
Ticket: # 1282269 - Blocking of Service

Date: 10/22/2016 6:49:12 PM

City/State/Zip: Arcata, California 95521

Company Complaining About: Sudden Link

Description

My service has been completely restricted to a single Sudden Link webpage (attached image) asking me to address a copyrighted material that they believe was downloaded over my service. I believe this action to be in violation of FCC rules and in no way necessary as they have multiple means of contacting me about this issue. They have my phone number, email address and home address for traditional mail. Cutting off service in order to deliver a message is in no way OK with the number of ways they could reach me available.

Ticket: # 1282419 - Comcast still refuses to Activate HOB Go on PlayStation 4, in effort to make you use there Set top box.

Date: 10/22/2016 10:34:46 PM

City/State/Zip: Palatine, Illinois 60074

Company Complaining About: Comcast

Description

I am a Comcast Cable and Internet Customer. I use a cablecard device and rent none of Comcast equipment. As part of my HBO subscription I have access to HBO Go which is a internet based on demand service provided by HBO for HBO subscribers. Cable companies like Comcast must authenticate your subscriber in order to use the service on the device you want to use it on. Comcast refuses to authenticate devices access from Playstation's and it feels they are trying to force cablecard customers like myself into their set top boxes for the re on demand solutions when I do not wish to use. The FCC should put pressure on comcast to authenticate all devices with HBO Go apps and not just pick and choose.

This is a known issue with Comcast:

<https://www.techdirt.com/blog/netneutrality/articles/20150303/12433530200/comcast-blocks-hbo-go-working-playstation-4-wont-coherently-explain-why.shtml>

<http://www.theverge.com/2015/3/5/8156025/comcast-blocks-hbo-go-sony-ps4>

http://www.slate.com/blogs/future_tense/2015/03/13/it_s_absurd_that_comcast_can_block_hbo_go_on_your_ps4.html

[Ticket: # 1285168 - AT&T Exclusive provider in the complex with no access to competition](#)

Date: 10/24/2016 11:17:09 PM

City/State/Zip: Doral, Florida 33178

Company Complaining About: AT&T

Description

I moved a year and a half ago to The Reserve East complex in Doral, FL. When I found out that my choices on Tv, phone and internet were only 1 company I was very surprised. But I was shocked when AT&T told me they only provide DSL with 3mb in the complex and no other company is allowed to set up services due to a general contract established several years ago by the developer of the property.

This fact not only takes away the right to choose the company an user wants to hire, eliminating competition, but also allows At&T to provide the slowest speed available to the market.

As I have inquire in several occasions to AT&T and my community manager, the main contract allows AT&T to hold the complex in that scenario for 8 years.

I find the contract violates all anti-competition regulation as allows exclusivity for a provider, eliminating the right to choose that every person has.

I would appreciate if this commission can revise this matter.

Regards

Ticket: # 1287806 - (b) (6) blocks out ISP internet Providers and offers overpriced internet

Date: 10/26/2016 12:33:14 PM

City/State/Zip: Grand Rapids, Michigan 49546

Company Complaining About: Bloom Broadband

Description

(b) (6) from Grand Rapids/Kentwood, MI offers over priced internet service through Bloom company. It does not give the renter the option to freely choose or transfer other internet service of your choosing. I tried having my AT&T u-verse internet service transferee to the apartment building I will be moving to but they don't allow them. They charge 49\$/12mbp
59\$/25mgb
69\$/40mgbs
And it is the same for every renter. We need to have the right to have any internet we want. The prices are too high for the little amount of data offered. Please help.

[Ticket: # 1287951 - Blocking](#)

Date: 10/26/2016 1:25:28 PM

City/State/Zip: Over There, U S Virgin Islands 15155

Company Complaining About: AT&T

Description

you fucking suck some dry ass dinkey dick. Your just mad that your wife dosent give you any when you get home thats why your taking all this shit away from our children. Next time why dont you guys learn to be a man instead of taking everything like if its a dick.

Ticket: # 1291476 - Misleading and theft of services

Date: 10/28/2016 11:38:12 AM

City/State/Zip: Scranton, Pennsylvania 18504

Company Complaining About: Comcast

Description

I'm currently an xfinity customer and my complaints are the following; First when I was enrolled I was promised a 300.00 card as a new member, well after months of calling I was told that it was a two hundred card and in the end I was sent a one hundred dollar card. The next issue has to be the most illegal one; I recently downgraded my package by cutting my cable and phone landline. I recently found out as a xfinity/Comcast customer with an internet package I'm not allowed to sign in to xfinity hotspots. I called xfinity explaining that this rule was not explained to me and its ridiculous because I an a customer and this is theft of service. If I can walk into Mcdonalds, Dunkin Donuts, Starbucks Walmart, and get free wi-fi why as a paying customer I am not allowed to sign in xfinty hotspots. The rep explained that because of the downgrade my speed is to slow when the hotspots have high speed internet. I explained that like the rep that signed me up mislead me with a 300.00 card this rep didnt tell me by me downgrading package I would be punished by not being able to access hotspots.

Ticket: # 1295245 - CenturyLink is blocking a website suddenly I have used, as well as millions, since 2003.

Date: 10/31/2016 4:12:32 PM

City/State/Zip: Foley, Alabama 36535

Company Complaining About: Centurylink

Description

The website is <http://www.gaiaonline.com> This is a anime, Roleplay forum website that's been around since 2003, people go here to enjoy, make friends who have the same love for anime, Japan, and join guilds that are of our internet such as video games and other animes. All kinds of fun themed things. There is absolutely no reason or right for them to be blocking this website. I have gone to many threads by using my cellphone, AT&T's service to get onto the site, since I can't get on by my own home network of Century Link while they ignore all of our requests to unblock it. I will link you threads of other people's complaints..

<http://www.gaiaonline.com/forum/bug-report-technical-support/gaia-online-blocked-by-centurylink-isp/t.101118357/>

<http://www.gaiaonline.com/forum/bug-report-technical-support/page-doesn-t-respond-when-using-wifi/t.101113131/>

Ticket: # 1297496 - Sony Playstation Network unwilling to remove IP address ban

Date: 11/1/2016 7:19:29 PM

City/State/Zip: Pflugerville, Texas 78660

Company Complaining About: Sudden Link

Description

PSN has informed me that the address that my ISP has provided, is banned for violation of Terms and Conditions. The ban was not toward my account but to someone else. When talking to PSN support, I was inform to changed my IP address. I have changed it 4 times, and still have the same problem. With my account being in good standing, PSN is unwilling to remove the IP address ban that they said could of took place years ago.

Ticket: # 1297579 - Limiting Internet access from NAT 3 to NAT 2

Date: 11/1/2016 8:09:39 PM

City/State/Zip: Norfolk, Virginia 23505

Company Complaining About: Cox

Description

I have contacted my COX representative Gary Newell at (757)724-5782 regarding my restricted network. While I was talking to him. He said if I wanted to have unlimited access I would have to upgrade. But on the lease terms on my PPV for navy housing it states if I paid a sum of 138\$ for 6 months. I would have internet service and cable in my military housing (PPV). I connected my device via ethernet so I can stream the net and I am not being throttled, but I am not allowed to access the Playstation servers. Gary explained that it is set in place so I would not slow other persons down, but in reality setting NAT 2 from NAT 3 is more of a restriction on the internet then it is slowing others down. Connecting to the server and keeping the stable connection would only require 30-100kB/s. I tried to explain to him when i did a speed test on the device that was a false statement because I was still receiving speeds of 20+ megabits/s with a NAT 3. I would understand if I was receiving 1 megabit with a NAT 2 because that makes a lot more sense. (In that case I would opt'd out and used my mobile device for that service.) I have paid the 138\$ and they are requiring me to pay more than the asking price for unrestricted internet. I am in the military and it seems that everyone is out to scam us. Thank you.

Ticket: # 1297931 - This Posting is Blocked ???? CRAIGSLIST

Date: 11/2/2016 4:16:04 AM

City/State/Zip: Spencerville, Ohio 45887

Company Complaining About: Craigslist

Description

I wish to know how and internet company like craigslist has the authority to block and posting a user has to put on there ???? all my emails are being blocked form using craigslist and I feel that is a travesty . I would like for you to check into such . I do not do anything illegal and wish my three accounts reactivated, [REDACTED] and [REDACTED] they are not even letting me advertise locally on there either.

[Ticket: # 1297981 - internet streaming](#)

Date: 11/2/2016 7:53:38 AM

City/State/Zip: Arrington, Tennessee 37014

Company Complaining About: Comcast

Description

Can xfinity/Comcast block internet streaming of Fox News

Ticket: # 1298129 - Unwanted email - TO ME PORN

Date: 11/2/2016 10:37:13 AM

City/State/Zip: Hewlett, New York 11557

Company Complaining About: Verizon

Description

Male Enhancement Experts <iB8kO4fwa5@freely-image.asknowbus.net>

this is porn - if children open this up - it is considered endangerment of a child. I want them gone or I want them to be sued - how dare they invade my computer!!!

Ticket: # 1299863 - Facebook Messenger

Date: 11/3/2016 8:16:27 AM

City/State/Zip: Syracuse, New York 13207

Company Complaining About: Cricket

Description

Facebook Messenger Isn't Working

[Ticket: # 1300131 - microsoft store censoring google](#)

Date: 11/3/2016 11:28:25 AM

City/State/Zip: Angola, New York 14006

Company Complaining About: Time Warner

Description

Microsoft store walden galleria is censoring or denying access to sites like gmail and yahoo mail and even the cia

Ticket: # 1302788 - DVR

Date: 11/4/2016 3:13:36 PM

City/State/Zip: Salem, Oregon 97306

Company Complaining About: Comcast

Description

I want to buy my own DVR. I am upset that Comcast and other cable companies have an authorized monopoly by the FCC to not allow us purchase our own DVR's. We now pay years for the DVR that could be purchased and paid for within a year. Now it's my understanding that even though I am a customer of Comcast I can not use their new x-box unless I have their internet. I have century link which I am paying half the cost of Comcast internet because I can buy my own modem, but Comcast will not allow the use of x-box unless I buy their internet. This is ridiculous. Millions of consumers like me want this but the FCC cows down to a few powerful cable companies.

[Ticket: # 1303306 - Hughes Net yet Again](#)

Date: 11/4/2016 7:56:18 PM

City/State/Zip: Casa Grande, Arizona 85194

Company Complaining About: Hughes Net

Description

Well, it seems this month, October 14- November 15, we have already used all 50 GIGABYTES of our anytime usage. This is malarkey. I checked just yesterday, November 3, and our "godly usage meter" showed that we had only used 18 gigabytes, and now today, November 4, we have used all 50 Gigabytes. No it does not show that we used 32 Gigabytes of data on November 3, yesterday, but instead on October 14 we had supposedly used 16 Gigabytes. No, I don't think so. Because yea we used all of that data right when we got it back? No, we didn't, this company is a band of thieves. They just want money and their own personal gain. This is unjust and must be put to an end.

Ticket: # 1304123 - Comcast Not Allowing Certain Apps To Work On PS4

Date: 11/5/2016 8:08:39 PM

City/State/Zip: Tacoma, Washington 98409

Company Complaining About: Comcast

Description

Comcast openly blocks out apps like WatchESPN on PS4.

Ticket: # 1304233 - Net neutrality complain

Date: 11/5/2016 10:14:39 PM

City/State/Zip: Goleta, California 93117

Company Complaining About: Cox

Description

Cox Communications, my ISP, tells me that if I want to be able to use port 25 on my residential Internet service, I need to upgrade to their "business" package. Cox claims that this is to "protect upstream bandwidth," but it's unclear how requiring me to upgrade to a more expensive package in order to use an open net service does this, and when I asked, they just retreated into chirpy repetitions of the same "making you pay more to do this protects everyone" PR verbiage.

It seems to me that "pay us more to use port 25 is" the VERY DEFINITION of a net neutrality violation.

Conversation with Cox on this issue was public:

<https://twitter.com/CoxHelp/status/537789568678756353>

<https://twitter.com/CoxHelp/status/537789880961486849>

(and the whole rest of that conversation).

[Ticket: # 1306274 - Cable Company has blocked my address for another persons debt that never lived at the address](#)

Date: 11/7/2016 5:57:39 PM

City/State/Zip: Chino Hills, California 91709

Company Complaining About: Charter Spectrom Time Warner Cable

Description

The Cable co has blocked my address because of another persons debt, they will not unblock my address until that debt is paid because the debtor is related to me, the debtor has no association with me other than I'm his mother, no public records indicate him living with me or living at this address, the cable company is holding my address hostage until the debt is paid, unfair to me because i have nothing to do with my sons debts

Ticket: # 1306701 - CenturyLink is blocking a website that has been in use since 2003.

Date: 11/7/2016 9:48:17 PM

City/State/Zip: Foley, Alabama 36535

Company Complaining About: Centurylink

Description

I wrote a few weeks ago about this issue, and was told they would be sending a letter about the issue. They have not, nor have they tried to get in contact with us. Everytime I try to call them, they change IP's and pretend to be trying to 'fix' the problem and never do. They also deny blocking it, while others have said the tech support has told them they ARE blocking it. We keep getting the run arounds. This company is beyond terrible, they do not care about their costumers. This website is www.gaiaonline.com. It's been a very big part of me for many years, and there are so many of my friends on here as well. If you look into it, you may even see other people in the forums section for bug reports, about this issue. I am in Foley Alabama and this is the only Internet service available to me. I would quickly find a new service provider if it was possible. Unfortunately I am stuck with them. This has been now more then two weeks.

[Ticket: # 1307195 - Cricket wireless blocking and chargeing for the ability to tether](#)

Date: 11/8/2016 11:42:47 AM

City/State/Zip: San Antonio, Texas 78250

Company Complaining About: Cricket

Description

none of the apps on the Microsoft store will allow data through it despite a connection forming between my phone and other device. and they are blocking the default tethering app built into the phone. and to allow this app to work you need to pay an extra \$10 per month and that option is not available to all plans they offer.

Ticket: # 1310284 - Cox Communications email filtering for voter suppression

Date: 11/10/2016 2:40:58 PM

City/State/Zip: Escondido, California 92029

Company Complaining About: Cox

Description

On Nov 8, 2016 (election day) Cox Communications selectively delayed "get out the vote" emails on two of my cox.net email accounts. Specifically they delayed all emails from moveon.org and democrats.org. In some cases I received them after the polls had closed. They also appeared to have filtered on the subject line of the email because an email from Macys.com with the subject "Cast your vote for incredible deals...." was also held for 14 hours. All other emails from all other domains to my cox.net accounts came through nearly immediately as is normal. I have attached an example (there are many other) of this obvious stunt.

I feel very comfortable making these assertions because I worked on Internet protocols and technologies for over 30 years. I actually worked on the Internet management protocol standards. Catching Cox Communications in this stunt was simple and obvious. Why would they do this? I suspect their motive was that they are against Net Neutrality and they see a Trump administration to their advantage. That's just an assumption on my part.

I contacted Cox Communications and their tech said they could not explain such email activity but it certainly looked unusual.

While I believe what Cox Communications did was aggravating for me I don't know if it was actually illegal but I wanted the FCC to know about it none the less.

regards,

██████████

Ticket: # 1310918 - Comcast blocks Netflix and Hulu

Date: 11/10/2016 9:14:24 PM

City/State/Zip: Mukilteo, Washington 98275

Company Complaining About: Comcast

Description

I use Chromecast to watch my shows on Netflix, Hulu and Crunchyroll. Ever since Comcast enforced the 1TB data cap, I have not been able to get the Netflix and Hulu apps to load at all while other apps like YouTube and Crunchyroll work just fine. This violates the net neutrality. I pay \$300 a month for cable and high speed internet, I expect my internet to work. I tested the internet speed and found out they force the internet connection speed to slow down a lot when I try to load Netflix or Hulu. With MBps that are normally between 20 to 50 Mbps, I'd expect the service to work with both apps.

Ticket: # 1310992 - Man In The Middle Attacks from Comcast

Date: 11/10/2016 11:04:42 PM

City/State/Zip: Chicago, Illinois 60626

Company Complaining About: Comcast

Description

Comcast has been routing my internet traffic through their own servers in order to inject a script that prevents me from seeing the page I am attempting to load. The page is obscured by a frame claiming that I have received a copyright complaint, though I do not illegally download any copyrighted material whatsoever. In order to contest this accusation, I am required to pay money or else my services will be made unusable. If there is a law permitting this treatment, it must be unconstitutional. Of course, the FCC has a long history of permitting the abuse of communication systems by private entities, so I don't expect you to be able to do anything about it - you're pretty much pocketed by a variety of lobbyists at the moment.

Ticket: # 1313106 - Exede Internet and Blocked Minecraft Server Port

Date: 11/13/2016 1:11:50 PM

City/State/Zip: Reeds, Missouri 64859

Company Complaining About: Exede

Description

We have Exede Satellite internet service. Since the beginning of October, they have blocked the port 25565 used for Minecraft servers. We are unable to play any Minecraft because of this. They will not give us an estimated time for unblocking this port. This is the answer they gave us about it:

"Hello DP, as of now there is not an estimated time to when this port will be unblocked. After the DD DDOS attacks we, want to make sure our network is secure."

This blocking reduces the utility of our service without any compensation, and we would like them to fix this.

[Ticket: # 1315337 - Web Site Blocked](#)

Date: 11/15/2016 9:33:07 AM

City/State/Zip: Auburn, Indiana 46706

Company Complaining About: AT&T

Description

My daughter can't do her homework because the site is blocked.

Ticket: # 1317646 - CIPA compliance at a school

Date: 11/16/2016 3:32:27 PM

City/State/Zip: Oakley, Illinois 62501

Company Complaining About: Frontier Communications

Description

How do you know if your child's school is in compliance with the Child Internet Protection Act? While at school, my child was googling for a current event article on the classroom computer. Now, the heading of the article did not have any words that would flag the safeguards used on the computer. That was what I was told by the Superintendent of the school. That the sexually inappropriate words were located within the article and were not flagged or blocked by the classroom computer. The superintendent said that unless the flagged word/s are part of the internet search then the computer program used to keep flagged subjects blocked would not be useful. My child's article had the words, lover, erotic bookstore and Dickmatized and the schools system did not block them. How can I allow my child to continue to use these computers at school. Can they make them safer? I really question if this rural school is up to par compared to the rest of the country. As of right now I do not know the school's internet provider or what computer company they are using for safety on the school's computers.

Ticket: # 1318543 - Email Restriction - Net Neutrality Violation

Date: 11/17/2016 9:38:43 AM

City/State/Zip: Bedford, Massachusetts 01730

Company Complaining About: Verizon

Description

Verizon implemented an email restriction preventing the use of alternate from addresses. This means that non-verizon email services no longer are supported. This is anti-competitive since they are now requiring the use of the version.net email address. Also this reduction in service was not broadcast so our company which relied on this aspect of email service was unaware of the change and lost time and money as a result. There should be compensation to customers who were effected.

[Ticket: # 1318580 - Verizon SMTP no longer allowing custom domain names](#)

Date: 11/17/2016 10:42:40 AM

City/State/Zip: North Easton, Massachusetts 02356

Company Complaining About: Verizon

Description

I am no longer able to use a custom domain name to send email via Verizon. I was given no notice of this -- it just wasn't working as of yesterday morning. I am filing a complaint because: (1) reduction in our email service capabilities without a reduction in price; (2) failure to give adequate notice since apparently many of Verizon's customers were surprised and our lives were disrupted; (3) loss of net neutrality, since Verizon will no longer allow third-party domain names through its outgoing email servers and that is simply a type of data; and (4) anti-competitive / restraint of trade because Verizon is forcing customers to adopt a verizon.net domain for email usage, which makes it more difficult to switch Internet Service Providers.

Ticket: # 1318951 - verizon email policy

Date: 11/17/2016 2:10:52 PM

City/State/Zip: Piscataway, New Jersey 08854-2225

Company Complaining About: Verizon

Description

sent email returns w/ following server error:

(reason: 550 5.7.1 From address not allowed)

"Foreign" addresses in From field not permitted as of today - with no backup info available

Reason I am upset and why they should NOT be able to do this:

1) reduction in our email service capabilities without warning and not part of the contract (2) failure to give adequate notice (3) loss of net neutrality, since Verizon will no longer allow third-party domain names through its outgoing email servers and that is simply a type of data; and (4) anti-competitive / restraint of trade because Verizon is forcing customers to adopt a verizon.net domain for email usage, which makes it more difficult to switch Internet Service Providers.

one thread at verizon:

<https://forums.verizon.com/t5/Verizon-net-Email/verizon-smtp-no-longer-allowing-custom-domains/td-p/824130>

[Ticket: # 1319104 - schoolwork](#)

Date: 11/17/2016 3:09:52 PM

City/State/Zip: Dallas, Texas 75001

Company Complaining About: Comcast

Description

I have a project t do but can not access fb aka face book wtf I cant work if you hAVE IT BLOCKED

Ticket: # 1319615 - Verizon Fios

Date: 11/17/2016 5:57:56 PM

City/State/Zip: Fairfax, Virginia 22030-7268

Company Complaining About: Verizon

Description

Verizon Fios stopped providing email relay with little to no notice. The relay is to allow users with private domains to send email from their own domain.

