcast is the basic cable with high-speed internet. The only reason I have this package is because they refuse to offer internet service unless it's bundled with cable. I do not want cable, but I have no other choice. I stream all of my entertainment through netflix, hulu, and other means, but doing so causes me to reach my data caps at least a week before the end of my paid month. Every time I go over they charge me additional fees. Basically, in order to avoid paying overages, I would have to stop using the internet for a week of every month, but still pay for the full month. As a student and a web developer, this is impossible.

Ticket: # 625713 - Internet Service Provider Data Caps**Date:** 11/1/2015 8:19:51 AM**City/State/Zip:** Pottsville, Pennsylvania 17901**Company Complaining About:** Comcast

Description

While my area is not currently subjected to Comcast's insane 300gb data cap, I am writing this complaint a preemptive attempt to stop it from happening. Many areas are already subjected to this horrendous policy, and people are feeling the sting of overage charges that they should not be incurring. With Netflix, Hulu, Steam, Youtube, and countless other services that eat bandwidth, it is as easy as ever to reach 300gb quite quickly. Please, before Comcast hurts more people, put a stop to this policy using net-neutrality rules to keep the internet open for all.

Ticket: # 625716 - Internet Data Caps

Date: 11/1/2015 8:27:18 AM

City/State/Zip: Knoxville, Tennessee 37917

Company Complaining About: Comcast

Description

Comcast, since I first started my service with them, has been implementing a data cap on my internet usage of 300 gb. Almost every month I go over. This isn't a cell phone company, this is where I live. I should be able to use as much internet as I want considering it costs very little for Comcast to run it. Thank you for your time.

Ticket: # 625747 - comcast data caps

Date: 11/1/2015 10:21:28 AM

City/State/Zip: Pompano Beach, Florida 33064

Company Complaining About: Comcast

Description

Comcast has begun implementing 300GB monthly data caps on their internet service in South Florida. These caps are transparently designed to impact customers who use streaming video services such as Netflix. Comcast has an anti-competitive advantage to other providers. See this for one of many articles on the issue- <http://bgr.com/2015/10/28/why-is-comcast-so-bad-57/>

Ticket: # 625748 - Data Caps and Net neutrality

Date: 11/1/2015 10:21:54 AM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: Comcast

Description

Comcast has implements data caps in my area. I have a household of five and we regularly use around 600gb per month streaming Netflix. Now my plan only covers \$350 of they and I have to pay \$10 for very 50gb extra which means now I have to pay \$50 extra each month for what I would consider normal use of the Internet.

Ticket: # 625750 - data caps

Date: 11/1/2015 10:23:00 AM

City/State/Zip: Houston, Texas 77056

Company Complaining About: Comcast

Description

Data caps are pointless and only are there to put a suicide in competition while milking the consumer.
Please make the free market free.

Ticket: # 625764 - Comcast Data Caps in my area

Date: 11/1/2015 11:15:27 AM

City/State/Zip: Austell, Georgia 30168

Company Complaining About: Comcast

Description

Comcast has a 300GB data cap on all of their monthly internet plan tiers. To some, getting close to that cap isn't something that happens often. But to many whose household relies SOLELY on the use of their internet (for Netflix and communication), it is a huge pain to be charged \$10 every 50GB after hitting the cap. My household doesn't have cable tv, so we choose to exclusively use the internet for all of our entertainment, educational and occupational needs. A household similar to mine goes through that data like it's nothing. My girlfriend and I feel as though Comcast is trying to leer people away from using more convenient services like Netflix instead of their trite cable model. I feel as though that data cap is EXTREMELY anti-consumer and just a way for them to make money in an unjustifiable way. There is even an article that states the data cap is just a business move and serves absolutely no technical purpose. Please help us that are under the boot of this greedy company who is trying to get every penny they can from us by putting unfair practices into play. Thank you.

A link to the article mentioned above can be found here: <http://bgr.com/2015/08/16/comcast-data-caps-300-gb/>

Ticket: # 625854 - Comcast data caps:

Date: 11/1/2015 1:27:49 PM

City/State/Zip: Chico, California 95973

Company Complaining About: Comcast

Description

If Comcast puts in data caps my family will not be able to use the internet.