This is a problem because: (1) reduction in our email service capabilities without a reduction in price; (2) failure to give adequate notice since apparently many of us were surprised and our lives disrupted; (3) loss of net neutrality, since Verizon will no longer allow third-party domain names through its outgoing email servers and that is simply a type of data; and (4) anti-competitive / restraint of trade because Verizon is forcing customers to adopt a verizon.net domain for email usage, which makes it more difficult to switch Internet Service Providers.

[Ticket: # 1319877 - verizon smtp no longer allowing custom domains](#)

Date: 11/17/2016 8:35:20 PM

City/State/Zip: Arlington, Massachusetts 02474

Company Complaining About: Verizon

Description

The change (unannounced) results in (1) reduction in our email service capabilities without a reduction in price; (2) failure to give adequate notice since apparently many of us were surprised and our lives disrupted; (3) loss of net neutrality, since Verizon will no longer allow third-party domain names through its outgoing email servers and that is simply a type of data; and (4) anti-competitive / restraint of trade because Verizon is forcing customers to adopt a verizon.net domain for email usage, which makes it more difficult to switch Internet Service Providers.

Ticket: # 1319891 - Verizon no longer allowing outgoing mail without @verizon.net

Date: 11/17/2016 8:46:26 PM

City/State/Zip: Phoenix, Maryland 21131

Company Complaining About: Verizon

Description

Without any warning Verizon stopped allowing outgoing email without @verizon.net.

(1) reduction in our email service capabilities without a reduction in price; (2) failure to give adequate notice since apparently many of us were surprised and our lives disrupted; (3) loss of net neutrality, since Verizon will no longer allow third-party domain names through its outgoing email servers and that is simply a type of data; and (4) anti-competitive / restraint of trade because Verizon is forcing customers to adopt a verizon.net domain for email usage, which makes it more difficult to switch Internet Service Providers.

[Ticket: # 1321201 - WHY Y Queer Bankrobbing](#)

Date: 11/18/2016 5:03:19 PM

City/State/Zip: Milton, Delaware 19968

Company Complaining About: Comcast

Description

██████████ who has an infuriating low caste nearly falsetto voice demanding outrageous sums of money looks facially leprous today on WHY Y TV.

Ticket: # 1321864 - AT&T/Directv Merger

Date: 11/19/2016 1:12:05 PM

City/State/Zip: Altamonte Springs, Florida 32701

Company Complaining About: Centurylink

Description

Ever since the AT&T/DirecTV merger, CNN is blocked at least once a week and sometimes daily. Also, when signing into DirecTV, it will not allow a consumer to go past the upgrade page. I have given up accessing my account due to the strong arming to push me into upgrading. I think this shows poor ethics and integrity to make it difficult to use your services unless you but more services. Also, they have added to my package then bullied me when I called in to complain. Fortunately, I am grown up and not easily intimidated. Very disappointed this merger was allowed.

Ticket: # 1322383 - Obvious Corruption by Law Enforcement anti-1st Amendment & FOIA ads

Date: 11/20/2016 11:25:55 AM

City/State/Zip: Fresno, California 93706

Company Complaining About: Fresno.craigslist.org

Description

I knew the alleged decoys would show up because ONLY the freedom of speech postings they marked as FLAGGED on craigslist to circumvent pro-active information to the community. I've addressed the website fresno.craigslist.org (as ex felon, these are absolutely illegal tactics detectives would do to keep Americans in fear and employ Color of the Law) - known bogus accounts with facebook, now warrantless THEY attempt to remove these attachment.

Resolution ask craigslist to inquire on which accounts flag these right to speech so they can't post. They track all data on site.

[Ticket: # 1323209 - Net neutrality](#)

Date: 11/21/2016 12:18:09 PM

City/State/Zip: Milan, Michigan 48160

Company Complaining About: Comcast

Description

I am trying to get information regarding net neutrality. I am a Comcast customer who pays for HBO and Starz programming. For some reason Comcast has made it so that I am unable to watch HBO on my Sony Playstation or watch Starz on anything other than Comcast systems. Is this breaking the net neutrality laws passed a year ago?

Thank you

████████████████████

[Ticket: # 1324342 - Internet access terminated without notice, billing continues.](#)

Date: 11/21/2016 9:31:03 PM

City/State/Zip: Springfield, Missouri 65804

Company Complaining About: Mediacom

Description

MediaCom incorrectly alleges I have been pirating films. My internet service was terminated without prior notice but monthly billing continues and customer service refuses to refund deposit or monthly charges, including charges after internet service terminated.

Ticket: # 1324361 - Re: [FCC Complaints] Re: Obvious Corruption by Law Enforcement anti-1st Amendment & FOIA ads

Date: 11/21/2016 10:12:14 PM

City/State/Zip: Fresno, California 93706

Company Complaining About: Fresno.craigslist.org

Description

This is a follow-up to your previous request #1322383 "Obvious Corruption by Law E..."

On 11/18/16 ~1p there were 4 cars heading to Henry Ogden's funeral heading North on Blyte Ave. At the intersection of Blyte Ave & California Ave car 1 (me, mustang), car 2 (relative) HAD ALREADY CROSSED the intersection to only look in the rear view mirror to see car 3 (half sister) slammed into by bronze car with black lady furious about car 3 ran the stop sign and how she had the right a way. Car 4 (brother) was behind car 3 and witnessed that the black lady with curly full hair with a pda in hand walking around without injury came from nowhere speeding.

Now she and/or police false report indicate that she said car 1 ran "mustang" stop sign which is an absolute lie because car 2 was behind me and crossed intersection. IF CAR 1 ALLEGED RAN STOP SIGN HOW COME CAR 2 PASS INTERSECTION YET SHE HIT CAR 3 PLENTY TIME TO STOP.

So prevalent police profiling and harassment violating CA PC 118.1, 4 years imprisonment.

They orchestrated accident while attempting to falsify info to gain monetary benefits or inquire 4th amendment tactics to get from car 3. Not car 1, car 2 or car 4.

Yours Truly,



NOTE: THIS E-MAIL MESSAGE IS INTENDED ONLY FOR THE NAMED RECIPIENT(S) ABOVE. IT MAY CONTAIN CONFIDENTIAL INFORMATION THAT IS PRIVILEGED OR THAT CONSTITUTES ATTORNEY WORK PRODUCT. IF YOU ARE NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION, OR COPYING OF THIS E-MAIL AND ANY ATTACHMENT(S) IS STRICTLY PROHIBITED. IF YOU RECEIVE THIS E-MAIL IN ERROR, PLEASE NOTIFY THE SENDER AT (559) 724-6984 OR BY REPLYING TO THIS E-MAIL AND DELETE THE MESSAGE AND ANY ATTACHMENT(S) FROM YOUR SYSTEM. THANK YOU.

4th Amendment penalty applicable per opening email.
Private Business Use Penalty \$100,000 fines

[Ticket: # 1324558 - Wi-Fi Blocking](#)

Date: 11/22/2016 8:33:05 AM

City/State/Zip: Tionesta, Pennsylvania 16353

Company Complaining About: Clarion University, Clarion, Pa

Description

Clarion University is engaging in wi-fi blocking on their campus. The range is quite extensive and interferes with my signal on the public highway.

Ticket: # 1324935 - Microsoft

Date: 11/22/2016 12:52:29 PM

City/State/Zip: Nisakayuna, New York 12309

Company Complaining About: Apple

Description

My above e-mail address is currently not usable by me. It is why I'm writing. A Microsoft ad -or possibly a Scam thereof? - caught my eye, "Organize your World". I opened it and began filling out the form. It was time-consuming and an important appointment came to mind. I requested a pause or or a re-set 3 times. Each time I was asked to "clarify your question". I finally closed it out.

I returned about an hour later and re-upped - my E-mail page was empty and my Junk, Draft, Sent, Deleted etc., were also gone. There were some "boxes" on other screens titled, Calendar, Appointments etc., but no instructions or other "welcomes". I called their Exec offices, ended up with "Ernest", told him what had happened and that something similar happened to me about 6 weeks before. Where APPLE had acted on my behalf to have Microsoft send me a "Recovery Code". It was sent to my other address and I couldn't make it work. I don't think he understood me, and hung up. Since then I have tried several times to reach someone by "Chat room", but neither "Johnnie O" or "Rosa" entered the "room". I also requested a phone call, that was offered, but no one called. I let an Apple Rep "Take over" on Sunday, but we hit several snags and "Booker" suggested using their "Geniuses" at the nearby Mall, but yesterday Microsoft cancelled my "account" and that blocks all my options access my E-mails via using my APPLE password. I don't think Microsoft should be able to keep from using my computer. Thought I'd try you as well as The NYS Atty Gen. I sent an app to them Friday, but haven't heard back. I hope I'm not off-base doing this, but I have a small business that has been crippled by this.

Ticket: # 1325199 - Verizon Prevents Emails with different "FROM" address

Date: 11/22/2016 3:06:15 PM

City/State/Zip: Millersville, Maryland 21108

Company Complaining About: Verizon

Description

Verizon sent notification on October 26, 2016 that after November 15 "You cannot use a non-Verizon email address as your "from" address". This means that I can no longer send emails from my own domain, despite being under contract for services I have had for about 10 years now that allowed me to do this.

Ticket: # 1325363 - Computer Access Blocked by a Governmental Agency

Date: 11/22/2016 4:19:57 PM

City/State/Zip: New Haven, Connecticut 06511

Company Complaining About: Comcast

Description

I called on November 1, 2016 because I was denied access to the government's website and today when I attempted to access the website I experienced a similar issue. Would someone know how to remove my computer's IP address or Machine's address from the denied access list. Thank you very much for your assistance.

[Redacted]

We do not deny access to anyone, we do not have an access denied list. Please note, the messages you received did not say "access denied," but the sites "took too long to respond."

This is most often a configuration issue, either your browser, your PC or your ISP can have trouble connecting. Please try using a different browser, a different computer at a different location, or a mobile device. Please let me know if all those approaches continue to fail.

Regards,

(b) (6) [Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Washington, D.C. 20230

(b) (6) [Redacted]
[Redacted]

[Redacted]

Nov 9 (13 days ago)

to WebsiteComments

Thank you for your response. However the evidence proves otherwise. I have already attempted to access the site from different computers and my Partner who has accessed at his office came to my home and his laptop was not able to access the site from my home. I switched out the modem and cleared out cache and cookies; access was still denied. I used a vpn for one day and I had access for that day and then the next day I was again being denied access.

So the timing out message is a manifestation of access denied from your side. This is still a democratic country. Isn't it?

[REDACTED]
Attachments Nov 10 (12 days ago)

to hotline (b) (6), WebsiteComments

To whom this may concern,

I was able to access all of these government websites except for Commerce through the official U.S. government website. All I ask for is to be able to access the free information the same as anyone else. Thank you

We are in receipt of your complaint provided on 11-10-2016. Thank you for providing this information. Your complaint will be handled appropriately under our established procedures.

Thank you,
Operator #287, Communication Specialist

FOR OFFICIAL USE ONLY - This transmission contains material covered by the Privacy Act of 1974 and should be viewed only by personnel having an official "need to know". PRIVACY SENSITIVE - Any misuse or unauthorized disclosure may result in both civil or criminal penalties.

[REDACTED]
Sent: Thursday, November 10, 2016 9:53 AM

To: WebsiteComments; DOC OIG Hotline

Cc: (b) (6)

Subject: Re: 2016-11-07 Request Assistance with Access to NTIA/DOC website

To whom this may concern,

I was able to access all of these government websites except for Commerce through the official U.S. government website. All I ask for is to be able to access the free information the same as anyone else. Thank you

[Ticket: # 1328871 - Breitbart censorship](#)

Date: 11/26/2016 4:36:34 PM

City/State/Zip: Montevallo, Alabama 35115

Company Complaining About: Breitbart

Description

I have been banned from commenting on Breitbart for expressing other than alt-right, republican and neocon views. Is this legal? Please investigate this troublesome website to find out why Breitbart is banning commenters from expressing views that are antithetical to the narrative adhered to by Breitbart owners and management.

[Ticket: # 1328911 - Xfinity ps4 hbo go](#)

Date: 11/26/2016 5:32:15 PM

City/State/Zip: Wallingford, Connecticut 06492

Company Complaining About: Comcast

Description

Xfinity/comcast doesn't support hbo go streaming service on Playstation 4. You pay for a service through Xfinity but are not able to use it unless you purchase a device that they dictate. Seems like racketeering.

[Ticket: # 1329113 - ESPN blocked](#)

Date: 11/26/2016 10:06:46 PM

City/State/Zip: Bloomingburg, New York 12721

Company Complaining About: Frontier Communications

Description

ESPN blocked by Frontier communications. Does not work on any home device. Espn works on cellphone through at 4g but not wireless internet on any device. Espn does work when vpn is set up and they are not able to identify the website. Called frontier who could not identify the issue and said I could "pay for premium tech support to help resolve the issue"

Ticket: # 1329147 - Comcast Data Cap Block

Date: 11/26/2016 11:01:54 PM

City/State/Zip: Houston, Texas 77070

Company Complaining About: Comcast

Description

Comcast implemented data caps that block you from accessing the internet. The system they implemented blocked not only my families internet access... but our security cameras, security monitoring and IP phone. The only method to resume service was to pay for an unlimited add on. Their marketing said there would be a grace period... but that is not the case either. My family was left with out security services because we do not buy them from Comcast. Add on top of that the 4+ hours trying to resolve the issue, being switched from dept to dept and 3 disconnects... While I'm opposed to data caps because it limits competition. I am very disappointed in being blocked by there system until I paid a ransom in the form of a \$50 additional monthly charge.

Ticket: # 1329458 - Banning of free speech

Date: 11/27/2016 3:08:26 PM

City/State/Zip: Novato, California 94947

Company Complaining About: Nextdoor.com

Description

FREE SPEECH BANNED:

FCC asked to defend the Constitution of the United States and the will of congress

Nextdoor.com is an INFORMATION SERVICE and INFORMATION CONTENT PROVIDER as defined under SEC. 3. [47 U.S.C. 153] DEFINITIONS. (20) INFORMATION SERVICE and SEC. 230. [47 U.S.C. 230] PROTECTION FOR PRIVATE BLOCKING AND SCREENING OF OFFENSIVE MATERIAL (d) EFFECT ON OTHER LAWS. (3) INFORMATION CONTENT PROVIDER of the Communications Act of 1934, hence under your jurisdiction. Nextdoor.com is engaged in unlawful banning of free speech: specifically true diversity of political discourse; SEC. 230. [47 U.S.C. 230] PROTECTION FOR PRIVATE BLOCKING AND SCREENING OF OFFENSIVE MATERIAL. Now when you look through pages of Nextdoor.com you come across this rule "Discussion of non-local politics or policy issues in the main feed. If you wish to discuss non-local politics or policy issues, you must create a group. Within a group, you may discuss national or state politics and other non-local campaign topics." At first it looks good until you reread the first amendment and the will of Congress as specified in the Communications Act of 1934 (opting out, not having to opt in), then it is quite clear they are treating true diversity of political discourse differently than they treat all other topics: another words DISCRIMINATION against true diversity of political discourse.

With the passage of the Patriot Act and now the banning of free speech what's left of America: The Devil's dollar and the false deities of Wall Street, or should I say The Deities of Wall Street?

So the question is quit simple: are you going to defend the Constitution, First Amendment and the will of Congress?

The relief I am asking for: FCC to order Nextdoor.com to cease and desist in their unconstitutional activities and levy any fine you deem appropriate for violating the Constitution of the United States and the will of Congress.

Constitution of the United States; amended text

Amendment I: Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof; or abridging the freedom of speech, or of the press; or the right of the people peaceably to assemble, and to petition the government for a redress of grievances.

Communications Act of 1934

SEC. 3. [47 U.S.C. 153] DEFINITIONS.

(20) INFORMATION SERVICE.--The term "information service" means the offering of a capability for generating, acquiring, storing, transforming, processing, retrieving, utilizing, or making available

information via telecommunications, and includes electronic publishing, but does not include any use of any such capability for the management, control, or operation of a telecommunications system or the management of a telecommunications service

SEC. 230. [47 U.S.C. 230] PROTECTION FOR PRIVATE BLOCKING AND SCREENING OF OFFENSIVE MATERIAL. Page 89

(d) EFFECT ON OTHER LAWS

(3) INFORMATION CONTENT PROVIDER.--The term "information content provider" means any person or entity that is responsible, in whole or in part, for the creation or development of information provided through the Internet or any other interactive computer service.

SEC. 230. [47 U.S.C. 230] PROTECTION FOR PRIVATE BLOCKING AND SCREENING OF OFFENSIVE MATERIAL.

(a) FINDINGS.--The Congress finds the following:

(3) The Internet and other interactive computer services offer a forum for a true diversity of political discourse, unique opportunities for cultural development, and myriad avenues for intellectual activity.

SEC. 230. [47 U.S.C. 230] PROTECTION FOR PRIVATE BLOCKING AND SCREENING OF OFFENSIVE MATERIAL. (a) FINDINGS.--The Congress finds the following:

(1) The rapidly developing array of Internet and other interactive computer services available to individual Americans represent an extraordinary advance in the availability of educational and informational resources to our citizens. (2) These services offer users a great degree of control over the information that they receive, as well as the potential for even greater control in the future as technology develops. (3) The Internet and other interactive computer services offer a forum for a true diversity of political discourse, unique opportunities for cultural development, and myriad avenues for intellectual activity. (4) The Internet and other interactive computer services have flourished, to the benefit of all Americans, with a minimum of government regulation. (5) Increasingly Americans are relying on interactive media for a variety of political, educational, cultural, and entertainment services. (b) POLICY.--It is the policy of the United States-- (1) to promote the continued development of the Internet and other interactive computer services and other interactive media; (2) to preserve the vibrant and competitive free market that presently exists for the Internet and other interactive computer services, unfettered by Federal or State regulation; (3) to encourage the development of technologies which maximize user control over what information is received by individuals, families, and schools who use the Internet and other interactive computer services; (4) to remove disincentives for the development and utilization of blocking and filtering technologies that empower parents to restrict their children's access to objectionable or inappropriate online material; and (5) to ensure vigorous enforcement of Federal criminal laws to deter and punish trafficking in obscenity, stalking, and harassment by means of computer. (c) PROTECTION FOR "GOOD SAMARITAN" BLOCKING AND SCREENING OF OFFENSIVE MATERIAL.-- (1) TREATMENT OF PUBLISHER OR SPEAKER.--No provider or user of an interactive computer service shall be treated as the publisher or speaker of any information provided by another information content provider. (2) CIVIL LIABILITY.--No provider or user of an interactive computer service shall be held liable on account of-- (A) any action voluntarily taken in good faith to restrict Communications Act of 1934 90 access to or availability of material that the provider or user considers to be obscene, lewd, lascivious, filthy, excessively violent, harassing, or

otherwise objectionable, whether or not such material is constitutionally protected; or (B) any action taken to enable or make available to information content providers or others the technical means to restrict access to material described in paragraph (1). (d) EFFECT ON OTHER LAWS.-- (1) NO EFFECT ON CRIMINAL LAW.--Nothing in this section shall be construed to impair the enforcement of section 223 of this Act, chapter 71 (relating to obscenity) or 110 (relating to sexual exploitation of children) of title 18, United States Code, or any other Federal criminal statute. (2) NO EFFECT ON INTELLECTUAL PROPERTY LAW.--Nothing in this section shall be construed to limit or expand any law pertaining to intellectual property. (3) STATE LAW.--Nothing in this section shall be construed to prevent any State from enforcing any State law that is consistent with this section. No cause of action may be brought and no liability may be imposed under any State or local law that is inconsistent with this section. (4) NO EFFECT ON COMMUNICATIONS PRIVACY LAW.--Nothing in this section shall be construed to limit the application of the Electronic Communications Privacy Act of 1986 or any of the amendments made by such Act, or any similar State law. (e) DEFINITIONS.--As used in this section: (1) INTERNET.--The term "Internet" means the international computer network of both Federal and non-Federal interoperable packet switched data networks. (2) INTERACTIVE COMPUTER SERVICE.--The term "interactive computer service" means any information service, system, or access software provider that provides or enables computer access by multiple users to a computer server, including specifically a service or system that provides access to the Internet and such systems operated or services offered

[Ticket: # 1330043 - Facebook un-necessary blocking and not be able to log in.](#)

Date: 11/28/2016 11:05:20 AM

City/State/Zip: Greenwich, Connecticut 06831

Company Complaining About: Cablevision

Description

Facebook is telling me this:

Secure Your Account

Hi [REDACTED], we think your computer is infected with malware, and it's spreading spam through your Facebook account. We'll walk you through a few steps to explain more and scan your computer for malware.