Ticket: # 625863 - Home internet data caps

Date: 11/1/2015 1:43:35 PM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: Wave Broadband

Description

I am writing to complain about the usage cap implemented by my home internet provider, WAVE broadband. I noticed my bill more than doubled over my last billing cycle from \$50 to \$117. This was, to my surprise, due to going over my 300gb data cap. My only option was to pay increased overage fees OR increase my plan to \$70 a month still capped at 1TB. This is completely unacceptable. I signed up and paid for gigabit speeds recommended by the company after I advised them I work from home. 300gb is a negligible amount of data and capping usage is against not only net neutrality, but puts me in a position to choose between doing my job and being able to watch the evening news. This is unacceptable and I feel an illegal practice. Please hold the corporations accountable and allow everyone equal an unfettered internet access.

Ticket: # 625894 - Comcast Data Cap on residential Internet Service

Date: 11/1/2015 2:26:59 PM

City/State/Zip: Woodstock, Georgia 30188

Company Complaining About: Comcast

Description

It has recently come to my attention that Comcast has instituted a 300GB data cap on my home internet service. The change to my service was instituted without notice and now severely limits its utility and will routinely result in large overage charges when accessing digital content not directly distributed by my Comcast, my ISP.

A vast majority of my household's media consumption is through internet services like Netflix, Youtube and Amazon Prime. Additionally we routinely purchase digital content from retailers like Sony's Playstation store and Amazon's Marketplace, often involving individual digital downloads surpassing 25GB that will quickly surpass Comcast's 300GB monthly cap.

This tactic is a clear attempt by monopolistic cable providers to act as gatekeepers and toll operators to digital content. Given the trend towards digital consumption and no direct competition in my area, this clearly violates my right as a consumer to choose how I legally obtain digital content without having to pay a toll to access it - specifically when the content is not provided by Comcast.

Ticket: # 625903 - Comcast Data Cap

Date: 11/1/2015 2:39:42 PM

City/State/Zip: Alpharetta, Georgia 30022

Company Complaining About: Comcast

Description

Dear Sir or Madam,

I have internet service from Comcast in the Atlanta area. Comcast has instituted a 300GB per month data cap where each additional 50GB is charged at a rate of \$10. Approximately 3.5 hours of HD programming a day in a month with 30 days by one individual within a household would be impacted by Comcast's data cap. We have three members in our household and do not wish to select low quality video feeds or agree to all watch the same programs at the same time to manage our internet usage. I view the limit as arbitrarily low and the implementation of only metering signals not originating from Comcast as a preferred programming provider as opposed to the fair playing field intended by the FCC. I also work in the technology field which requires me to stream the PC game and manage servers in my "off time," and this limit not only hinders my job, but the literal future of technological breakthroughs as more streaming companies begin to stream in 1080p and 4K this limit becomes ridiculous especially since it seems to only be contained to several markets. Meanwhile, I'll probably double my bill this month just in "overage charges" since instead of upgrading their infrastructure to help with new technologies, Comcast chooses to charge me crazy prices.

Ticket: # 625954 - Comcast Unfair Data Caps**Date:** 11/1/2015 3:37:03 PM**City/State/Zip:** Cutler Bay, Florida 33189**Company Complaining About:** Comcast

Description

Hello,

I recently purchased a new home in South Miami and since there was no other option, I was forced to subscribe to Comcast internet. I have found out that I am in one of the geographical areas where Comcast is trying the 300GB data cap. Comcast refuses to let me know (via website, mail, or email, or any other method) what my usage details are. The lack of transparency are alarming. Comcast also considers data used via its xfiniti network NOT counting to the data cap, yet any other internet streaming DOES count toward data caps. This violates net neutrality, as Comcast is trying to force me to use only its slow, inefficient, own xfinity network. The U.S. is a market which prides itself on encouraging competition for innovation. The current internet provider situation in South Miami does nothing but hinder competition, innovation, and the ability of my neighbor's and I to keep up with the world in terms of development and innovation. Shame on Comcast and on the political entities who are limiting fair access to internet.

Ticket: # 625974 - Comcast Data Cap

Date: 11/1/2015 4:08:34 PM

City/State/Zip: Dania Beach, Florida 33004

Company Complaining About: Comcast

Description

Comcast has placed a 300gb data cap on our internet usage. We are furious, but have no other options for internet as our condominium is wired for only one company (comcast).