1

Learn about malware

2

Download malware scanner

3

Run scanner

4

Login

They want me to download a program that does absolutely nothing. I have had my computer professionally scanned for Virus and it comes up clean. I have also just scanned my computer with Malware and it comes up clean. When I try to contact Facebook they do not respond in restoring my sign on screen. I am able to use a secondary screen name without any problems. I want my original screen name restored, Their is no reason for Facebook to prevent me from logging on, but they have. Also they do not state a reason other then what I have stated. I hope you can get to the bottom of this. Thank you.

[Ticket: # 1330174 - opening port](#)

Date: 11/28/2016 12:21:14 PM

City/State/Zip: Cameron Park, California 95682

Company Complaining About: AT&T

Description

Trying to connect my video surveillance system to view mobily but they can not open the required ports. Spent over 7 hours on the phone with them and paid \$49 to their 3rd party Tech Connection to no avail. They say everything is open and should work but when they do a self test it shows closed and say it must be my video equipment. One technician said it was a faulty router so they sent a new one but that did not fix the problem.

[Ticket: # 1330903 - locked out of email address first google and now yahoo.](#)

Date: 11/28/2016 5:51:26 PM

City/State/Zip: Pine Bluff, Arkansas 71601

Company Complaining About: Yahoo

Description

I am locked out my email address and this is the second time i am locked out it. The email people are saying that they need a fee and they advertise that it is free for customer service. Please assist in getting their attention.

[Ticket: # 1331261 - Comcast Android TV](#)

Date: 11/28/2016 10:33:52 PM

City/State/Zip: Knoxville, Tennessee 37917

Company Complaining About: Comcast

Description

Comcast will allow HBO Go authorization through web browser, mobile application, Apple TV, Amazon Fire TV and more. It will not allow the same access through Android TV. This is inconsistent and contrary to the language in the agreement and their precedent set with customers and the expectations they created.

[Ticket: # 1331600 - Verizon SMTP Process Change](#)

Date: 11/29/2016 10:15:22 AM

City/State/Zip: Washington, District Of Columbia 20001

Company Complaining About: Verizon

Description

Verizon Fios service has changed their SMTP process in a way that has reduced my email service capabilities without a reduction in price. Additionally, Verizon is no longer allowing 3rd party domain names for email (even with a valid verizon account name) which limits net neutrality and impacts my ability to switch carriers.

[Ticket: # 1333331 - internet provider monopolies](#)

Date: 11/30/2016 10:53:29 AM

City/State/Zip: Salt Lake City, Utah 84105

Company Complaining About: Comcast

Description

There is simply not enough competition among internet providers in my state, and in the US in general. Please help the internet provider market move away from being a monopoly, or duopoly in most places in this country.

[Ticket: # 1336267 - Cricket Wireless have blocked access to SMTP](#)

Date: 12/1/2016 8:33:32 PM

City/State/Zip: Wausau, Wisconsin 54401

Company Complaining About: Cricket

Description

Cricket Wireless is blocking my outgoing email server. Charter requires SSL security on port 587 for server: mobile.charter.net via IMAP. I only have issues sending emails when I use Crickets Wireless data. Had no problems sending when I was with AT&T but when I switched to Cricket I am not able to do this.

Ticket: # 1337236 - Error

Date: 12/2/2016 3:42:22 PM

City/State/Zip: Desert Hot Springs, California 92240

Company Complaining About: Cable One

Description

You guys stop being arseholes and foock yourselves to the point where you see your father because that shit goes up the dock TWICE for my evening. feeck you and you biatchface mothers. I hope you ferck yourselves to the point where your whore mom wants to get foocked by this situation. I want my youtube.

[Ticket: # 1337678 - E-mails missing and blockedk](#)

Date: 12/2/2016 8:23:27 PM

City/State/Zip: Sykesville, Maryland 21784

Company Complaining About: Comcast

Description

I was checking emails on my phone and read them and did not delete

When I checked on them on home server they were mysteriously missing.

Never had this problem before, no settings were changed on phone or server

So contacted Comcast three or four times to recover the emails was told they could never get them back and not on client server. The email was from the Trump for President organization which I am involved with. I am convinced that Comcast blocked and deleted the emails due to their connections to the Clinton campaign.. This is a violation of privacy and who knows how many constitutional rights by reading and limiting my mail. There are other companies and organizations emails that I no longer receive again I strongly believe I am being harassed by Comcast and their parent company NBC and request you look into it. The date was 11/10 and 11/11 right after election

Ticket: # 1338200 - Trump - Internet

Date: 12/3/2016 1:33:09 PM

City/State/Zip: Homer, Alaska 99603

Company Complaining About: President Elect

Description

We're hearing the president elect is planning on shutting down Internet to common people. THIS CAN'T BE. what's up with this guy? Will the FCC step-in to stop it? He cannot be allowed to be a dictator !!!! People are very weary & scared of this man. Please confirm by email or correspondence what the "real" situation is on the internet situation.

<http://money.cnn.com/2015/12/08/technology/donald-trump-internet/index.html>

Ticket: # 1338745 - Frontier limiting my internet access to CBS All Access, Netflix, Hulu, Sling TV, All online paid for tv access

Date: 12/4/2016 11:05:24 AM

City/State/Zip: Malibu, California 90265

Company Complaining About: Frontier Communications

Description

Frontier has blocked my Internet access both from my smart TVs, my Roku's, and my mobile devices including my iPad to any paid TV and movie entertainment. I have called them repeatedly and spent no less than four hours communicating with them and they claim they're not doing it but that they supposedly have a suspension on my account due to my not paying my bill. This is completely erroneous. My bill has been paid. All other aspects my Internet service and my phone line are all working through front tier and have in uninterrupted fashion. The only thing Limited is my access to my paid TV and movies subscriptions. And this has continued on and I'm obviously getting the runaround. I'm guessing if this is happening to me that it's happening to other people. Meanwhile they've actually reduced my bill for the last two months and marketed me heavily to once again subscribe to one of their TV/movie viewing packages, but I don't have access to my paid subscriptions to companies like Netflix, Hulu, CBS All Access. I have these packages directly through the internet instead of having the channel packages that Frontier offers and they want me to have their's. I don't want to have theirs because we had 75 service calls one year with Verizon, before Frontier took over, and became frustrated with them and canceled that aspect of our bundled service. We then spent a considerable amount of money acquiring smart TVs throughout the home and tablets to operate everything and view the channels that we wanted. I understand this is our legal right to do so. I don't think that front tier as our service provider for telephone and Internet should have the right to limit our access to these packages. I think it's a conflict of interest. I think it must speak to both the antitrust laws and the anti-monopoly laws for them to be limiting our access to the services. My request is that the FCC step in and stop them from doing this to myself and anyone else before it becomes rampant and they think it's OK to do this. I'm personally going to be looking at changing my Internet provider because I'm tired of dealing with their lies and their crap. I have many hours of recorded conversation which I'm allowed to record because they stated up front that this may be recorded. If your having access to this information would help you in any case you may have on this matter, please feel free to reach out to me.

[Ticket: # 1344185 - Internet fees for specific uses](#)

Date: 12/8/2016 4:22:42 AM

City/State/Zip: Oxford, Mississippi 38655

Company Complaining About: Cspire

Description

CSPIRE Wireless blocks "streaming video" without additional fees, even on unlimited data plans and grandfathered plans. These blocks prevent the use of all streaming video content, such as movies or television, but also interfere with normal Internet use by blocking all embedded video files, such as WEBM, MP4, etc.

http://www.cspire.net/shop_and_learn/plans/what_is_streaming.jsp

[Ticket: # 1344495 - Time Warner Internet](#)

Date: 12/8/2016 12:25:21 PM

City/State/Zip: Kannapolis, North Carolina 28081

Company Complaining About: Time Warner

Description

Using a torrent to LEGALLY download purchased programs (Star Citizen through official launcher) and my ISP (Time Warner) kills the connection.

[Ticket: # 1344809 - Viewing of Vulgar personal network names](#)

Date: 12/8/2016 2:39:29 PM

City/State/Zip: Dillsburg, Pennsylvania 17019

Company Complaining About: Comcast

Description

Every single time I logon to my personal home computer, a list of nearby personal networks pops up on my screen, including, of course, my own so that I can click on it. However, two of the personal network names that pop up each time I logon are disgustingly vulgar and have the infamous "F" word in them: one is "F---Off"; the other is "f---ing_other"

Why should I have to see these vulgarities every time I want to use my computer? Can anything be done to require common decency?

[Ticket: # 1345715 - Deleted comment, possible hacking attempts](#)

Date: 12/9/2016 12:17:53 AM

City/State/Zip: Brownsburg, Indiana 46112

Company Complaining About: Indianamat.com

Description

I posted a comment on Indianamat.com complimenting the Avon wrestling coach for having a good program with local boys. Running top program in County and one of top in state. My comment was deleted and my account blocked. I contacted Joe Caprino with Indianamat.com and would not help and told me he was getting info on me via my iPhone address. Very scared for my safety. Please do not provide my identity. I just like my account unblocked.

Ticket: # 1345784 - Internet Contract with Apartment Complex

Date: 12/9/2016 5:42:13 AM

City/State/Zip: Ogden, Utah 84401

Company Complaining About: Fastel

Description

My apartment building has an Internet contract with a company no one has ever heard of called "Fastel" in Utah. They charge the same price as Comcast's Xfinity, for extremely low speeds. This should not be legal, under any circumstance. Please order our apartment complex to abandon the contract agreement so that other providers can enter our area for more competitive prices. Thank you.

Our apartment complex was built in 2009, 1 year after internet contracts were made illegal. This should still not be going on in 2016.

[Ticket: # 1345825 - ISP ATT is blocking access to rt.com](#)

Date: 12/9/2016 9:15:35 AM

City/State/Zip: Beaver Dam, Wisconsin 53916

Company Complaining About: AT&T

Description

ATT just told me that they do not support the domain rt.com and I won't be able to access them. It used to be available. In other words, they are blocking any access to that news channel. (12/09/2016 approx 7 am) When I signed up they didn't send me a list of award winning news stations that would be blocked nor have I received any notices that they are now screening my content.

[Ticket: # 1345955 - Complaint on infringement of 1st Amendment rights](#)

Date: 12/9/2016 11:11:28 AM

City/State/Zip: Brandon, Mississippi 39047

Company Complaining About: Facebook, Inc

Description

I was on Facebook last night and was blocked for 30 days for no reason.

[Ticket: # 1346875 - adult web sites](#)

Date: 12/9/2016 5:11:21 PM

City/State/Zip: Glendora, New Jersey 08029

Company Complaining About: Sprint

Description

I have my children's phones blocked for adult content web sites but they are still popping up on the phones

Ticket: # 1349708 - Verizon is not releasing my home number

Date: 12/12/2016 5:24:17 PM

City/State/Zip: Franklin Park, New Jersey 08823

Company Complaining About: Verizon

Description

Hi,

Please refer to the ticket 31240475.

My issue is not yet fully resolved.

Verizon has been misleading me for last several months. First they denied that my 911 calls are correctly configured to my local town i.e. Franklin Park and they wrongly assured me that if I move my services to Comcast I will be able to retain my number. I have a voicemail from Rita Johnson the Verizon contact person for this issue.

Both were false information. I moved my services to Comcast and Comcast says Verizon has locked this phone number under Monmouth Junction and Comcast cannot move this number to my name unless Verizon releases this number to my actual home town i.e. Franklin Park.

Verizon's charges are high and could not move to Comcast for several months because Verizon had blocked my phone number. In the process, I lost lot of money on high fees.

Now, on Verizon's assurance, I moved to Comcast only to find out that the Phone Number cannot be ported to Comcast. I have lost my home number and I need FCC's help in persuading Verizon to release my home number.

[Ticket: # 1349848 - Internet](#)

Date: 12/12/2016 6:29:35 PM

City/State/Zip: Candler, North Carolina 28715

Company Complaining About: Charter

Description

Charter Spectrum wants to charge me for watching T.V. through Roku device on my cable wifi

Ticket: # 1352357 - Verizon is not releasing my home number

Date: 12/14/2016 9:34:02 AM

City/State/Zip: Franklin Park, New Jersey 08823

Company Complaining About: Verizon

Description

Hi,

Please refer to the ticket 31240475.

My issue is not yet fully resolved.

Verizon has been misleading me for last several months. First they denied that my 911 calls are correctly configured to my local town i.e. Franklin Park and they wrongly assured me that if I move my services to Comcast I will be able to retain my number. I have a voicemail from Rita Johnson the Verizon contact person for this issue.

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Now, on Verizon's assurance, I moved to Comcast only to find out that the Phone Number cannot be ported to Comcast. I have lost my home number and I need FCC's help in persuading Verizon to release my home number.

Ticket: # 1357034 - CenturyLink Restricting Internet Websites

Date: 12/16/2016 7:00:43 PM

City/State/Zip: Potosi, Missouri 63664

Company Complaining About: Centurylink

Description

Since October 28th, CenturyLink has put a ban on [REDACTED]. I, along with several other users, have contacted them about this restriction in an attempt to have it lifted. It is now mid-December and the ban is still in effect. I spoke with several company representatives and even mentioned that this was a violation of Open Internet. One of the representatives agreed.

This website has been in operation since 2004. It poses zero security threat. It's a website where people can get together and play games. If there's a known security issue, it should be addressed by the website or be up to the users as to whether or not they deem it safe for use. It shouldn't be up to the company to restrict web access. Is this company in violation and can this be fixed?

[Ticket: # 1362948 - spam](#)

Date: 12/21/2016 3:11:46 PM

City/State/Zip: Independence, Missouri 64057

Company Complaining About: Comcast

Description

accelerated ads is sending me 15 unsolicited and unwanted emails daily. Effort to contact them to stop has been futile. BBB has complaints filed against them under accelerated ads or accelerated media or network world.

[Ticket: # 1363741 - Net Neutrality](#)

Date: 12/21/2016 11:08:34 PM

City/State/Zip: Alliance, Ohio 44601

Company Complaining About: Comcast

Description

There's no way anybody on this planet can accept data caps, slower speeds, higher prices, random price hikes, and controlled internet on what we can do and view. This is something that scares me greatly and I don't want this and nobody does. How is it that this country can have such a monopoly and other countries (i.e. Japan, South Korea) can have gigabit speeds for homes and 300mb internet speeds for phones with ISP competition and absolutely no issues. Meanwhile we have data caps on mobile plans, and over half the country doesn't even have 30mb internet speeds. This is NOT okay, this needs to be fixed.

Ticket: # 1364599 - Comcast account lock out due to complaints about mail port (25) blocking

Date: 12/22/2016 4:07:56 PM

City/State/Zip: Rockville, Maryland 20852

Company Complaining About: Comcast

Description

Hello!

Please see the attached (text) file for additional details; the following is a summary of the events pertaining to Comcast which resulted in this complaint:

1. We need to access our company's mail server via the "SMTP Port (25)".
2. 10 years ago Comcast started blocking outbound port 25 (so we could not send mail out from our house to work). They provided a quick remedy for customers who needed mail/25 access, by calling "Customer Security Assurance" in New Jersey at (888) 565-4329. The process to unblock outbound port 25 was a relatively simple matter of reading the MAC Address of the cable modem over the phone and providing the account name, number, service address and telephone number, and the port was unblocked, usually for as year or so, when the process had to be repeated.
3. About 3 years also, Comcast started blocking port 25 for INCOMING mail, which makes little sense, as unless one is running a mail server, there is no reason to block this. (And I think we've heard enough about mail servers in one's home for a while now! :)).
4. Since that time, eg, since Comcast began it's annual ritual to force customers who need port 25 (both inbound and outbound) unblocked, they have been very difficult, slow, and unresponsive to deal with, and the unblocking process, which used to take 10 minutes on the phone, has become a week-long process of endless calls on hold, offshore customer service which is totally unable to address the issue, refusals to transfer call to the NJ "Security Assurance Center", unreturned calls and emails, and, as in the case which promulgated this complaint, one (or more?) Comcast agents apparently placing a password on the account (or changing ours) so that we can no longer access the account.
5. The problems detailed in item 4 above are apparent not only to the instant case in Maryland, but we've also had similar problems with service in Connecticut (although they have not locked out the account there...yet).
6. For for the past three years, each time we call to unblock port 25 (which is something we tolerate, but really is not something we (nor any Comcast Customer) should have to do each year), we are sternly told that port 25 blocking is "for your safety" (to some extent this is correct), and within the same breath upsold by telling us "For only a few dollars more you can upgrade to 'Business Class' service, where we do not block port 25!". (So does Comcast mean to intimate that Unsolicited E-Mail senders are really too deterred by "only a few dollars more" that they won't upgrade to 'Business Class' to send SPAM? Sounds like this entire Byzantine process which Comcast has turned this into

is more of a means to upsell and generate yet more revenue than being based on any actual compelling service or work-flow related need.

7. As the attached note file which my assistant typed up indicates, when we complained about the poor service, it appears that at some point in the process, a customer service rep. on his/her own volition added a password to the account so we could not complete the process (as we have done for 9 years prior), and Comcast Corporate refuses to unlock the account unless valid photo ID is presented to them, IN PERSON, even though we are 1000 miles away and will not return until late Spring. Attempts to resolve this matter via other means of authentication (such as by sending a copy of the bill, sending a notarized letter, etc.) have fallen upon deaf ears with the corporate officers indicated towards the end of the included file. We suspect that this is just part of the process to discourage us from "wasting their time" with these (Comcast-caused) annual requests and instead having us move to a (more expensive) product/service which we do not need, and/or a retaliatory act on the part of Comcast complaining about the poor customer service on the part of some of their call center employees in Central America as well as in Colorado.

Please review the included materials in let me know if there is anything else we can add to aid in your investigation of this matter (all of which could have been prevented in Comcast just did it's job, and/or stopped re-blocking port 25 every year.)

Thanks!

██████

Ticket: # 1366905 - Instagram Harassment of Small Business**Date:** 12/25/2016 6:14:29 PM**City/State/Zip:** Santa Ana, California 92705**Company Complaining About:** Facebook

Description

Small business, Intuitive Media, was locked out of Instagram account. Instagram asked me to provide our tax filing, which we promptly complied with. Instagram repeatedly stated we had not provided what they asked for. We stated we had provided them with our tax filing that has the most intimate information we have as a company. Elliott, Community Operations rep at Instagram, refused to tell us what else was needed. He also refused to help us gain access to our account. He told us the case was closed even though we provided exactly what he asked for. Harassment of a small business is not allowed under either California state law or Federal law. We did everything that was asked of us and Instagram through Elliott treated us poorly and was not willing to resolve the situation. Small businesses have no voice in these types of situations. We need help resolving basic and fair matters.

[Ticket: # 1367099 - Wifi jamming](#)

Date: 12/26/2016 12:02:49 PM

City/State/Zip: Pittsfield, Massachusetts 01201

Company Complaining About: Sprint

Description

████████████████████ and ██████████ are jamming the wifi I have audio tooth implant there harassing me with all night and day with constant talking

Ticket: # 1368590 - internet

Date: 12/27/2016 5:18:38 PM

City/State/Zip: Mcallen, Texas 78541

Company Complaining About: Cricket

Description

Purchase xbox, needs internet access to run, so I try to enable my hotspot, but cricket is blocking me from using app, I try purchasing mobile hotspot but cricket won't allow my purchase to work at all, so I called cricket customer care, and they said I had to purchase hotspot from them in order to share internet with my xbox, so I made the purchase, and I was able to connect, but cricket didn't tell me that my hotspot and enter net speed wouldn't support my xbox consle, cricket told me I had to buy a better plan for 60 dollars, so I did, and they gave me 10 GB fast speed internet for my upgrade, they said my xbox would work now, but it didnt, so I called back and they want me to upgrade to a 70 dollar plan, for unlimited fast speed internet, but if I upgrade to 70 dollar plan cricket won't allow me to use hotspot with it, . Another issue is, cricket internet speed doesn't go past 8 mbs, and my xbox requires at least 60 mbs to download games and play, but cricket is worried about Salinger gigabytes, I specifically told all 13 cricket reps what I needed this internet for ,and mostly allow of them were still trying to sale me gigabyte knowing that it doesn't matter how many I have my xbox isn't going to work because there at 8 mbs.


[Ticket: # 1372201 - Problem block](#)

Date: 12/29/2016 5:57:03 PM

City/State/Zip: Chipley, Florida 32428

Company Complaining About: AT&T

Description


Chipley,fl 32428

Ticket: # 1375639 - Violation of Net Neutrality and Data Cap

Date: 1/2/2017 12:27:39 PM

City/State/Zip: Bossier City, Louisiana 71111

Company Complaining About: Sudden Link

Description

Suddenlink (<http://www.suddenlink.com/acceptable-use-policy>) appears to be in direct violation of the Net Neutrality order in its acceptable use policy by stating that a home user may not operate or run any server or server application while under their residential internet service. Here is the relevant section:

"you may not establish a web page using a server located at your home. You agree that you will not use, nor allow others to use, your home computer as a Web Server, FTP Server, file server or game server or to run any other server applications. Customer will not resell or redistribute, or allow others to resell or redistribute, access to the Internet Service in any manner, including by wireless means. "

Also as Suddenlink has a data cap (250GB for where I am) With this cap they are charging like a utility but do not give my family a refund when we go under this cap. They are happy however to charge us extra when we do go over. I live with my parents and this has been an issue as this cap regularly prevents me from utilizing streaming video services (Amazon Prime Video, Netflix, etc.) due to this cap. If they are adamant about data caps, they should be required to either refund some money back if all of the data is not used or allow it to be carried over indefinitely as they should not be allowed to charge for what is not being used.

Ticket: # 1377600 - ATT violations

Date: 1/3/2017 3:29:16 PM

City/State/Zip: Chapel Hill, North Carolina 27514

Company Complaining About: AT&T

Description

My ISP (AT&T) is blocking my access to a competitor. I have AT&T as my internet provider at my office, and for my cell phone provider. I have Time Warner as my cable and internet provider at home, and I conduct my personal email through an account through Time Warner. In the past ~year, I have been unable to access my home email at work using the internet. I cannot access even the website to go to my webmail. I can access any other site I want to with no problems, but the instant I try anything with the AT&T competitor, suddenly I have no internet connection. I tried at great length and frustration to fix the "problem" with AT&T. They insisted it was my device(s). My devices access these sites just fine in other locations, or if I use some other route to get internet access (such as on my cell service). Now I have evidence that guests and employees who have Time Warner email addresses (...@nc.rr.com) have the exact same issue at my office. AT&T denies that they are blocking anything, but there is no other explanation. I did not have this problem until choices opened up for ISPs in our location.

Ticket: # 1381967 - YouTube, Dailymotion, other video-hostings websites blocked at my school

Date: 1/5/2017 3:51:16 PM

City/State/Zip: Spokane, Washington 99207

Company Complaining About: Spokane Public Schools

Description

I am a 20-years-old student at Newtech Skills Center in Spokane. This facility is run by Spokane Public Schools. I am in an Animation/FX class that heavily utilizes computer software. We rely heavily on video projects and tutorials to get our work done. Some students do not have any problems accessing YouTube and other sites like it, but every time I try to get on YouTube on my computer account, I get a webpage that looks like this <see attachment>.

The website claims that it is acting on behalf of the Children's Internet Protection Act. But I am NOT a child, I am 20 years old. I have found that this "protection" act is not doing any protecting but doing a lot of annoying. Not being able to access ANY kind of website that has video on them is a massive roadblock. Multiple attempts to contact Spokane Public Schools to resolve this problem have been unsuccessful.

Ticket: # 1384913 - Internet Access Restriction Racketeering**Date:** 1/7/2017 2:43:17 AM**City/State/Zip:** Sacramento, California 95819**Company Complaining About:** Cci Consolitated Communications

Description

Hello,

The Telecom industry is limiting access of consumers access to streaming content providers and owners of streaming devices such Roku by requiring a cable/satellite account login/password to access streaming apps such as The Tennis Channel. It is not a technical requirement. In order to have an account/login a consumer must be a cable/satellite customer. I want to cut cable/satellite to reduce my costs and choose what I watch. The Telecom industry knows this and is using its ownership to restrict my internet access which I pay in full for access to the internet. The Telcom industry owns and operates the cable and satellite companies and is using its power to restrict access to content, retain cable/satellite customers, force customers to pay internet service and Cable/satellite costs when only internet service is necessary to access to streaming content to channels such as The Tennis Channel, Bein Sports and many others. This is abuse of power, manipulation of the internet, cable/satellite market and it is an exploitation of the consumer. I pay for my internet access and I want full access to the internet and all its benefits. I don't want to be forced into being a customer of the Telcom industries cable/satellite service in order to use my Internet service to access internet streaming content. I can use a computer to access The Tennis Channel and view content, but Smart Devices such as Roku require a Cable/satellite subscription. Why should I pay for Cable/Satellite service when I do not want nor need their service. This is collaboration between Telecom Industry , Smart Devices and streaming content providers. I want full use of my internet access without being victim of Telecom control of both the internet and Cable/Satellite companies.

Ticket: # 1386199 - Website Blocked

Date: 1/9/2017 12:02:24 AM

City/State/Zip: Maryville, Tennessee 37801

Company Complaining About: Charter

Description

I'm trying to access a World of Warcraft fan project site and cannot reach it.

<https://www.elysium-project.org/>

[Ticket: # 1387466 - 1 Canal St, Boston MA - Only allows Comcast Internet](#)

Date: 1/9/2017 4:28:23 PM

City/State/Zip: Boston, Massachusetts 02114

Company Complaining About: Comcast

Description

The One Canal building (1 canal st Boston, MA 02114) only allows Comcast Xfinity internet service in their building as they only wired for their fiber optics into each room. Aimco (owner of One Canal) has confirmed on phone this agreement.

Ticket: # 1390089 - Throttling, blocking, severe packet loss, frequent down time with NO communication

Date: 1/10/2017 7:11:22 PM

City/State/Zip: Chickasha, Oklahoma 73018

Company Complaining About: Sudden Link

Description

We pay for 100 Mbps down, but our internet speed has never reached that number. Suddenlink frequently throttles the connection down to 1/10 of that speed (see picture attached). Furthermore, the connection is subject to extreme packet loss (between 20-70%), especially when streaming services like Netflix and twitch.tv are in use. Throughout the past week, the internet connection has been down every 4 hours or so for a period of about 20 minutes each time, and Suddenlink flat-out REFUSED to take phone calls regarding these issues, . I am extremely fed up with their service, but there is no other internet provider in the area with comparable speeds (we'd have to downgrade to DSL). These problems are clearly not on our end--we've gone through 3 different routers on various machines and the problems are persistent.

Thank you for your time and consideration.

Ticket: # 1391922 - Violation of Block C open access rules**Date:** 1/11/2017 5:20:34 PM**City/State/Zip:** Columbus, Nebraska 68601**Company Complaining About:** Verizon Wireless

Description

Verizon recently has stated that the company will be denying services to those who have unlimited data using over an average of 200GB a month and stick with the plan without moving to a tiered plan. Their statement is, ""Because our network is a shared resource and we need to ensure all customers have a great mobile experience with Verizon, we are notifying a small group of customers who are out of contract on unlimited plans and use more than 200 GB a month that they must move to a Verizon Plan by February 16, 2017. If they don't choose to move onto a Verizon Plan by that date, the line will be disconnected." It appears to be a violation of Block C Open Access Rules which states "Licensees offering service on spectrum subject to this section shall not deny, limit, or restrict the ability of their customers to use the devices and applications of their choice on the licensee's C Block network." The company claims Unlimited Data users "congest their network" which to Verizon it means too much data is being transferred at the same time. It actually means too much users are on the same network. As of Q2 2016 Verizon has 142,754,000 customers and less than 1% of those are unlimited data users. If calculated right that means less than 700,490 are Unlimited Data users on Verizon Network. Unlimited Data is data without limitation and cannot be restricted under Block C 700Mhz open Access. Improve their towers instead of denying users.

[Ticket: # 1392877 - Comcast Fails to Deliver Email to One Particular, Valid Email Address](#)

Date: 1/12/2017 10:50:50 AM

City/State/Zip: Alexandria, Virginia 22304-4021

Company Complaining About: Comcast

Description

Use iMac and Apple Mail. Comcast delivers to all my correspondents except one:

[REDACTED] Numerous complaints have been make. Several "CR" numbers assigned to this problem, but no action. The attachment is what Comcast's server sends back to me. Please help!

Ticket: # 1395334 - Cable Internet Service Blocked**Date:** 1/13/2017 1:04:15 PM**City/State/Zip:** Flower Mound, Texas 75028**Company Complaining About:** Cable One

Description

CableOne has made several calls to our business stating abnormal traffic has been detected over our network. We have had all computers, servers and network equipment scanned by our IT and software provider. They have found no instances of malware or virus. In order to prevent further delays to our business' service being restored, we've replaced a router and modem (at our expense) and CableOne has blocked our new, second, modem. This modem is provided from CableOne. Seems like they have network issues with the equipment they're selling, not the other way around. We've spend considerable time and money over several days, not to mention to the disruption to our business, trying to resolve this issue. CableOne has refused to research who the person that called our office and threatened to block the service is, provide his information, provide a phone number or contact information for this department. They have, at best, taken a "we'll get to it" approach. I strongly suspect that if we handled the payment of the bill, which I highly doubt will be adjusted to reflect our loss of service over the last few days, with the same expediency they'd waste no time in cutting off the service. We've scanned all equipment, replaced a significant portion of the equipment, provided the data CableOne has requested, spend hundreds of dollars and nothing..... How is it that we are being charged for service they have blocked and will not restore? How can they cut my business' service off without any consideration the problem isn't on our end and simply have a "wait and see attitude?" I want our service restored and, frankly, since our company has documentation from an independent third party they problem is not with our equipment I think we should be compensated for the expense their circus has caused. They ought to be ashamed that one network engineer has the ability to cause a customer this much disruption with no internal control. People over there are just doing whatever they want and not being held accountable. Scary stuff.

[Ticket: # 1395859 - can access basic content for school project](#)

Date: 1/13/2017 3:36:40 PM

City/State/Zip: Moorpark, California 93021

Company Complaining About: Not Shure

Description

I'm trying to find images and videos for a school project (nothing inappropriate whatsoever). your "content keeper" is blocking images, sites and the entirety of youtube from me. I am not able to include crucial visual examples in my work. please consider reducing the range of how many things you block, at least unblock youtube. thank you for reading my complaint

[Ticket: # 1398057 - Facebook](#)

Date: 1/15/2017 6:40:28 PM

City/State/Zip: Portsmouth, Virginia 23701

Company Complaining About: T Mobile

Description

I want out or off Facebook they want let me off .

Ticket: # 1398394 - Censorship on Freedom of Speech Regarding Wargaming America's EULA

Date: 1/16/2017 8:36:28 AM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Wargaming America Inc.

Description

Too many times because of folks speaking out against Wargaming America Inc on their service on forums and also how they treat their customers have over and over censor players due to their EULA or End User License Agreement. Many times this has been on forums, in game chat, general chat as well. If a person has any complaint that is legitimate about their practice or services regarding Wargaming America Inc. They are told to go to the forums only to be met with ridicule and harassment from other players.

Link to their EULA

http://worldoftanks.com/en/content/docs/user_agreement/

[Ticket: # 1398580 - inbound port blocking](#)

Date: 1/16/2017 11:54:52 AM

City/State/Zip: Sherman, Texas 75090

Company Complaining About: Cable One

Description

cable 1 is blocking inbound traffic requests to my locations static ip address. i have requested that they stop blocking 2 separate ports in particular (1234, and 22) and they refuse to do so or work with me. Their "lead technicians" claim that they are not blocking any ports, however i can go to canyouseeme.org and it will show that those 2 ports that i need open are in fact not open and inaccessible.

[Ticket: # 1404389 - state](#)

Date: 1/19/2017 12:12:30 AM

City/State/Zip: Northridge, California 91326

Company Complaining About: AT&T

Description

www.streamlive.to/channels is Offering streams without permission

[Ticket: # 1405674 - Internet Email](#)

Date: 1/19/2017 3:21:31 PM

City/State/Zip: Montgomery, Alabama 36117

Company Complaining About: Verizon Wireless

Description

FHA office has sent Email regarding home loans, Which I do not need. However, they have placed "Unable to remove" leaving a message I do not need or want.

Ticket: # 1406845 - internet service provided by time warner cable/spectrum

Date: 1/20/2017 12:10:25 AM

City/State/Zip: Fountain Valley, California 92708

Company Complaining About: Time Warner

Description

espn has a free service called "espn live" which allows anyone with an internet connection to watch REPLAYS of live sporting events via the internet. i have done this for years with no cable subscription and no issues. my isp was verizon which became frontier. i fully understand and agree that to watch a live sporting event i would have to have a cable tv subscription. two days ago i switched to time warner /spectrum for phone and internet service only ---no cable tv. i tried to access a replay last night and was blocked. i called espn this a.m. and was told that "espn live" should be accessible free to anyone with an internet connection. i called twc and they told me i would have to subscribe to their cable tv service to access "espn live". THIS IS AN OUTRAGE. this is how twc/spectrum extorts money from consumers by coercing them to subscribe to their cable tv service in order to access content that espn provides for free. this is a tie-in arrangement which violates anti-trust legislation. verizon/frontier don't offer cable tv so there is no incentive for them to engage in this activity. free is free. i shouldn't be charged a dime nor should i have to subscribe to something i don't want!

[Ticket: # 1410137 - TWC ISP blocking MetroPCS](#)

Date: 1/22/2017 4:08:33 PM

City/State/Zip: Queens, New York 11355

Company Complaining About: Time Warner

Description

While using wifi with TWC ISP, users can't access MetroPCS's website that has been blocked by Time Warner Cable. Switched to LTE can access MetroPCS's website without any issues.

Ticket: # 1412126 - Xfinity not allowing mirroring/casting of their android application

Date: 1/23/2017 6:07:49 PM

City/State/Zip: Centralia, Washington 98531

Company Complaining About: Comcast

Description

Recently xfinity made a change to their android application (i can only assume that it's the same for iOS) which disallows the use of casting from a mobile device to a screen. I talked with Xfinity in person as was told that this is due to the multitude of licensing required. This doesn't make sense. This is not a licensing issue.

Like any other content media provider (amazon, netflix, hulu, et al), I pay for a subscription to the xfinity service. I pay for the right to use my service on any monitor of my choosing. The licensing would be the same for my service whether it is on my phone or through my television. What this does is restrict customers from using xfinity through their internet, to watch tv on any screen of their choosing, but it does mean that if you want xfinity on a television, then you will need to purchase a box from them to make it work.

In a sense, they are taking an existing simple technology (screen mirroring and casting), blocking it's use (under the false claims of licensing) , then charging their customers to purchase/rent unnecessary equipment to receive their service.

I am asking that something be done about this in a multi headed fashion. If there is a way that we can have xfinity allow their customers the freedoms they have with other internet content providers, that would be great, and one better would be if legislation were brought forth that a company could not restrict basic functions of technology in order to fleece more profits from their customers.

This is not just a complaint about xfinity and their application, rather it is a complaint about a company who has altered their technology, restricting it's use to only their equipment, at an added cost to customers, and it's wrong. This feels like xfinity is breaking the law by doing something devious to effect more financial gains for them. Please help protect us from corporate charades like this.

Beyond that, how is being the only broadband internet company in the area, not a monopoly, just because other forms of internet exists (dial up, DSL, satellite)? These aren't comparable and should not be included in the formula. Nothing compares to broadband for residential homes, other than fiber to the home, which also is a very limited infrastructure and providers at this time.

Let alone the additional and various fees and taxes that xfinity customers have to pay for for services that they don't use. I ask them about TWO sports fees that are charged to every xfinity customers bill, and I was told that xfinity is allowed by law to pass down and recover the taxes for the cost of these services, based on location, whether you use them or not. I am not a sports person. I don't have any extra sports programming channels, but yet I have to pay the taxes for a select few sports channels, that xfinity's parent company owns. So they are charging us taxes for their property, that we don't use. Arrgh!!! Thanks.

Ticket: # 1412579 - Face Book Home Page Problem

Date: 1/23/2017 10:17:38 PM

City/State/Zip: Enfield, Connecticut 06082

Company Complaining About: Face Book

Description

I have been having problem with my home page on face book! I don't use bad words,I think they are targeting me because I'm a Republican and proud of it! I do speak my mind (69yr) Vet I ask for help they won't answer a message?Last message they answered was April 29 of last year? Please help me & stop them from punishing me,I will next contact the New U.S Attorney General & The President I have emailed Donald Trump in the past,& was a big supporter too! Thank You

[Ticket: # 1413568 - Yahoo account hacked](#)

Date: 1/24/2017 1:18:21 PM

City/State/Zip: Lumberton, Texas 77657

Company Complaining About: Yahoo

Description

My account was hacked and unappropriate messages was sent to my business ass.

[Ticket: # 1414606 - 2015 Open Internet Order](#)

Date: 1/24/2017 5:35:39 PM

City/State/Zip: Wayzata, Minnesota 55391

Company Complaining About: Mediacom

Description

Let it be known that I support the 2015 Open Internet Order and support net neutrality.
Free speech.

[Ticket: # 1414868 - Cox internet data usage](#)

Date: 1/24/2017 7:12:31 PM

City/State/Zip: Omaha, Nebraska 68116

Company Complaining About: Cox

Description

Cox is now limiting data usage for their internet service, which is insane.

Ticket: # 1414927 - Internet Ports Blocked or Restricted by Cox

Date: 1/24/2017 7:40:14 PM

City/State/Zip: Omaha, Nebraska 68164

Company Complaining About: Cox

Description

Internet Ports Blocked or Restricted by Cox

Last Updated: Tue, 18 Oct 2016 > Related Articles

334 rated this

Summary

Learn why certain ports are blocked or restricted by Cox High Speed Internet.

Solution

Reasons For Filtering Ports

Protecting customers - Certain ports are filtered to protect our customers. They can protect against certain common worms and from dangerous services on our customers' computers that could allow intruders access.

Protecting upstream bandwidth - Upstream bandwidth to a cable plant is limited. If customers overuse their upstream bandwidth by running high-traffic servers, or becoming infected with a worm or virus, it can affect the service of other customers in their area.

Protecting the rest of the Internet - Some filters prevent against attacks on other computers by way of the Internet. In addition to being in our best interests for protecting our bandwidth, Cox considers preventing the abuse of our network as its responsibility.

| Port | Transport | Protocol | Direction | Reason for Filtering |
|------|-----------|----------|-----------|----------------------|
| 25 | TCP | SMTP | Both | |

Note: SMTP is only permitted outbound to Cox-provided SMTP servers. SMTP Relays

| | | | | |
|---------|----------|-----------------|---------|--------------------------------|
| 80 | TCP | HTTP | Inbound | Web servers, worms |
| 135 | UDP | NetBios | Both | Net Send Spam / Pop-ups, Worms |
| 136-139 | UDP, TCP | NetBios | Both | Worms, Network Neighborhood |
| 445 | TCP | MS-DS/ NetBios | Both | Worms, Network Neighborhood |
| 1433 | TCP | MS-SQL | Inbound | Worms, Trojans |
| 1434 | UDP | MS-SQL | Inbound | Worms, SQLslammer |
| 1900 | UDP | MS-DS / NetBios | Both | Worms, Network Neighborhood |

Explanations Of Filtered Ports

| Port | Explanation |
|-----------------|--|
| 25 / TCP - SMTP | Mail servers use Simple Mail Transport Protocol (SMTP) to exchange email. We block this to protect upstream bandwidth and prevent customers from running open relays could potentially be used by others to send spam via our network. |

80 / TCP - HTTP Web browsers use Hypertext Transport Protocol (HTTP) to communicate with web servers. In addition to protecting bandwidth by preventing customers from running high-traffic web servers, we can stop many destructive worms that spread through security holes in web server software.

135, 137 / UDP, 135, 139 / TCP, 445 MS-DC – NetBIOS NetBIOS, also known as Server Message Block, LanManager, and Common Internet File System, are networked file sharing protocols. The Microsoft Windows Network Neighborhood runs over NetBIOS. Cox filters these ports to protect customers from exposing files on their computers, and to block worms which spread through open file shares. The latest addition to this series, a consolidated service port, such as TCP445, has also opened new similar security risks in Win2K and WinXP.

1433 / TCP, 1434 / UDP –

MS-SQL Microsoft SQL Server is a database application with a long history of security exploits, and is noted for the propagation of the SQLslammer worm. These ports are filtered to prevent exploitation and propagation of such MS-SQL exploits.

1900 / UDP - UPnP Discovery / SSDP is a service that runs by default on WinXP. It creates an immediately exploitable security vulnerability for any network. Filtering this port proactively prevents XP systems from being remotely compromised by malicious worms or intruders.

[Ticket: # 1414973 - Net Neutrality](#)

Date: 1/24/2017 8:00:32 PM

City/State/Zip: Rochester, Illinois 62563

Company Complaining About: Comcast

Description

I'm calling to let you know that I am very concerned about the appointment of Ajit Pai as FCC Chair, because of his views on Net Neutrality. I want and expect you to support preserving Net Neutrality.

Ticket: # 1414999 - NAT Configuration

Date: 1/24/2017 8:13:42 PM

City/State/Zip: Rio Grande, Puerto Rico 00745

Company Complaining About: Liberty Cable Vision

Description

After applying NAT configuration to the customers, if You want Your internet unblocked and NAT Free, Liberty request to Upgrade the Internet Speed to the most costly month service to release Your Modem from the NAT Limitation. This limitation is not part of the original contract of service. With the NAT You can't access Your Security Systems DVR, the home alarm, computer Games, etc. That's the way Liberty use to steal money. You configure Your CCTV or Remote Service, Liberty Apply the NAT Configuration, You call to Restore the service like used to be (No NAT request), Liberty request almost duplicate or triplicate in most cases, the monthly quote and walahhh, the NAT is GONE.....