Ticket: # 625979 - Comcast Data Caps

Date: 11/1/2015 4:10:18 PM

City/State/Zip: Old Hickory, Tennessee 37138

Company Complaining About: Comcast

Description

I live in Nashville TN and am currently being charged extra every single month due to data bandwidth caps imposed by Comcast. I feel as though this is unfair and punishes those that wish to not subscribe to their television services. They are leveraging people such as myself who only subscribe to internet services as an additional ways of gathering profits since they do not get it from their cable services.

It is widely known that there is no logistical reason to impose these caps other than to earn more profits. There is no "shortage" in bandwidth.

My family streams Netflix and youtube daily. I download digital content for my computer and Xbox (a single game can count for as much as 1/6th of my monthly allotment) as well as all the other things a 21st century digital family does.

Please investigate these data caps and ensure that Comcast treats the customers that are forced to live under their pseudo monopoly with dignity and fairness.

Ticket: # 625983 - Data Cap

Date: 11/1/2015 4:15:37 PM

City/State/Zip: Glen Daniel, West Virginia 25844

Company Complaining About: Sudden Link

Description

Suddenlink has implemented a data cap that targets cord cutters and users who like to stream content. At 250 GB, I can barely watch an hour of Netflix a day while continuing my normal internet usage, including downloading gaming content and updates, without going over the cap. I believe this to be intentional punishment for those who wish to use other online streaming services than their own.

Ticket: # 625990 - Comcast, 300gig data cap in Florida.

Date: 11/1/2015 4:19:38 PM

City/State/Zip: Hollywood, Florida 33024

Company Complaining About: Comcast

Description

Really. A couple weeks ago I got the message about the new data caps. I know -like many others know- that this is mostly BS. My family and I enjoy Netflix, Youtube, and other forms of internet entertainment and would like nothing to do with TV or any of that BS they try and shove down our eyeballs. Comcast deliberately trying to gouge money from me or my family because we cut the cord is unacceptable. Over time everything evolves, TV will get knocked out by netflix & youtube & twitch etc. And someday in the future they will get knocked out by the next new thing. But I will not stand to be bullied into a data cap, I will find the next competitor (that has no data cap and spend my money there). as many others will do. If there are no other competitors (like they want it to be) what do you think will come next? The UBER version of the internet. And that will finally kill off the remnants of a dying company.

PS. This is 2015, we are moving forward in time and to the future, this data cap BS is only putting us back in time, leaving our society (the US) behind in terms with other country's who are moving forward.

YOU NEED TO STOP THIS IMMEDIATELY.

*we need a fantastic service, and it needs to happen now.

I personally wish my county/city had its own ISP or google fiber, because comcast is literally shit for doing what they are doing.

Ticket: # 626054 - Comcast Data Caps

Date: 11/1/2015 5:01:05 PM

City/State/Zip: Alpharetta, Georgia 30009

Company Complaining About: Comcast

Description

Comcast still has 300gb data caps on their services. Something that seems completely against the rules set by the FCC about open internet. Its basically punishing users for using the internet.

Between me and my wife living in this small apartment we can easily hit this 300gb cap just by streaming movies/tv shows with Netflix and occasionally downloading games off services like Steam.

Ticket: # 626030 - Throttling, data cap

Date: 11/1/2015 4:44:39 PM

City/State/Zip: Davie, Florida 33325

Company Complaining About: Comcast

Description

I am supposed to get 75 mbps d/l - during peak hours it drops to 40 (on a good day) or 1.2 on a bad day. It drops every day. HI have paid my own tech support as I get nowhere with Comcast and there is nothing wrong with my equipment. Now, (area code 33325) we are getting data caps as well. Comcast is unhappy that cable TV sales are taking a hit from Netflix/youtube, etc. I only stream data, I do not subscribe to cable TV. I do not appreciate paying twice for the service (once for the poor service, and again to remove the data cap) only to be throttled down so I still cannot use this.