[Ticket: # 1416267 - Stack Overflow blocked](#)

Date: 1/25/2017 1:54:05 PM

City/State/Zip: Grand Junction, Colorado 81521

Company Complaining About: Centurylink

Description

Stack Overflow is a programming forum website, and it's blocked. I use the forums to research programming solutions.

[Ticket: # 1416889 - Net Neutrality](#)

Date: 1/25/2017 4:25:29 PM

City/State/Zip: Fountain Hill, Pennsylvania 18015

Company Complaining About: Rcn

Description

Please preserve Net Neutrality. I do not want the quality and responsiveness of the websites and streaming services I use to be subject to the whims of a few companies and organizations. I depend on the internet to do my job, as I work from home, and I believe the internet should remain open, accessible, and affordable to all without onerous restrictions and price gouging.

Ticket: # 1419101 - Time Warner / Spectrum Splash Page

Date: 1/26/2017 3:43:59 PM

City/State/Zip: Charlotte, North Carolina 28213

Company Complaining About: Time Warner

Description

Upon opening a browser on multiple devices connected to our network, we were redirected to a splash page (see attachment). TWC informed us it was because of an unpaid bill. We, of course were unaware and paid the bill immediately. After talking with a rep, they took this "billing restriction" off and the internet worked fine.

We are extremely unhappy that TWC essentially hijacked our browsers and caused a redirect to this splash page. On mobile devices, this restricted the device completely from using wifi assist. We essentially had to disconnect from wifi to even use our Verizon ISP.

We feel violated by TW and request an investigation into this. We were connected to the internet because the splash page was obviously available, but they restricted content. This is unacceptable.

Ticket: # 1420116 - UN 2016 Resolutions and Conflict with Cipa Legislation.

Date: 1/27/2017 12:03:42 AM

City/State/Zip: Bolingbrook, Illinois 60440

Company Complaining About: Centurylink

Description

Present Child's Internet Protection Act [CIPA] Fails to address the points of UN document A/HRC/32/L.20 (attached) and needs serious revision to do so. Specifically, the point in the attached CIPA document stating "[Schools subject to CIPA are required to adopt] Measures restricting minors' access to materials harmful to them." Which directly conflicts with point 10 of the aforementioned UN document in which: "[The UN Human Rights Council] Condemns unequivocally measures to intentionally prevent or disrupt access to or dissemination of information online in violation of international human rights law and calls on all States to refrain from and cease such measures" The present implementation of CIPA impedes the ability of the average high school student like myself to obtain information relevant to my education, and the methods utilized to meet the requirements of CIPA at my school are inconsistent and in many ways fail to accurately reflect both the demands of both CIPA and that of the aforementioned resolutions passed by the UN in the summer of 2016. I Am a student at Downers Grove South High School.

[Ticket: # 1420671 - Personal Grievance](#)

Date: 1/27/2017 12:09:30 PM

City/State/Zip: Grand Junction, Colorado 81504

Company Complaining About: Unknown

Description

The new restrictions with the current filter policy block many sites that high school students use and need to be adjusted. The policy blocks sites that have downloadable content that we use in class. One such site contains software that our recent 3D printer uses. We cannot get on the site because of its content and thus our printer will not print. I recommend returning to the previous policy

[Ticket: # 1420673 - Personal Grievance](#)

Date: 1/27/2017 12:09:42 PM

City/State/Zip: Grand Junction, Colorado 81504

Company Complaining About: Unknown

Description

The new restrictions with the current filter policy block many sites that high school students use and need to be adjusted. The policy blocks sites that have downloadable content that we use in class. One such site contains software that our recent 3D printer uses. We cannot get on the site because of its content and thus our printer will not print. I recommend returning to the previous policy

Ticket: # 1422340 - Refusal to assist in correcting issues

Date: 1/27/2017 9:52:23 PM

City/State/Zip: Brooklyn, New York 11239

Company Complaining About: Cablevision

Description

Contacted Altice internet security for optimum (cablevision), When my IP was banned from Sony Playstation. For hacking, it found we wasn't hacking. Sony said that our IP needs to be WHITELISTED so we can have access again. Altice refuses to do so. Cablevision says they don't do that. We have done everything they asked with no results from their end. They say change your modem and router which we did, we added macfee to all our computers. And still they won't WHITELIST. We keep emailing, calling and still same issue. There are hundreds of other people that are having same issue and they getting ignored. It is all on Twitter people complaining. I just want to enjoy a relaxing evening with my kids and friends on the gaming system.

[Ticket: # 1422784 - Net Neutrality](#)

Date: 1/28/2017 2:08:13 PM

City/State/Zip: Latrobe, Pennsylvania 15650

Company Complaining About: T Mobile

Description

My issue is with the continued threat to net neutrality. Net Neutrality is an immensely important and it is what makes the internet what it is. Without net neutrality, the internet would no longer be the wonderful source of information and freedom that has allowed people from every country and walk of life to interact and collaborate.

In this country, we believe that everyone has the innate and undeniable right to share their voice and be heard... Keep the "freedom" of speech alive. Don't privatize the internet.

Thank you for your time.

[Ticket: # 1423632 - complaint against ISP blocking my ip address to get to my webserver](#) (b) (6)

Date: 1/29/2017 6:15:03 PM

City/State/Zip: Santa Monica, California 90401

Company Complaining About: Michigan Local Web Host Liquid Web

Description

I own the domain [REDACTED] my IP address I have to login from is a public wireless IP (b) (6)

everything was working fine from the 5th of January till the 26th when I noticed my ip started timing out on the 26th at Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

```
C:\Users\Ro_0TiWIN&#1380_oT32>tracert 67.227.203.62
```

Tracing route to host.lotosus.com [67.227.203.62]
over a maximum of 30 hops:

```
 1  3 ms    1 ms    1 ms  10.0.0.1
 2  10 ms   8 ms    5 ms  rrcs-76-79-202-161.west.biz.rr.com [76.79.202.161]
 3  18 ms   15 ms   21 ms  142.254.236.25
 4  28 ms   16 ms   19 ms  76.167.31.241
 5  28 ms   27 ms   18 ms  agg20.lamrcadq01r.socal.rr.com [72.129.10.128]
 6  32 ms   32 ms   32 ms  agg28.lsancarc01r.socal.rr.com [72.129.9.0]
 7  25 ms   21 ms   29 ms  bu-ether26.lsancarc0yw-bcr00.tbone.rr.com [66.109.3.230]
 8  29 ms   27 ms   29 ms  0.ae2.pr0.lax10.tbone.rr.com [66.109.6.133]
 9  30 ms   28 ms   29 ms  be3056.ccr41.lax05.atlas.cogentco.com [154.54.10.65]
10  42 ms   29 ms   24 ms  be3032.ccr21.lax01.atlas.cogentco.com [154.54.31.53]
11  38 ms   38 ms   39 ms  be2931.ccr21.phx02.atlas.cogentco.com [154.54.44.85]
12  40 ms   41 ms   44 ms  be2929.ccr21.elp01.atlas.cogentco.com [154.54.42.66]
13  97 ms   68 ms   70 ms  be3046.ccr21.den01.atlas.cogentco.com [154.54.0.46]
14  71 ms   67 ms   70 ms  be3035.ccr21.mci01.atlas.cogentco.com [154.54.5.90]
15  81 ms   81 ms   88 ms  be2831.ccr41.ord01.atlas.cogentco.com [154.54.42.166]
16  87 ms   78 ms   73 ms  be2765.ccr41.ord03.atlas.cogentco.com [154.54.45.18]
17  87 ms   87 ms  120 ms  be2409.rcr11.b002281-5.ord03.atlas.cogentco.com [154.54.29.66]
18  77 ms   84 ms   76 ms  cogent-chi.liquidweb.com [38.104.103.166]
19  85 ms   79 ms   99 ms  lw-dc2-core2-vlan41.rtr.liquidweb.com [209.59.157.204]
20  90 ms   88 ms   87 ms  lw-dc2-dist5-te8-2.rtr.liquidweb.com [209.59.157.138]
21  *      *      *      Request timed out.
22  *      *      *      Request timed out.
23  *      *      *      Request timed out.
24  *      *      *      Request timed out.
25  *      *      *      Request timed out.
26  *      *      *      Request timed out.
27  *      *      *      Request timed out.
```


28 * * * Request timed out.

29

as you can see by the provided tracert where it times out at

I have contacted the ARIN in charge 3 times with no reply from the 26th

thinking it may have been a dns resolution error I have tried online trace route from other web ip addresses to come to the conclusion that my address beginning with 76 is being blocked for no reason at all

any attempt to contact any of the ARIN at the shoddy webhost company from liquid web is useless

Ticket: # 1423688 - Adult language in sponge bob videos

Date: 1/29/2017 8:01:02 PM

City/State/Zip: Wytheville, Virginia 24382

Company Complaining About: Centurylink

Description

I want to know why a 4 year old child can find spongbob videos that have filthy language and adult content in it. He had his tablet and loves spongebob when he started wstching it it wad filthy and nasty i want something done about this.

Ticket: # 1423780 - Excede internet service is blocking websites after hitting soft data cap

Date: 1/29/2017 9:55:05 PM

City/State/Zip: Orange, Texas 77632

Company Complaining About: Exede

Description

The ISP Exede is blocking websites and applications from working. I am unable to use the program "Steam", and the website Youtube is not receiving any data from my end for loading videos- as though I am not connected to the internet. I am also unable to initiate downloads of any kind.

We receive 10gigs of unlimited data, and afterwards our data has a soft speed cap. This has never prevented use of these services before.

I'm not alone, and other Exede customers are also finding programs and websites being blocked within the last few days.

<https://community.exede.com/exede/topics/unable-to-access-certain-web-pages-on-evolution-plan>

<https://community.exede.com/exede/topics/software-change>

[Ticket: # 1424215 - Delgerpg and PokemonPlasma](#)

Date: 1/30/2017 11:42:01 AM

City/State/Zip: Omaha, Nebraska 68136

Company Complaining About: Windstream Communications

Description

I think that it is stupid to block these as I've never had any of my accounts on these websites "hacked" or "stolen" on any occasion. Not to mention that Pokemon has never been violent for minors if it is then tell me why its a incredibly popular video game, card game, and show all played by guess who MINORS!!!!

[Ticket: # 1425792 - Internet Neutrality](#)

Date: 1/30/2017 6:31:24 PM

City/State/Zip: Cambria, California 93428-2103

Company Complaining About: Charter

Description

In the 21st Century, internet access is an essential element of American free speech. Any attempt to end internet neutrality in the name of business or anything else is therefore a threat to our democracy. In an age when many Americans get and share their information via internet we all must do everything we can to safeguard free access as an essential tool of a free people. Keep the internet free and democratic!

[Ticket: # 1427399 - Blocks](#)

Date: 1/31/2017 2:39:14 PM

City/State/Zip: Mapleton, Utah 84664

Company Complaining About: Comcast

Description

I am a 9th grader that is just trying to get a report done, however every single site I am wanting to use is blocked and the video is "inappropriate", when i have seen it before and there is nothing wrong with it! you guys have got to take it easy on the blocks to the internet. Half the stuff you block and have control of if meaningless and innocent. So how about you give us a break

Ticket: # 1428352 - Spectrum (Time Warner Cable) blocking email

Date: 1/31/2017 6:44:46 PM

City/State/Zip: Los Angeles, California 90039

Company Complaining About: Spectrum (time Warner)

Description

As a new stated policy Spectrum is blocking outgoing emails that contain links. I pay for them to provide service. I need to send emails with links and it is interfering with my business. In general since they took over, everything involving them has caused trouble, outages, lack of internet etc.

This is a email issue, a billing issue.

As we have no freedom to pick our cable company (they buy us as customers),

Ticket: # 1428485 - Internet Service

Date: 1/31/2017 7:50:48 PM

City/State/Zip: Las Vegas, Nevada 89101

Company Complaining About: Cox

Description

The (b) (6) in Las Vegas, NV
Residential Motel/Hotel Apartment License

I live in an all inclusive studio apartment environment here in Las Vegas NV. All utilities are included...Water, Electric, Cable, Internet. Phone service is not provided at all, not even a phone jack in each apartment. I'm not pleased with the internet service or the fact of having no home phone or other avenue of having internet service other than wireless.

I have inquired with the office here about providing my own Utilities services ...Internet, TV, Phone and I was told that I wasn't able to do so. I would like to get my own home phone service, own internet service weather landline, wireless, or ethernet.

I have been trying to purchase ATT service here and I have been told that ATT isn't allowed to run landline phone or internet service in Nevada State anymore. Could you tell me why? I've been trying to purchase ATT Go Phone Wireless Phone and Internet Package program and FBI/CIA from California and TN won't allow ATT to sell me the package to use their service here in my apartment. My service here in Las Vegas at this facility uses cell towers out of California, which was changed once I asked the office why!

Why AM I being tracked and monitored by NAZI's in California. I feel that I am being forced to use the services from this facility, because I'm being tracked and my activities are being watched. I'm wondering why?

This is the device that I've been trying to purchase for the past year and FBI/CIA has blocked everytime I contact ATT. You can go to the Mall and purchase this box, I've been to the ATT store to purchase it and had it in my hand with credit card out to purchase. For some reason They will not sell it to me at all. SOMEONE (customer) is always there or come into the store to stop my purchase, weather it's cash or credit. Daily, I'm blocked from using the internet here on this wifi at the complex, by FBI. YES they live here manning me! I need help, they are violating my civil rights. I should be able to use whatever service want to. I should be able to provide my own service and I should have to broadcast my signal if I choose not too. HELP!!!

ABUSE of POWER with a badge. BTW, I've already contacted the White house and the AG office. Investigation has already ben started about my civil liberties.

<https://www.att.com/shop/en/wireless/prepaid-wireless-home-services.html>

[Ticket: # 1428906 - security](#)

Date: 2/1/2017 9:53:24 AM

City/State/Zip: Almere, Alaska 13254

Company Complaining About: Bib

Description

Could we use software diodes to stop internet traffic that is unknown....seems to me a Simple solution in security....enter a setup for every pc and Phone or servers , build it into isp and do not forget the satelliet 🚫 stop all internet from the east...setup and execute new rules

Ticket: # 1430512 - Censoring

Date: 2/1/2017 5:40:02 PM

City/State/Zip: Kodiak, Alaska 99615

Company Complaining About: Evergreen Timber Lp

Description

I live and work in a logging camp on an island. My employer rents me a house and sells me internet service. My employer provides internet and takes \$150 per month out of my paycheck. The internet is censored and I believe throttled.

[Ticket: # 1433037 - Exede by ViaSat is in violation of net neutrality and other regulations.](#)

Date: 2/2/2017 6:59:50 PM

City/State/Zip: Wellsville, New York 14895

Company Complaining About: Exede

Description

We have Exede satellite internet, and it is very bad. Their data cap is very small, especially for a family of six, and when we go over their arbitrary data limit, they slow everything down and block certain websites that we use regularly. If we call them, they give us the runaround and don't do anything.

[Ticket: # 1433518 - Limits and permissions](#)

Date: 2/3/2017 1:25:09 AM

City/State/Zip: Tucson, Arizona 85739

Company Complaining About: Sprint

Description

My wife can't use her phone because it has a blocker on it. Id like to have it removed

[Ticket: # 1434186 - False advertising](#)

Date: 2/3/2017 12:59:41 PM

City/State/Zip: Marrero, Louisiana 70072

Company Complaining About: Sprint

Description

Provide transparency and products of tools used to access by 02/03/2017. Boostmobile is under contract with sprint that continues to accept payment for account [REDACTED] and sprint continue to endowment contact from sprint and boost mobile as a third party refuses to provide upgrade

Ticket: # 1436244 - DISH Network Internet Blocking Traffic

Date: 2/4/2017 4:03:04 PM

City/State/Zip: Fulton, Kentucky 42041

Company Complaining About: Dish Network

Description

After experiencing unusually slow speeds (less than 1 kbps, 60% packet loss) I called Dish Network's customer service for their satellite internet service. They refused to look into the issue more than telling me there was nothing they could do. The call was ended with nothing resolved. A day later the internet speed returns to normal but there are several websites that are inaccessible through the daytime, but accessible during the overnight rates. CBSNews.com, all valve.com or Steam related domains, and various other domains instantly return a "could not complete connection" when entered. I believe that we are possibly being targeted by a DISH employee who was very rude during the support call. As such, I believe DISH Network is refusing to offer support for their service as well as illegally shaping internet traffic.

[Ticket: # 1436532 - Low income funding](#)

Date: 2/4/2017 9:27:21 PM

City/State/Zip: Takoma Park, Maryland 20912

Company Complaining About: None

Description

Please don't take away funding for low income access discounts. These families depend on every carefully counted nickel. That's just the wrong thing to do.

Ticket: # 1436760 - Unwanted (Spam) Emails

Date: 2/5/2017 12:14:21 PM

City/State/Zip: Riverview, Michigan 48193

Company Complaining About: Massmedia Under

Description

Massmedia Under 304S.Jones Blvd126, Las Vegas NV 89107 will not let me unsubscribe. The link that you click to unsubscribe opens to a box with a red box that says verify your email format. When you enter your email address to unsubscribe it does not accept. the other choice is to write them at the listed address. I should not have to write them. They will not allow me to unsubscribe their spam emails.

[Ticket: # 1436986 - Website blocking and plan changes without any warning](#)

Date: 2/5/2017 4:55:59 PM

City/State/Zip: Otego, New York 13825

Company Complaining About: Exede

Description

Ever since they "upgraded" their evolution plan without telling any of their customers I should add. The moment you try to access sites or applications like CNN, Steam, Google play, ETC, it instantly gives you an error saying that you cannot connect without actually attempting to load the page, I cannot access a VPN that I used to use daily now because I can't even sign in.

[Ticket: # 1437050 - Junk Email](#)

Date: 2/5/2017 6:49:33 PM

City/State/Zip: Oro Valley, Arizona 85755

Company Complaining About: Verizon

Description

Over a 12 hour period, I received 119 "junk email". When I first started receiving them, approximately three weeks ago, some of them included an "unsubscribe" icon which I fill out, or an address to send a letter to unsubscribe, which I do because of the expense. Many of the emails contain "Sexually related" Many of the one I Unsubscribed to three weeks ago are still being received. Now I just delete them, but they should be restricted. Thank you

Ticket: # 1437134 - Fox News blocked me for trying to post truth. It is not a news network. It is propaganda

Date: 2/5/2017 9:39:47 PM

City/State/Zip: Oakland, California 94613

Company Complaining About: Comcast

Description

I just tried to post on the Fox News website the comment below, a comment that I felt was appropriate for Fox News' audience. To send the message, I needed to set up an account, and in the process of doing so, I was required to list my political affiliation. I choose "Democrat," stopping short of choosing "Liberal." When I attempted to upload my comment, a box popped up stating that I was attempting to post misinformed information. I was blocked this way repeatedly before I gave up.

I believe that this incident is worthy of investigation by The Times.

Here is the message that I attempted to post:

You just received your W2s. It's tax season again.

If you're among the poorest 99%, please ask yourself this: Is it fair that you must pay much of your income you need to support your family to the IRS when the President of the United States, a billionaire, pays nothing?

[Ticket: # 1438055 - Verizon consistently blocking emails originating from Comcast.net](#)

Date: 2/6/2017 1:18:54 PM

City/State/Zip: Delran, New Jersey 08075

Company Complaining About: Comcast

Description

It appears that emails sent from comcast.net to subscribers at verizon.net are consistently blocked by Verizon. This happens to multiple comcast.net customers sending to multiple verizon.net customers. It's hard to believe that Verizon is not doing this on purpose.

[Ticket: # 1438529 - Exede Internet Blocking Certain Websites](#)

Date: 2/6/2017 3:04:59 PM

City/State/Zip: Charlotte Court House, Virginia 23923

Company Complaining About: Exede Internet By Viasat

Description

Exede Internet is blocking certain websites (Steam, Fox News, CBS News, IMDB, Google Play, etc.), but not some others (Facebook, Netflix, Reddit).

This is not throttling, this is blocking.

[Ticket: # 1438554 - Exede Internet Blocking Certain Websites](#)

Date: 2/6/2017 3:10:51 PM

City/State/Zip: Keysville, Virginia 23947

Company Complaining About: Exede Internet By Viasat

Description

Exede Internet is blocking certain websites (Steam, Fox News, CBS News, IMDB, Google Play, etc.), but not some others (Facebook, Netflix, Reddit).

This is not throttling, this is blocking.

[Ticket: # 1438590 - Net Neutrality](#)

Date: 2/6/2017 3:19:35 PM

City/State/Zip: Los Angeles, California 90066

Company Complaining About: Time Warner

Description

I strongly object to Mr. Ajit Pai, the head (CHAIR) OF THE FCC in his opposition to Net Neutrality. I believe strongly that the internet should be related and treated like what it is: a public utility that ties all that use it together into, if not a community, then a set of relationships that allows all users to see their common humanity. It provides the strongest pathways to communication available to the human race. HANDS OFF THE INTERNET...NET NEUTRALITY NOW AND FOREVER, MR PAI. GOT THAT?

Ticket: # 1439577 - WE MUST HAVE NET NEUTRALITY

Date: 2/6/2017 8:22:04 PM

City/State/Zip: Arlington, Virginia 22207

Company Complaining About: Verizon

Description

MAINTAIN NET NEUTRALITY! PREVENT INTERNET SERVICE PROVIDERS FROM BLOCKING OR DISCRIMINATING AGAINST INTERNET TRAFFIC.

Ticket: # 1439753 - satellite internet company

Date: 2/6/2017 10:20:06 PM

City/State/Zip: Dade City, Florida 33525

Company Complaining About: Viasat/excede

Description

I started with Wild blue than changed to Viasat and now Excede all the same company just changed partners. I have had them for many years and had a Plan with a certain amount of data. All through the years we were able to still do many activities including my son's school work. Just recently they changed the format of where they allowed streaming and have closed ports. They did not even let their customers know they had begun this the end of December-beginning of October. Now the way they have it my son cannot even do his schoolwork or online classes. That will use all data right away. Anything which is related to micro-soft uses the data so you may not be able to do work of any kind. I feel they are trying to be a monopoly. They know we live in rural area with no other options. I will tell you that many years ago dial up worked better than the changes they have made. They are trying to force customers in higher plans. Once you up grade plan may never go back to previous plan. I have been told so many stories from their employees it is ridiculous. I had one tech person tell me the CEO found an error in system which had been giving people free internet and how would you like to be the CEO of company and discover how much you lost? Another said they had to make changes due to congestion. I can go on. My son is unable to complete school assignments due to this. In the state of Florida students use technology. No textbooks available. Digital for 5 years now. School systems use office 365 am unable to open now. Florida high school students are required online classes for graduation and even some are in programs which receive college /credit example Cambridge. Excede has limited what a child can do if you live 20 minutes from town and have no other internet choices but satellite. A large majority of families are not able to go to a internet which cost 110.00 including equipment and taxes. Some families are on fixed incomes with spouses disabled or one parent who do not have that amount of extra finances available. Did they even think of teachers whom live in these areas whom will not be able to grade , check mail and etc. Can you help find a way to solve this issue. I am supposed to upgrade plan this week to 12gb and a liberty pass but when I check reviews people say they go 5 hours without internet during days and the reps. have told me that slower 5pm to 2am. My son still may not be able to watch videos for school or items dealing with micro-soft. I have written e-mails trying to reach corporate offices and even excede other than reps., whom each give different information, but no response even when they say will receive a response within 24 hours. I also feel this is going to leave many people including our students whom are our future at a loss and struggle to succeed due to this day and time and the requirement of technology but are now limited due to company's change like I said Dial up worked faster. When my data is used up I am paying for e-mail and web browsing which is no good for a student.

[Ticket: # 1440275 - Preventing users to send email to verizon customer](#)

Date: 2/7/2017 11:26:27 AM

City/State/Zip: Johnson City, Texas 78636

Company Complaining About: Verizon

Description

Over the past three years IT Xtreme Concepts has tried to use the proper channels to work with Verizon in supplying them with all the correct settings and proper documentation to allow IT Xtreme customers to send email to verizon customers. To date the email is still being blocked and to date i have still not been able to talk with anyone at verizon that could help or respond to my request.

[Ticket: # 1440477 - Ajit Pai's disastrous approach to the internet](#)

Date: 2/7/2017 12:18:51 PM

City/State/Zip: South Orange, New Jersey 07079

Company Complaining About: Ajit Pai

Description

Please do not allow Ajit Pai to dismantle the free and open internet by doing away with net neutrality rules. They have been very successful and necessary for free and open communication and innovation as well as chipping away at the digital divide. His policies and proposals are horrible for the internet and horrible for this country.

[Ticket: # 1441140 - Net Neutrality/Open Internet](#)

Date: 2/7/2017 2:26:45 PM

City/State/Zip: Ellicott City, Maryland 21043

Company Complaining About: Verizon

Description

In February, 2015, the open internet issue was resolved and now I'm hearing that the new Chairman, Mr. Ajit Pai is talking about restricting the internet. Last I heard we have free speech in this country and our way of life now depends on sharing information through social media and other avenues of the internet. I'm very concerned about this consideration and if our use of the internet is hampered in any way, it can be for one reason only: restriction of communication.

I'd like to know what the plans are in this regard.

[Ticket: # 1443032 - Newsmax banned me from talking on the site](#)

Date: 2/8/2017 11:50:10 AM

City/State/Zip: Bristol, Connecticut 06010

Company Complaining About: Newsmax

Description

Newsmax banned me from talking on the site. I did absolutely nothing wrong. I did not swear or used inappropriate language. What happened to my first amendment right to free speech. I read people that write appropriate things that are allowed on this site.

[Ticket: # 1443512 - Revoking low cost internet to low-income communities](#)

Date: 2/8/2017 1:51:00 PM

City/State/Zip: Kearney, Nebraska 68845

Company Complaining About: Charter

Description

I am contacting you today to submit a complaint on the disgusting behavior displayed by Ajit Pai, and his actions to restrict nine companies from providing low cost internet to poorer communities.

Mr. Pai is depriving people of a necessary utility. The internet has become vastly more important in our every day lives and taking away this resource from children who need it to complete homework, and people who are seeking jobs, is a disgusting and greedy crime. I hope Mr. Pai takes a serious look at his policies and does the right thing from here on out.

Ticket: # 1444350 - AT&T net neutrality, discrimination issues

Date: 2/8/2017 5:15:48 PM

City/State/Zip: Diamond Springs, California 95619

Company Complaining About: AT&T

Description

I have a complaint against AT&T regarding their refusal to grant a strict IPV4 or IPV6 address to a mobile customer and port blocking.

My mother lives in a rural area which is about 4 miles from the end of AT&T's fiber optics line. The only internet available where she lives is AT&T mobile. I was told by AT&T that they have no intention of putting fiber internet to her location.

I spent around \$1000 setting up a commercial Cradlepoint IBR 600 mobile broadband modem/router, antenna, bi-amplifier to get a quality cellular signal. I contacted AT&T's technical dept in Washington state and talked to a senior technical manager before I purchased that equipment. I asked the AT&T manager if that equipment would allow me to bypass AT&T's mobile firewall which stops all port forwarding on the mobile side. She told me it would.

When I got the system up and going the system was unable to bypass the AT&T firewall. I called the technical manger at AT&T back but was not allowed to talk to her, instead her supervisor talked to me. She told me that I could not talk to her and refused to address the fact that AT&T had me purchase equipment that they knew would not work. There was a lot of text corespondent (the only way that AT&T would correspond with me) which was then deleted off my AT&T phone without my permission regarding the comments by AT&T.

The issue is my mother is in her 80's and has health issues. I want to put in video cameras so that my sister and I can monitor her for health reasons. I am currently living with her to get her house more safe to live in by herself, since my father passed. The problem is that AT&T is refusing to give out strict IPV4 or IPV6 addresses. I called AT&T after the FCC passed the law saying that cellular companies could not refuse individuals from getting strict IP address under the new fairness law. I was told by AT&T that they did not have to abide by that law because they were suing the FCC. They also said that when IPV6 address were available that I could have one of those, which I read that AT&T had available back in 2002. I was also told that I could get a strict IPV4 address from their business department, but when I contacted them by email they would not respond.

I have tried EVERY other means to get another service provider that will allow port forwarding in her area but none exist. I have many spent hours on the phone with AT&T once again trying to get a strict IPV4 or IPV6 address. When I call I am routed from one department after another (over and over) all saying the same thing, we need to route you to this department, we don't know what a strict IP address is, or we have a way to offer it.

AT&T has my mother between a rock an a hard place. They will not provide her fiber optic service (forcing her to pay incredibly expensive cellular prices), and then limit her cellular use so that she does not have equal options as to someone who has fiber internet.

In my calls to AT&T I keep being routed to departments that want to sell her only products and services. Case in point was in talking to AT&T about why I wanted a strict IPV4 address I was sent to a department who then tried to sell me their video surveillance product. The problem is that their product does not do what we need it to do, and is so expensive in the data it would use (mom is on a fixed income) would be more than she could afford. AT&T has a new marketing gimmick promising unlimited data with a slight slow down after 22 gigs, but everyone I know who has purchased that plan has said that after 22 gigs their access is unusable.

This is about getting a simple IP address. I can't believe that AT&T would be willing to put her life at stake over this. I don't understand AT&T's hostility as our whole family has been loyal customers forever,

We could please use your help. If there is nothing you can do, because AT&T is beyond your power to control (in that they are exempt from following the law), can my complaint be put on permanent record so that if this does result in a death we have it on file so that we can take legal/criminal action against AT&T? I don't know what else to do.

Thank you in advance for any help you can offer!

[Ticket: # 1444970 - new service/Block](#)

Date: 2/8/2017 10:54:33 PM

City/State/Zip: Orlando, Florida 32818

Company Complaining About: Comcast

Description

I am applying for service and their is a block on the address I sent all the paper work that is required since 1/26/17 also on 4 different occasions. I also call several different times no results no service

[Ticket: # 1450146 - Internet Website Blocking](#)

Date: 2/11/2017 2:17:42 PM

City/State/Zip: Keysville, Virginia 23947

Company Complaining About: Excede

Description

Certain websites are blocked such as steam, Blizzard, and LoL.

Ticket: # 1450155 - Exede Internet blocking

Date: 2/11/2017 2:25:28 PM

City/State/Zip: Charlotte Courthouse, Virginia 23923

Company Complaining About: Exede

Description

Exede is blocking certain certain websites such as steam. Blizzard. LoL.

Ticket: # 1450157 - Excede Internet Blocking

Date: 2/11/2017 2:26:45 PM

City/State/Zip: Charlotte Court House, Virginia 23923

Company Complaining About: Excede

Description

Excede is blocking sites such as steam. Blizzard. LoL.

Ticket: # 1451131 - Facebook

Date: 2/12/2017 7:56:12 PM

City/State/Zip: Ocoee, Florida 34761

Company Complaining About: Bright House

Description

I would like to file a complaint about Facebook practices. I was recently blocked from using Facebook for 7 days for something I said. I previously reported to them about pornographic photos of a couple engaging in sex. They replied that they found nothing wrong. I reported to the about photos of a target on the head of President Trump calling for his assassination. I found this revolting and appeared that they were plotting something or inciting a riot. Again, they found nothing wrong. They violated my first ammendant rights and I would like them punished.

THIS ISSUE IS NOT WITH MY INTERNET PROVIDER. ITS WITH FACEBOOK

Ticket: # 1453344 - internet boardband and no service of internet

Date: 2/13/2017 8:03:34 PM

City/State/Zip: Woodside, New York 11377

Company Complaining About: Time Warner

Description

Time Warner , Spectrum is playing games with diabable people (like me) ,when it comes to lifeline interent boardband, everytime i ask about joining the program they keep telling me next month, next month and in the meantime they keep playing games with the internet speed, always slowing it down when i have the most use for it, not fair and not right, please do something about this, please

[Ticket: # 1453858 - Xfinity WiFiService causes my computer to change state to their WiFi Service](#)

Date: 2/14/2017 10:19:16 AM

City/State/Zip: Seymour, Connecticut 06483

Company Complaining About: Comcast

Description

I live on Great Hill Road in Seymour, CT. There is a Comcast Headend office a few hundred yards down the street. Everytime I boot up my computer the WiFi service has changed state to Xfinity from my Frontier service and displays an add for Xfinity WiFi. I am forced to close the add and click No Thanks every time and must then re-select my Frontier service. I have attached a photo of the add that appears upon boot up.

Ticket: # 1455754 - Verizon is giving me one month to switch to a worse Internet plan before terminating my service.

Date: 2/14/2017 7:57:33 PM

City/State/Zip: Goodyear, Arizona 85338

Company Complaining About: Verizon

Description

I have been with Verizon for nearly ten years and as such was an early adopter to their smartphones. In the early days of smartphones, they offered a \$30 unlimited data plan, and I got on it. I've kept this same phone plan for years, even going so far as to pay cash for new phones instead of upgrading, as that forces you onto a new phone plan. Verizon recently unveiled their "new" unlimited plan, and are forcing customers to switch to it or be disconnected entirely. This new unlimited plan isn't truly unlimited, as they throttle (slow) your connection after using 22gb of data. They claim in the email sent that they already sent notice saying I would be disconnected from my service in February, however I received no such email. Now it's saying there's been an extension and it will be disconnected in March if I refuse to switch to their inferior plan. Any help is appreciated, thanks. Below I'll add the text copied from the email, again this is the first I've heard of this and I wasn't contacted in January as the letter states.

Important service notification regarding your account

Back in early January, we let you know that we wouldn't continue offering your current unlimited data plan after February 16.

But now, we've got some great news. On February 13, Verizon introduced Verizon Unlimited, our new unlimited data plans with a single line plan starting at \$80 per month, as well as plans with multiple lines that you can switch to today. We have also extended the deadline for you to switch to a new plan by 30 days to March 16, 2017.

We hope you'll consider switching to this new plan. To learn more about all of your options with the new Verizon Plan, visit vzw.com/Plan. If you need help choosing the best plan for your needs, simply call 1.800.922.0204 to speak with an expert. Remember, you need to switch to a new plan by March 16 or your service will be disconnected.

[Ticket: # 1456078 - Blocked ports](#)

Date: 2/15/2017 3:26:50 AM

City/State/Zip: Goodyear, Arizona 85395

Company Complaining About: Cox

Description

Cox has blocked port 25, 80 preventing someone from accessing a server that contains surveillance cameras

Ticket: # 1460918 - Re: [FCC Complaints] Re: Censoring

Date: 2/17/2017 12:54:45 AM

City/State/Zip: Kodiak, Alaska 99615

Company Complaining About: Evergreen Timber Lp

Description

This is a follow-up to your previous request #1430512 "Censoring"

My internet service provider
at \$150.00 per month

████████████████████
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[Ticket: # 1462219 - Exede Internet Blocking Websites](#)

Date: 2/17/2017 5:31:55 PM

City/State/Zip: Chase City, Virginia 23924

Company Complaining About: Exede Internet

Description

Exede Internet is blocking websites like Steam, Uplay, Origin, and other gaming websites.

Ticket: # 1462611 - Blockage of Personal Hot Spot Accounts

Date: 2/17/2017 11:54:25 PM

City/State/Zip: Wichita, Kansas 67206

Company Complaining About: Whoever Provides Internet Services For Century li's Events

Description

It is apparent the provider of Wichita, KS Wifi services is blocking the use of personal Hotspot connections during scheduled activity times and forcing the use of their Wifi services. Phone LTE internet is fully functional however the personal hot spot functions appear to be blocked or interferred with. Thus for vendor trade shows we are forced to pay for the WiFi services for the purpose of commerce services such as Square or PayPal. This was attempted with two separate devices on two separate providers Verizon and AT&T had acceptable service but hotspot was non functional due to what appeared as jamming of hotspot utilization.

Ticket: # 1462623 - Re: [FCC Complaints] Re: Censoring

Date: 2/18/2017 12:14:37 AM

City/State/Zip: Kodiak, Alaska 99615

Company Complaining About: Evergreen Timber Lp

Description

This is a follow-up to your previous request #1430512 "Censoring"

Evergreen Timber is my internet provider. They are providing me with internet and taking \$150 out of my check. I understand if they supplied me with internet and didn't charge me they could censor and throttle the internet. But I'm paying \$150 a month for it and they are taking it directly out of my check

Ticket: # 1463630 - Net Neutrality

Date: 2/19/2017 2:18:52 PM

City/State/Zip: Corrales, New Mexico 87048

Company Complaining About: Comcast

Description

Why are communication corporations so ready to destroy "Net Neutrality"? There is only ONE reason - to steal more \$\$\$ from consumers as well as making random decisions on website speed! There is no other reason, and I was so grateful for Tom Wheeler and his FCC commission for protecting "net neutrality" for all Americans. I am afraid this Trump appointment Pai is going to destroy net neutrality in favor of his corporate cronies. Isn't the FCC supposed to be protecting consumer rights, and not the corporations' influence? PLEASE!!!

Ticket: # 1464030 - Re: [FCC Complaints] Re: Censoring

Date: 2/20/2017 4:27:52 AM

City/State/Zip: Kodiak, Alaska 99615

Company Complaining About: Evergreen Timber Lp

Description

This is a follow-up to your previous request #1430512 "Censoring"

Apparently someone from your office or the FCC used my name In this complaint on Friday. and my employer retaliated and now I'm looking for a new job. could somebody explain to me how this happens and what am I to do now. I have a wife and three young Children

Ticket: # 1466983 - Face Book

Date: 2/21/2017 5:18:12 PM

City/State/Zip: Mesa, Arizona 85207

Company Complaining About: Other

Description

Face Book is a well known worldwide social media where you can share news, ideas, social interaction, personal data, marketing media, etc, etc with millions and millions of followers. You know Face Book.....

Face Book has there "terms, conditions & policies". However, Face Book with out any warning will block who ever they choose and even if you are not in violation of their policies, they will block as they feel. Basically a one way street and very little ability to explain your side or contact. And if anyone actually does read your reply, they will not answer.

There are many, many, many company's of FB that are a total scam. Take your money and run and FB does absolutely nothing. Most personal posts allow for "like, comment & share" with others. The illegal company's, the first clue is that they do not allow the public to comment as they do not want the truth known and if you share, you are basically promoting their products.

I believe that FB blockage is against our first amendment rights to free speech. Certainly their policies can restrict things like child porn, sales of drugs, guns, etc. But I have seen a LOT of nudity at "Gas Monkey Garage" which is a porn site disguised as a car page so I imagine the rest goes on as well.

They also "filter" likes and comments. Mark Zuckerberg was a Hillary fan and in the beginning of the presidential race, Trump used to get 10,000 likes an hour while Hillary got a few thousand? Towards the end, Trump would get a few hundred a day and Hillary would get thousands. Zuckerberg donated \$17 million to Hillary which I call collusion and conspiracy and if she won, my belief he would have control of the Internet.

There was and is endless fake news on FB. Much of it made up against Trump by FB, Hillary and the democratic party. I really feel that the FCC needs to investigate Face Book & Zuckerberg and drain that swamp. And if you do not believe me, start monitoring FB for all the complaints and see for your self. I currently am in FB jail for a week and did nothing wrong. I personall have been ripped of by FB company's. ACER computers, The Perfume Spot, Ashley Jewels, Go Pro and much more.

We as a private citizen have no powers, but you do and here is a great place to start.....