Ticket: # 626043 - Opposition to data caps

Date: 11/1/2015 4:51:59 PM

City/State/Zip: Richmond, Virginia 23219

Company Complaining About: Comcast

Description

The way I consume media and my daily life require the internet. As a "millennial" (I'm 25), I don't watch cable TV on any regular basis. To estimate my cable usage, I would say that I watch less than 48 hours of cable TV per year. With streaming services like Netflix and Hulu, I consume most content through the Internet, which have many of the shows I want to watch but these services allow me to watch when I have time. I also use it to watch YouTube which I use for continued learning through educational channels, for music, for video games, and for entertainment in general. In addition to entertainment, I use it for research for my personal financial investments and my personal banking. If data caps become standard, it would require significant change in the way I prefer to live. I would likely cut back greatly or even completely on my home's internet connection. Without a home internet connection I would move to mobile data usage or seek out places where my usage isn't restricted.

Ticket: # 626052 - Data caps.

Date: 11/1/2015 4:58:22 PM

City/State/Zip: Deport, Texas 75435

Company Complaining About: Sudden Link

Description

My ISP Suddenlink, inc has data caps. The data cap is just low enough to punish people who stream video. The reason that my ISP does this is to gouge the people who don't subscribe to their TV service. I would be okay with this practice if there was competition. If I used my internet to the highest capacity I would only go 8 hours before I hit my data cap. I would really like open competition or even government owned networks. I think that the current relationship between ISP and the government has of been a good option for enlarging the current infrastructure, but now that ISP's are losing cable subscribers the actions of the ISP are noncompetitive with online companies that I already pay a service fee for.

Ticket: # 626083 - Comcast Internet Cap**Date:** 11/1/2015 5:14:05 PM**City/State/Zip:** Homestead, Florida 33032**Company Complaining About:** Comcast

Description

I have recently had a huge decrease in internet speeds and recieved an automated call stating that i had maxed out the data cap. I looked online and it began in September. The cap is set at 300GB, when for the past years I go well over 400GB every month with my family and have never had any issues. I would like to know if there's any way this can be escalated. I will not pay for data with my home internet, I should have the freedom to use as I wish with my set price and not have to cough up an extra \$30 a month to be able to have access to the internet I'm already paying for. I had originally been paying 70\$ for very fast and convenient internet. Now I'm getting bills well into \$100. Comcast should not have the power to determine how much internet we use if we made an agreement to pay for a service. Data caps should not be allowed for home users!! How are the kids supposed to do homework if I have to tell them to stop using the internet so we don't pass the data cap!!!

[Ticket: # 626089 - Comcast data caps](#)

Date: 11/1/2015 5:17:37 PM

City/State/Zip: El Portal, Florida 33138

Company Complaining About: Comcast

Description

I believe it is unlawful and in bad taste of Comcast to instate data caps for longtime users, especially in areas with little to no competition.

Ticket: # 626102 - Comcast Data Caps

Date: 11/1/2015 5:23:18 PM

City/State/Zip: Fresno, California 93725

Company Complaining About: Comcast

Description

I wholeheartedly disagree with Comcast decision to add data caps to their services. This is just a way for them to increase profits without doing anything to fix issues that are currently widespread within their infrastructure.

Ticket: # 626129 - Data Cap

Date: 11/1/2015 5:38:21 PM

City/State/Zip: Antioch, Tennessee 37013

Company Complaining About: Comcast

Description

I am writing with the goal of filing a complaint against Comcast for enforcing data caps at my home internet service. This is not just and I should not be limited to the amount of data that I am using as online video streaming services such as Netflix, Amazon Prime, and Hulu require lots of data.

[Ticket: # 626132 - Complaint about data caps](#)

Date: 11/1/2015 5:39:56 PM

City/State/Zip: Seattle, Washington 98126

Company Complaining About: Comcast

Description

Please prevent ISPs from imposing data caps, especially in cities where a single company effectively has a monopoly on the cable lines (e.g. Comcast in Seattle). I have no realistic options to switch to. There is no data cap on my internet yet, but I am afraid of it happening and having no other choice.

[Ticket: # 626140 - Comcast data cap](#)

Date: 11/1/2015 5:45:34 PM

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: Comcast

Description

I believe that Comcast's data cap will prevent me from fully utilizing the internet to access contents that I want. This will become more apparent as I try to view high definition video content. This practice will negatively impact my ability to utilize the internet for work and entertainment. This practice should be banned.