Ticket: # 1469458 - DO NOT TRANSLATE

Date: 2/22/2017 6:08:53 PM

City/State/Zip: Cupertino, California 95014

Company Complaining About: AT&T

Description

DO NOT TRANSLATE

THIS IS TO INFORM YOU I CONTACTED HIGH LEVEL UNITED STATES GOVERNMENT OFFICIALS REGARDING COMPUTER SCIENCE SPAM COMPUTING - JUNK FAXING - JUNK EMAILS - MONTY PYTHON SPAM - SPAM EMAILS - SLAMMING - UNWANTED CALLS - UNWANTED TOUCHING - DISCONNECTING ME - HANGING UP ON ME - (COMCAST HAS TO GIVE ME BACK ALL MY MONEY COMCAST HAS EVER STOLEN FROM ME - USED OF MINE - PULLED OUT OF IT - USED ON OTHER PEOPLE - USED ON SOMEONE ELSE - USED ON EVERYONE ELSE (BUT ME AND IT WAS ALL MY MONEY) - (RETRO-ACTIVE WITH INTEREST). COMCAST OWES ME FOR BEING ON MY MUSIC'S FREQUENCYS TONES AND WAVES - TAKING MY HOME FROM ME - (I HAVEN'T BEEN THERE FOR 5 YEARS) - I NEVER SOLD THESE FREQUENCY'S TONES AND WAVES - I NEVER SOLD ANY OF MY HOMES - THEY WERE STOLEN FROM ME - MY LOCKS WERE PICKED - WINDOWS BROKEN - DOORS TORN DOWN - SLAMMED INTO - ALL THIS COMCAST HAS TO GIVE BACK TO ME (RETRO-ACTIVE WITH INTEREST) (ORAL SEX AND DICK SEX WILL NEVER BE ACCEPTABLE ON PAPERWORK OR ON THE AIR WAVES). YOU WILL NO LONGER BE ABLE TO DICK ME AROUND - ALL THE POSITIVE YOU TURNED AROUND TO NEGATIVE - ALL WILL HAVE TO BE GIVEN BACK TO ME - (NEGATIVE YOU WILL NO LONGER HAVE ACCESS) (AT&T - ATT UVERSE - ATT DIRECT TV - GARBAGE - PG&E (PACIFIC GAS AND ELECTRIC) WATER - COMET TECHNOLOGIES / SAN JOSE WILL HAVE TO GIVE ME ALL MY THINGS MONEY BACK)

I WAS SEXUALLY ASSAULTED AND RAPED AND ALL LOCAL FIRE DEPARTMENTS AND ALL LOCAL POLICE DEPARTMENTS ARE AND HAVE BEEN ON IT - THEY'RE USING SIRENS - RED CURBS - CURBS - ALL LOCAL AND ALL CITY'S I'VE BEEN AT - WHEREEVER I GO ARE ALL ON IT - (SHAME ON YOU) (SHAME ON ALL OF YOU). DONALD TRUMP CALLS THE RAPE AND THE SEXUAL ASSAULT (SHE'S NASTY). THEIR ARE MANY LANGUAGES ON THE SEXUAL ASSAULT - VIETNAMEES MEXICIANS - I CAN HEAR THE TONES. THEY HAVE BEEN USING THE SAN JOSE POLICE DEPARTMENT EVERYWHERE - I WAS AT THE REAL SAN JOSE POLICE DEPARTMENT TWICE - THEY WANTED ME HANDCUFFED FOR THE ELECTIONS. THESE ARE BAD PEOPLE. EVERYWHERE I'D GO I WOULD HEAR THE WORDS SAN JOSE - THIS BROUGHT AROUND THE REAL POLICE REAL FIRE REAL SHERRIFFS WHERE I WAS AT - EVEN ON A DAY TRIP. ITS AS THOUGH THE SEXUAL ASSAULT FOLLOWS ME AROUND. BOTH THE SEXUAL ASSAULT AND THE RAPE HAD TO DO WITH MUSIC. I WAS TRAMATIZED BOTH TIMES. I WANT EVERYONE OFF AND OUT OF IT. BOTH EMPLOYEES AT BANKS AND ON THE PHONES WOULD ALWAYS SAY TO ME 'NOT AT THIS TIME' - THEY ARE STREAMING AT STORES THE SEXUAL ASSAULT MUSIC AND THE RAPE MUSIC WITH THE COMMERCIALS. A REAL MAN SEXUALLY ASSAULTED ME - I THINK HE'S WITH THE SAN JOSE POLICE - THEY'VE CALLED ME A RAT ON TV AND PLACES I'VE BEEN I CAN HEAR THE WORD RAT AND SAN JOSE.

I AM A FAMOUS COUNTRY MUSIC SINGER - I WANT ALL MY MONEY BACK - THERE'S NEVER GOING TO BE ANYMORE 1/2 - I WANT 100% OF ALL MY MONEY BACK.

I'M WITH HILLARY CLINTON. DONALD TRUMP IS JUST A MESSENGER - I WORKED FOR PALM INC / SUNNYVALE CA (CELL PHONES - HP BOUGHT PALM INC) I TOLD MY BOSS THEY'RE ALL MESSENGERS - I'M DOING ALL THE WORK.

CNN NEWS AND FOX NEWS SMEARED MY NAME (I WANT THEM OFF OF ALL MY SCREENS) CHARACTER ASSINATED ME - ALL THIS THAT LANDED ME IN THE REAL WORLD - I DON'T WANT TO BE IN THE REAL WORLD - I NEVER WANTED TO BE IN THE REAL WORLD - I BELONG IN MOVIES TV ONLY - I CAME FROM MOVIES AND TV - MY BODY WASN'T MADE TO BE IN THE REAL WORLD - I'LL DIE IN THE REAL WORLD.

I WORKED FOR HEWLETT-PACKARD FOR MANY YEARS - MERCURY INTERACTIVE / SUNNYVALE - ABBOTT LABS / REDWOOD CITY - MOLECULAR DEVICES / SUNNYVALE - I'VE WORKED COMPUTER COMPANY'S - HARDWARE SOFTWARE AND BIO-TECH - I WORKED FOR ATTORNEYS EARLY IN MY CAREER - I HAVEN'T WORKED FOR A FEW YEARS. I AM PURSUING MY MUSIC CAREER.

I NEED TO MOVE OUT OF CALIFORNIA ASAP - THE HARASSMENT BOTHERING BUGGING FOLLOWING ME TORTURING ME ETC - I NEED TO BE OUT AND OFF THE CALIFORNIA SYSTEM ASAP. THE SEXUAL ASSAULT AND THE RAPE IS IN AND ON THE CALIFORNIA SYSTEM. THEY ALWAYS SAY I'M ON IT.

THE ASIA PACIFIC REGIONS / THAILAND / CHINA / SINGAPORE / NORTH AND SOUTH KOREA / - VIETNAMEES / NORTH AND SOUTH KOREANS / MALYSIA / ASIA / PHILIPPINES / PORTUGUESE - ALL ASIAN DECENTS - THESE PEOPLE HAVE BEEN A REAL BOTHER - THEY BRING IN 'THE HEADS' WHEN THEY SEE ME. I WANT TO BE DISCONNECTED FROM ALL THESE PEOPLE - THEY INTERCEPT MY CALLS - INTERCEPT CUSTOMERS - INTERCEPT EMPLOYEES - THEY HAVE BEEN CONTROLLING THE WORLD - I NEED TO DISCONNECT FROM ALL 'THE HEADS' AND ALL THE ABOVE. I HAVE A PHONE CONNECTION WITH THE HEADS - I WANT TO BE DISCONNECTED. I HAVE A CONNECTED WITH THE WORDS 'THESE PEOPLE' AND 'YOU GUYS' I WANT TO BE DISCONNECT - THE WORDS THESE PEOPLE / YOU GUYS ARE CONNECTION WORDS. THE HEADS TOLD ME I CAN'T HELP YOU. THEIR ON TV / THE INTERNET / PHONES / COMPUTERS / AND THEY COME AS SECURITY MAINTENANCE AT TIMES AS MAIDS IN HOTELS A LOT OF HOTELS EVERYWHERE. THOSE TOO ON THE SEXUAL ASSAULT AND THE RAPE.

I'M ALWAYS READING SEEING AND HEARING AN OLD PATTERN - REALESTATE AGENTS ASKING FOR A FUNDS LTR - THINGS PEOPLE SHOULDN'T BE READING - DEPRESSING - GLOOM - MISERY - DISADVANTAGE - MISERY - DEPRIVED - SLUGGISH - POVERTY STICKEN - ALL NEGATIVE WORDS - THE FUNDS LTR DOESN'T HAVE ANYTHING TO DO WITH MONEY - THEIR JUST WORDS AND TRIGGER NUMBERS - WORDS IN A SONG - THEY'RE ALL TRIGGER WORDS AND NUMBERS - THEY POINT THEIR FINGERS AT THE TRIGGER WORDS ON PAPERWORK OR PAPER TO TRIGGER YOU ON A PARTICULAR WORD WORDS OR PHRASES THEY ARE SHOWING YOU - WHEN THEY DO THIS YOUR TIRGGER HAS BEEN SET - THEN YOUR TIRGGERED WORDS ARE EVERYWHERE YOU GO ON THE WORDS THAT WERE POINTED TO - THEY ARE PUTTING WORDS IN YOUR MOUTH - CUSTOMERS DO THIS TO RECEPTS TOO TO CONTROL THE EMPLOYEE TO PUT WORDS IN THEIR MOUTHS. ITS A

BACK AND FORTH THING - CUSTOMERS TRIGGER EMPLOYEES - EMPLOYEES TRIGGER CUSTOMERS. (THE ASIAN DECENTS ARE ALWAYS ON IT) - THEY HAVE TO GIVE ME ALL MY MONEY BACK. I WANT ALL THE ASIAN DECENTS OFF MY THINGS. I'VE SEEN THEM SWITCH RIGHT BEFORE MY EYES - THEY ARE WHITE THEN THEY SWITCH TO ASIAN DECENT. I WANT TO STOP ALL THE SWITCHING. WHEN I TELL THEM I'M GOING TO CALL THE COPS - THEY LAUGH AT ME. THEY ARE THE COPS.

I'M AT A PLACE - CUPERTINO CA - WHERE REAL COPS ARE WORKING IN GROCERY STORES BANKS CAR LOTS RESTAURANTS STORES - EVERYWHERE - EVERY BUSINESS IS THE SAN JOSE POLICE STATION - MAINLY THE SAN JOSE POLICE DEPARTMENT IN SANTA CLARA COUNTY CALIFORNIA. THEY HAVE MY NAME AS ROXANNE MYERS - I HAVE LEGALLY CHANGED MY NAME TO LAWLER.

I NEED HELP - PLEASE DISCONNECT ME. THE CALIFORNIA SECRET SERVICE TOLD ME TO CALL THE FCC.-

I'VE PROVIDED YOU WITH A 2016 PHOTO OF ME - THEY ARE TRYING TO FORCE AND MAKE PEOPLE BELIEVE I AM OF ASIAN DECENT - THIS IS A LIE - NO WAY IN HELL.

DO NOT TRANSLATE

Ticket: # 1471428 - Wargaming America Inc

Date: 2/23/2017 3:57:46 PM

City/State/Zip: Blacksburg, Virginia 24060

Company Complaining About: Verizon

Description

Wargaming America suspended my account for retaliation in filing a formal complaint with them through their support system, in censoring consumers for filing grievance. I have spent close to seventy dollars on purchasing two premium tanks through them, and because of actions they consider "offensive" to their staff for how they conduct service and also how they false advertise I was silenced by them. This is retaliation in part to their dispute with their EULA

I am asking that they be looked into, and also that I get my money back for what I spent in game.

[Ticket: # 1471521 - open internet/net neutrality a much for "The People"](#)

Date: 2/23/2017 4:17:40 PM

City/State/Zip: Mcdonough, Georgia 30252-2700

Company Complaining About: AT&T

Description

anything other than open/neutrality for the internet is completely unexceptionable.....

Ticket: # 1473384 - Limiting internet usage

Date: 2/24/2017 2:37:33 PM

City/State/Zip: Des Moines, Iowa 50315

Company Complaining About: Centurylink

Description

There has been talk of limiting the use of what internet can be used for by the Trump administration. I want the internet to stay free and open as it is now for unlimited use on any topic or subject. Limiting the internet is can be a way the government controls news and information in a free society. I oppose this form of limiting our freedom of speech that is stated in the First Amendment of the constitution!

Ticket: # 1474494 - Ports 25 and 80 blocked?

Date: 2/24/2017 10:02:47 PM

City/State/Zip: West Newton, Massachusetts 02465-1403

Company Complaining About: Rcn / Boston

Description

We pay for RCN Internet service at our home address. When we subscribed, it was not clear to us that the service provider would block port 80 and port 25 and that we could not get these ports unblocked. We would like to run a non-commercial web server and mail server to teach our kids how to set up these functions and to provide ourselves with a private calendar and data service. We would also like to express our views and ideas on our web server. We use Linux and feel very comfortable being connected directly to the Internet. We do not need a static address, but our kids need Internet access to complete their school work and assignments. We also do not want to pay a special ransom fee per month to have the ports unblocked. Blocking the ports limits our freedom of expression and limits our privacy by denying us the use of services which could easily enhance our privacy such as our own private web calendar.

[Ticket: # 1477820 - Ajit Pia is a plague on this country](#)

Date: 2/27/2017 7:27:55 PM

City/State/Zip: Delmar, New York 12054

Company Complaining About: Straight Talk

Description

Ajit Pia is a plague on this country.

Ticket: # 1478771 - yahoo and metro

Date: 2/28/2017 12:22:53 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: MetroPCS

Description

hi saw offer for 40\$ refill so i visited metroPCS.reloadcodes.com as requested posted 3 links then got redirected to phony pages that i have screenshots for i tried to send yahoo mail but could not send attachments also your page was hacked so i could not send attachments to fcc if this is some sick joke or dragnet i want charged pressed also pls make arrangements for me to send files again no affiliation whatsoever also cannot select txt on fcc site i had to call social security case worker regarding this bat town before

Ticket: # 1481209 - NOT ALLOWING ACCESS TO AN ADVOCY WEB SITE WITHOUT JUST CAUSE!!

Date: 3/1/2017 1:12:48 PM

City/State/Zip: Waterloo, Iowa 50703

Company Complaining About: Mediacom

Description

I AM TRYING TO ACCESS A WEB SITE PREVIOUSLY ALLOWED!!! WWW.CHANGE.ORG WHY ARE THEY BLOCKING@!! NO ADEQUATE RESPONSE!!!

Ticket: # 1482369 - Millstone Elementary School Internet Filtering

Date: 3/1/2017 7:05:38 PM

City/State/Zip: Perrineville, New Jersey 08535

Company Complaining About: Millstone Township Elementary School

Description

In accordance with CIPA, elementary schools obtaining E-funds must have active internet filtering installed to prevent children from accessing inappropriate materials. The internet filter is not functioning, nor has it been since the start of this school year, all documented. The issue has been brought up to the administrators and principal and vice-principal, and no action has remotely been taken to address this problem. In fact, the secretaries have even been seen using social media (facebook), and again CIPA states that these websites must be blocked, even to staff. If additional information is needed (images showing proof, however it is quite inappropriate), please feel free to contact me using any method.

Ticket: # 1482563 - Verizon Has Locked Portions of My Account**Date:** 3/1/2017 9:08:30 PM**City/State/Zip:** Capitol Heights, Maryland 20743**Company Complaining About:** Verizon

Description

After filing a complaint with the FCC (1460954) I've now been locked out of my Verizon account. I'm able to log-in and pay a bill, but I can't make any changes to my account. I cannot view or select any contracts or new services since having filed the FCC complaint. I've contacted Verizon several times via phone and the online help service. They have redirected my call numerous times, dropped the call, and even simply offered to make changes via the phone since they "didn't know" how to rectify it. This would be fine if not for the fact that most of the contract deals and premium rates are online offered through online processing. I believe this isn't a coincidence. They were also supposed to update my billing fees to reflect the new statement but haven't. When I try to make any changes I'm met with the error message (see photos).

Ticket: # 1482613 - Ticket #1444350 HAS NOT BEEN ADDRESSED! Please read

Date: 3/1/2017 9:48:25 PM

City/State/Zip: Diamond Springs, California 95619

Company Complaining About: AT&T

Description

I have received no reply regarding this issue and am upset that the FCC closed the matter without addressing this problem. As you will read in the email below At&T has NOT addressed this issue. After my response email I was not called back by Mr. Griffin or received an email of when we can address this issue.

I want an answer to my questions by the FCC. Is the net neutrality law real or not? Do I have the same rights as the corporations or not? Is the FCC GOING TO UPHOLD MY RIGHTS AS PER THE NET NEUTRALITY LAW OR NOT? If America is under a dictatorship where I have no rights just tell me in writing.

Sincerely, [REDACTED]

Hi Mr. Griffin,

I left a message on your phone message service, I never did get a call from you. I think you may have called the wireless broadband mobile router. My phone number is [REDACTED]

To avoid a lot of phone tag could we please set up a time by email to talk? If you can give me a good time to get ahold of you I will change my schedule so that we can talk, and confirm that time by email.

Thank you for calling, I look forward to talking to you to get this issue resolved.

Sincerely,

[REDACTED]

Sent from my iPad

On Feb 28, 2017, at 8:16 AM, GRIFFIN, RICO R <rg7656@att.com> wrote:

[REDACTED],

I have attempted to reach you by phone regarding your concern with your AT&T services; however, I have been unable to speak with you directly. Please contact me at your earliest convenience regarding your complaint filed with the FCC. You may reach me at 228-819-6302 M-F 7:45am-4:45pm CT.

Best Regards,

Rico Griffin

Client Service Specialist
AT&T Office of the President
d 228.819.6302| rg7656@att.com

##- Please type your reply above this line -##
This ticket (#1444350) has been updated.

FCC Consumer Help Center (FCC Complaints)
Mar 1, 3:19 PM EST

Hi [REDACTED],

Your Ticket No. 1444350 was served on your carrier for its review and response.

Your carrier has provided the FCC with a response to your complaint. You should receive a copy of the response from the carrier within 7-10 days via postal mail. As such, no further action is required. Your complaint is closed.

We appreciate your submission and help in furthering the FCC's mission on behalf of consumers.

Rickw7toc
Feb 8, 4:15 PM EST

I have a complaint against AT&T regarding their refusal to grant a strict IPV4 or IPV6 address to a mobile customer and port blocking.

My mother lives in a rural area which is about 4 miles from the end of AT&T's fiber optics line. The only internet available where she lives is AT&T mobile. I was told by AT&T that they have no intention of putting fiber internet to her location.

I spent around \$1000 setting up a commercial Cradlepoint IBR 600 mobile broadband modem/router, antenna, bi-amplifier to get a quality cellular signal. I contacted AT&T's technical dept in Washington state and talked to a senior technical manager before I purchased that equipment. I asked the AT&T manager if that equipment would allow me to bypass AT&T's mobile firewall which stops all port forwarding on the mobile side. She told me it would.

When I got the system up and going the system was unable to bypass the AT&T firewall. I called the technical manger at AT&T back but was not allowed to talk to her, instead her supervisor talked to me. She told me that I could not talk to her and refused to address the fact that AT&T had me purchase equipment that they knew would not work. There was a lot of text corespondent (the only way that AT&T would correspond with me) which was then deleted off my AT&T phone without my permission regarding the comments by AT&T.

The issue is my mother is in her 80's and has health issues. I want to put in video cameras so that my sister and I can monitor her for health reasons. I am currently living with her to get her house more safe to live in by herself, since my father passed. The problem is that AT&T is refusing to give out strict IPV4 or IPV6 addresses. I called AT&T after the FCC passed the law saying that cellular

companies could not refuse individuals from getting strict IP address under the new fairness law. I was told by AT&T that they did not have to abide by that law because they were suing the FCC. They also said that when IPV6 address were available that I could have one of those, which I read that AT&T had available back in 2002. I was also told that I could get a strict IPV4 address from their business department, but when I contacted them by email they would not respond.

I have tried EVERY other means to get another service provider that will allow port forwarding in her area but none exist. I have many spent hours on the phone with AT&T once again trying to get a strict IPV4 or IPV6 address. When I call I am routed from one department after another (over and over) all saying the same thing, we need to route you to this department, we don't know what a strict IP address is, or we have a way to offer it.

AT&T has my mother between a rock and a hard place. They will not provide her fiber optic service (forcing her to pay incredibly expensive cellular prices), and then limit her cellular use so that she does not have equal options as to someone who has fiber internet.

In my calls to AT&T I keep being routed to departments that want to sell her only products and services. Case in point was in talking to AT&T about why I wanted a strict IPV4 address I was sent to a department who then tried to sell me their video surveillance product. The problem is that their product does not do what we need it to do, and is so expensive in the data it would use (mom is on a fixed income) would be more than she could afford. AT&T has a new marketing gimmick promising unlimited data with a slight slow down after 22 gigs, but everyone I know who has purchased that plan has said that after 22 gigs their access is unusable.

This is about getting a simple IP address. I can't believe that AT&T would be willing to put her life at stake over this. I don't understand AT&T's hostility as our whole family has been loyal customers forever,

We could please use your help. If there is nothing you can do, because AT&T is beyond your power to control (in that they are exempt from following the law), can my complaint be put on permanent record so that if this does result in a death we have it on file so that we can take legal/criminal action against AT&T? I don't know what else to do.

Thank you in advance for any help you can offer!

[Ticket: # 1483304 - Cannot access certain web sites through Uverse connection](#)

Date: 3/2/2017 12:24:21 PM

City/State/Zip: Gainesville, Georgia 30506

Company Complaining About: AT&T

Description

There are certain web sites that I cannot access through my Uverse connection. I have spent hours on the phone with AT&T and can't get to someone that can even understand what the problem is. They have tried to point it to my devices, we have reset the modem, etc., etc., etc. and still no resolution

Ticket: # 1487812 - CIPA

Date: 3/5/2017 2:32:20 AM

City/State/Zip: Denton, Texas 76205

Company Complaining About: Sprint

Description

I'm an adult, and if I want to look at adult websites that is my choice. My phone/cell provider does not have parental features activated however, there are some websites that I cannot access.

Ticket: # 1488119 - Communication decency act

Date: 3/5/2017 6:10:36 PM

City/State/Zip: Corinna, Maine 04928

Company Complaining About: Us Cellular

Description

I write to you today to share a deep and heartfelt issue regarding our precious future, our children. My concern is the lack of tangible enforcement of the communication decency act. When adults want to make adult choices to buy cigarettes, alcohol, or engage in gambling etc. Identification is a mandated procedural norm. Under the communication decency act children are prohibited from viewing adult explicit images/ videos. There currently is no process in place to properly vet who is attempting to access content. Also as part of the communication decency act there has to be a page prior to access of adult materials acknowledging age compliance, these adult sites are not in compliance with law whereas there is no vetting process in place to prove identity. In fact the majority of these sites do not even have a age compliant section just immediate access to content. We are a nation of law if we do not enforce law we can never hope to preserve our glorious nation for future generations. Thank you for your time sincerely [REDACTED]

Ticket: # 1489298 - stalking by felons using wireless internet

Date: 3/6/2017 3:17:28 PM

City/State/Zip: Spring City, Tennessee 37381

Company Complaining About: Charter

Description

I have an arrest warrant prepared to serve on estranged felony Cherokee Indians that are stalking me by wireless technologies. The named Cherokee Indians are: [REDACTED]

[REDACTED],
[REDACTED]. I These felons are VIOLATING TN STATE EXCESSIVE OBSESSED STALKING CODES 39-17 OUTLINING SEXUAL STALKING. EVERY DAY ALL DAY LONG AT THEIR WILL THESE ESTRANGED FELONS ARE SEXUALLY HARASSING ME FOR A SEX BASEC MASTURBATING / PROSTITUTION PROJECT. I am not a prostitute, I am, a PHD Professional in Art and Design. Please contact me about how I can serve these estranged felons ARREST WARRANTS for stalking me by wireless technologies from other towns and states.

Ticket: # 1491160 - Rise Broadband throttling and blocking websites

Date: 3/7/2017 1:19:58 PM

City/State/Zip: Blackfoot, Idaho 83221

Company Complaining About: Rise Broadband

Description

My speed is being throttled and some content is being blocking. Blocking sites include access to ambulate service, hospitals, doctor's offices & department stores. The throttling, service was installed in 11/2016 for a 5 MB plan but I'm lucky to get anywhere near that with mostly .5 to .7 download. I'm told there is a tower issue many times but I ran a ping test that proved they were lying. Once I told Rise this was happening my service was 4.9 MB for a few days then dropped right back down. Rise started getting upset with me and would shut the service down after I prepaid them. I am 2 months into the prepaid service and still don't have service. I had to get the ID State Attorney General (Log id 219895 business id 158202) involved with this. I had to make about 200 calls later and the service was turned back on. Proving this was done deliberately. Rise Broadband has 2 address: 400 Inverness Parkway, suite 330, Englewood, CO 80112 & 61 Inverness Drive, E. Suite 220 Englewood, CO 80112. My calls have been blocked so I can't call them to get this resolved but left their online chat. Within 1.5 hours of doing an online chat my DirecTV DVD started downloading porn. I have never downloaded anything like this. I believe this was to create havoc in my home. This download is from stations I don't have access too. DirecTV is in the same building with Rise Broadband. I have pictures and videos to prove my suspicions. FCC has rules about the throttling and blocking of websites.

Ticket: # 1492424 - CGNat

Date: 3/7/2017 7:04:51 PM

City/State/Zip: Rio Grande, Puerto Rico 00745

Company Complaining About: Liberty Cable

Description

After open a compliant Liberty applied Again a CGNAT to my Modem account unilateral. I call to eliminate this like I has two Day before and they request me to obtain and pay for 90mbs service or static IP to remove it. None of it was on my contract. I will not going to pay for that. They send a letter telling to the customer about the IPv6 change, but this never happens, only Put some client on the CGnat to obtain more money if You want to continue with the CCTV Remote Monitoring Service. This is the way Liberty use to request more money from the Customers.

Ticket: # 1495539 - COMPLAINTS INTERNET

Date: 3/9/2017 10:51:13 AM

City/State/Zip: Tampa, Florida 33625

Company Complaining About: My . Exede . Net

Description

resulta que solicite ha Direct TV internet ellos me recomendaron ha la Cia My. Exede.Net y me cobraron \$66 dolares y centavos por la instalacion inmediatamente me di cuenta que el servicio hera pesimo y que no Servia los llame por repetidas ocasiones y no contestaban hasta que contestaron como a los 10m dias, les dije que queria que retiraran el service porque no Servia y mandarin al tecnico y el me dijo que me hiban ha enviar una caja por UPS para que devolviera el equipo de lo contrario me cobrarian y asi lo hice y este es el Tracking Number 1 1Z6ER7339016367962 con fecha de Febrero 20 y ellos me confirmaron que lo recibieron cuando llame, pero sin embargo y sin mi autorizacion cobraron al banco \$445 dolares y centavos por lo cual estoy sobregirada y me ha ocasionado muchos problemas porque no puedo usar mi cuenta hasta que se aclare este robo, les ruego por favor como protectors del Consumedor hagan que no existan estas arbitrariedades y enganen a los consumidores, espero pronto oir de ustedes. Muchas gracias.

Ticket: # 1496313 - Additional complaint information

Date: 3/9/2017 2:39:53 PM

City/State/Zip: Diamond Springs, California 95619

Company Complaining About: AT&T

Description

I responded by first sending this information as per your instructions by sending to the email address in your email. I didn't get any reply to show it had been received so I'm sending it this way.

3/5/2017

██████████
██████████
I would like to add my mothers statement to Ticket No. 1444350. I take it that AT&T is trying to hurt my Mother for the complaints regarding the above ticket. My Mother is an 82 year old senior citizen on a fixed income with health problems. Which is why I started the complaint in the first place. Is this how AT&T gets even with people who make a complaint against them, by stealing money?

AT&T's is breaking the law by ignoring FCC net neutrality laws, stealing money, and harassing senior citizens with health problems all because they don't want to give out a strict IP address. This is getting unbelievable, I would like an answer to my pervious questions asked to the FCC.

"Statement From: ██████████

██████████
March 3 2017

On February 20, 2017, I attempted to add money to my AT&T Go Card account which I have had for many years. I was told I could not add money until I used minutes which would bring my account balance below \$499.45. On February 28,2017, I checked my balance to find out my balance was zero dollars. I called and could only get people located in the Philippines. I could not understand these people as they talked too fast with bad english, were incoherent and ignored me when I asked them to speak louder and slowly. In fact they became verbally abusive, and would talk over me saying the same thing over and over in an extremely loud voice and hostile tone. They lie to me, refuse to allow me to talk to a U.S. Rep, and treat me in an extremely demeaning way.

Finally after many attempts I was told by "John in the Philippines" that the \$499.45 would be restored, but he could only restore \$100.00 per day. The first day \$100 was restored, but the following day an additional \$100.00 was not restored. Again I tried numerous times to talk to a Rep. in the U.S. to no avail.

On 3/1/2017 my only choice was to talk to a supervisor in the Philippines, This time I was told a new story as they told me AT&T would add \$100.00 per year and it was my responsibility to call back each year to get the money which AT&T had taken from me. I told the supervisor this was not acceptable. She said she would restore the next \$100.00, but never restored that money.

After going back and forth with another supervisor who would not listen, I had to hang up as I am 82 years old with health issues and was getting very upset. Again, I called to talk to someone in the US

instead got someone in the Philippines who said they would transfer me to a U.S. Rep., and after being put on hold the line was hung on apparently by the person in the Philippines.

My account balance is \$99.60 after the theft \$399.75 from my account. I followed AT&T's instructions to the letter and they have no reason to take my money. I am on a fixed income and \$400 is a lot of money to me. My son is trying to get me setup with a video system to check up on me for my safety and AT&T does not want to let that happen. Why am I being verbally attacked by AT&T's Representatives? Why is AT&T stealing my money? Why is AT&T trying to stop me from getting a system for my safety?."

[Ticket: # 1496845 - Net neutrality](#)

Date: 3/9/2017 4:49:42 PM

City/State/Zip: Mckinney, Texas 75070

Company Complaining About: Time Warner

Description

Don't you dare kill net neutrality or all the people who appointed you will be voted out of office.

[Ticket: # 1502281 - Comporium Blocking Port 25 Traffic on Business Internet](#)

Date: 3/13/2017 3:27:26 PM

City/State/Zip: Charlotte, North Carolina 28202

Company Complaining About: Comporium

Description

Comporium (Rock Hill, SC) has taken it upon themselves to block port 25 traffic originating from mail servers on their business Internet services. This has caused consistent mail send issues for all businesses that host their own mail servers on the Comporium network. Also, the internal team that implemented the change will not speak with any customers.

[Ticket: # 1503017 - Fake "news" websites](#)

Date: 3/13/2017 7:40:42 PM

City/State/Zip: Prescott Valley, Arizona 86314

Company Complaining About: Centurylink

Description

Please ban all websites that publish misinformation and/or lies about political news.

[Ticket: # 1512665 - Cincinnati Bell block outbound smtp port tcp-25](#)

Date: 3/19/2017 11:08:01 AM

City/State/Zip: Cincinnati, Ohio 45230

Company Complaining About: Cincinnati Bell

Description

I am using Cincinnati Bell Fioptics service and they are blocking outbound tcp port 25 to force use of their own mail system. This prevents me using other non Cincinnati Bell mail systems which require to deliver mail via tcp port 25.

Ticket: # 1515348 - Inappropriate content is being handed to kids!

Date: 3/20/2017 10:30:37 PM

City/State/Zip: Monsey, New York 10952

Company Complaining About: Any, Please Contact Me.

Description

One of the most popular messaging apps, Telegram Messenger, has a very low rating in the Apple app store and the Google play Store and it has its own "bot store" built in which enables users to interact with a server that fetches material from the Web. Users can download videos from YouTube using these bots as well as browse the adult category bots which are pornographic and they can download pictures and videos freely regardless of their age. This must stop because little kids are seeing things that are ruining their minds and there are no parental controls to stop it.

Ticket: # 1517003 - Internet Restrictions**Date:** 3/21/2017 3:54:58 PM**City/State/Zip:** Aiken, South Carolina 29803**Company Complaining About:** Aiken County School District

Description

The district mentions several lawsuit and legal issues as to why they are so harsh with their site restrictions including but not limited to google. They state that there are legal ramifications to students finding access to explicit music and imagery and that is why they do it. They block all of google which forced me to change my choice of curriculum for the school year because the site that I needed required all of google. I really would like to understand their justifications and not just take their word for it. They are very restrictive and have focused towards a single product, Microsoft and Bing.

[Ticket: # 1517670 - Port Blocking](#)

Date: 3/21/2017 8:49:37 PM

City/State/Zip: Estacada, Oregon 97023

Company Complaining About: Reliance Communications

Description

Ports being blocked, known blocked ports are: 80, 13000, 13005, 13200, 13005, 13200, 14000, 14001, 14008, 14020, 14021, 14022, 14023, 14024 but it is likely that other ports are also blocked causing some services to be unreachable.

Ticket: # 1521073 - Service not working & Frontier not doing enough to repair

Date: 3/23/2017 12:54:04 PM

City/State/Zip: Los Angeles, California 90025

Company Complaining About: Frontier Communications

Description

When we have tried to cancel there is a 2,000 + cancellation fee to cancel which would be moot if Frontier did a proper repair or followed up to repair it.

Repair person first came out and did a "repair" and even gave us his number if the internet stopped working. It immediately stopped. I called the rep's number and left a message with no call back. (by the way this is a business and our cash registers are connected to the Wi-Fi and Internet) so we are doing no business. Call Frontier again to set a point and appointment and set it for the next day I tried calling that rep's phone number again and left another message and got no call back - so much for being concerned. Also on their initial appointment it took approximately 3 to 4 days to have an appointment and they somehow mistakenly thought it was a residence when they put in the system. And we called again and they did the same thing and we called again recently for a new service call it in again as the residents and businesses are supposed to have priority. Every time we call for service only have one service person out there.

And in our last appointment that we scheduled it so supposed to come today they postponed to the 27th. (and in the messages so that somebody over 18 needs to be there which has the implication again that they put in as a residence).

We have no choice but to cancel our service to another carrier but then we found out there's a \$2000 cancellation fee. Which is Usury and bad faith. So we can't change service because it's too expensive and the service is so bad that we don't have any service consistently and at times not at all.

We are totally satisfied with Frontier's service follow up and policies as well as their practices of charges for lines we don't have nor use.

Scale of 1 to 10 if I can put a negative I would put a negative number.

Ticket: # 1522017 - Internet

Date: 3/23/2017 4:44:15 PM

City/State/Zip: Brentwood, New York 11717

Company Complaining About: T Mobile

Description

T -Mobile blocking Internet

[Ticket: # 1524898 - Open Internet/ Net Neutrality](#)

Date: 3/24/2017 8:30:37 PM

City/State/Zip: Sebring, Florida 33871

Company Complaining About: Comcast

Description

At 8:24p, I was unable to access via internet 29 Code of Federal Regulations 1613.

Ticket: # 1525210 - WINDOWS - COMCAST

Date: 3/25/2017 10:56:10 AM

City/State/Zip: Debary, Florida 32713

Company Complaining About: Comcast

Description

Comcast is intentionally blocking slowing down access to foxnews.com . I am a lifelong net surfer and not stupid. Comcat xfinity is intentionally harming foxnews.com and that is sick disgusting abuse of consumers just looking for varied news sources.

[Ticket: # 1526294 - surveys & browsing](#)

Date: 3/26/2017 11:20:38 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi I joined jobs2shop earned 6.50 doing surveys then pages started being blank have screenshots was redirected to phony page ppl may be using minds w devices my surveys went through while several coughed showing downtime allowed me to finish surveys this comes in wake of phones found on Parker St and clarkson near address

[Ticket: # 1526684 - Adult content accessible to 2nd grader.](#)

Date: 3/27/2017 10:40:33 AM

City/State/Zip: Riverdale, Illinois 60827

Company Complaining About: Riverdale School

Description

Thursday March 23rd

I received a call about my son accessing pornographic sites.

Friday March 24th

I attended a meeting with behavior director. Laptop was died

Teacher came in and turn it on to attempt to show me but it died instantly. I left without any proof of anything.

My son says he saw adult content and clicked off when another student saw. The school claims their filter alerted them. Another student has been exposed to the adult content and they are denying it. I doubt the parent was notified. He was only caught because a fellow student caught him. The teacher insist that she was doing a routine check on computer history. He attempted to search white girl boob's and actually was able to pull up nude pictures. He is a curious boy who should not be able to access adult content at school.

Ticket: # 1527737 - Net Neutrality Ticket #144350

Date: 3/27/2017 3:14:15 PM

City/State/Zip: Diamond Springs, California 95619

Company Complaining About: AT&T

Description

SINCE I DID NOT GET A REPLY TO YOUR RECEIVING THIS ADDITION SENT BY EMAIL PLEASE DAA THIS TO TICKET #1444350

3-19-23

From [REDACTED]

Today I received a letter from AT&T which is enclosed in this email. In this letter AT&T fails to mention the call to their technical support division in Washington State, where I was told that their port blocking was in their hotspot hardware, not in their cellular system. They also fail to mention that AT&T told me that the hardware I was looking to purchase (and did after talking to them) would not be port blocked.

They make mention that they attempted to contact me by phone and left a message which NEVER HAPPENED. As stated in my complaint they did send me an email where I did leave a voice message on Mr. Griffin's voice mail, but he never returned my call.

The equipment I was forced to purchase has zero problems accessing the AT&T network, and has absolutely nothing to do with this complaint. The basis of my complaint is PORT BLOCKING BY AT&T on their cellular system. AT&T's reply letter does not address that issue. AT&T only says that it may not be available, but they control that availability. Nor do they address the harassment by AT&T of stealing \$400 from my mother's AT&T account for me making this complaint in getting this matter addressed for her benefit.

Obviously after reading their reply they feel comfortable in telling everyone to blank off. Is this how AT&T treats senior citizens with health problems and on a limited income? Is giving out a static IP address more important than someone's life, and do you steal their money to make that point? I'm a long time AT&T and I am shocked at their actions. As I read the net neutrality law AT&T can't do what they're doing by treating corporations one way and the general public another. I'm only asking for a static IPV4 or IPV6 address for the protection of my mother's health. What is next, is AT&T going to send out an assassin to kill my mother and me for making a complaint about unfair and unlawful treatment?

If my letter seems hostile PLEASE know that it is not directed at the FCC IN ANY WAY. The passive aggressive hostility from AT&T is getting to be over the top.

From my call to the FCC today I found out that this case has been in limbo. I will be making a follow up call next week as promised.

There is only a couple of real questions here. Is AT&T allowed to do port blocking where they are allowed to refuse to give out static IPV4 or IPV6 addresses which would allow the bypassing of that

port blocking? Is AT&T above the net neutrality law, or are they accountable for following that law?
Why is AT&T stealing money from my mother?

Again thank you for your help in this matter.

Sincerely,

██████████
██████████

[Ticket: # 1529346 - internet censorship](#)

Date: 3/28/2017 7:34:40 AM

City/State/Zip: Warren, Ohio 44484

Company Complaining About: Time Warner

Description

someone is hacking the internet and blocking my access to shit I have ever right to. Even if it's the works of steven king ! I want them jailed ! Intelihub.

Ticket: # 1529358 - False ID and blocking of legitimate incoming emails as Spam

Date: 3/28/2017 7:43:55 AM

City/State/Zip: New York, New York 10024

Company Complaining About: Optonline / Cablevision

Description

For the 7th, 8th and 9th times in the last 2 years Optonline / Cablevision has blocked my legitimate incoming emails by falsely identifying them as "Spam." Their technical support (I am not an Optonline customer, but my recipients are) has been highly unsatisfactory, in line with my 6 prior experiences. Optonline/Cablevision is unique in its extremely high Spam-ID error rate and opaqueness/slow speed of correcting false blocking. FULL DOCUMENTATION OF ALL INCIDENTS IS AVAILABLE UPON REQUEST.

Ticket: # 1532062 - Censorship

Date: 3/28/2017 6:15:22 PM

City/State/Zip: Asheville, North Carolina 28801

Company Complaining About: AT&T

Description

Hello - thanks for reading this. I am writing to inform the FCC that there is a campaign of direct and indirect censorship going on - on the internet and other channels. Particularly a media outlet I follow, InfoWars, has had some of their videos and streams taken down. On-top of that they have lost ad deals with other companies based on their content like adroll/Google. Twitter, Facebook and other media giants are doing the same with this discrimination.

May the FCC keep the internet and other channels open and free? Thank you so much for everything you do to maintain the best standards in the World.

[Ticket: # 1535485 - Open Internet/ Net Neutrality](#)

Date: 3/29/2017 7:38:06 PM

City/State/Zip: Sebring, Florida 33871

Company Complaining About: Comcast

Description

The Federal Government is preventing me from assessing all subsections under Title 4, 28 U.S.C. Chapter 82 referencing the jurisdiction of the US Court of Appeals. Also, blocked are many regulations under 29 CFR, 1600 series, referencing the EEOC procedures for hearings that are "before" an actual administrative judge, instead of a fictitious character, that I have never met nor has responded to when I have requested, using an illegal EEOC hearing practice called "HECAPS." I am not able to assess this information on my phone or any other place I have tried outside of my home .

Ticket: # 1535798 - Internet service

Date: 3/29/2017 10:58:36 PM

City/State/Zip: Costa Mesa, California 92626

Company Complaining About: Frontier Communications

Description

MY INTERNET SERVICE HAS NOT BEEN WORKING CORRECTLY FOR OVER A MONTH. I HAVE CALLED TECNICAL SUPPORT AND A SERVICE TECHNICIAN HAS BEEN OUT AND MY INTERNET IS STILL NOT WORKING. I CALLED AND HAD AN APPOINTMENT ON SAT MARCH 25;2017 and the service TECHNICIAN did not show up for the appointment. I called after the four hour appt time 8_12pm to see why the TECHNICIAN did not show up. The customer service rep stated he did not know the reason.

I called to reschedule the missed appointment and they closed out the ticket and put in the notes that a technician worked on my service .

A TECHNICIAN did not service my internet .I called to reschedule and the customer service rep had me on the phone for one before rescheduling the appointment.

[Ticket: # 1537253 - social networking](#)

Date: 3/30/2017 2:21:13 PM

City/State/Zip: Columbus, Ohio 43227

Company Complaining About: Hp

Description

I'm in 7th grade I'm pretty sure I know how to handle myself and want to get on Instagram please and thank you.

[Ticket: # 1537361 - Supporter of Net Neutrality](#)

Date: 3/30/2017 2:41:49 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: Comcast

Description

Postal Mail Ticket Ready For Data Entry

[Ticket: # 1541838 - my games](#)

Date: 4/2/2017 11:53:41 AM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: MetroPCS

Description

Hi downloaded "go Titans" from Google play store clicked to play got prompt that said not enough internet so uninstall this is a paid full service phone Person may be using cheap landline too

Ticket: # 1542273 - compass bank

Date: 4/2/2017 11:53:27 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi for acct [REDACTED] tried to get into online banking, never can have sent emails also lendup payment does not get automatically withdrawn from acct since lender will never offer real credit over at least \$3000-5000 since I have paid on time for over year and a half sent lendup email informing them I will send payment via mail \$50-\$100 each month until \$500 paid also this page was hacked since I struggled inputting text and clicking to edit text thx

[Ticket: # 1542900 - Outdoor TWC/Spectrum wifi](#)

Date: 4/3/2017 12:07:28 PM

City/State/Zip: Marina Del Rey, California 90295

Company Complaining About: Spectrum

Description

As a TWC/Spectrum customer I pay for services they advertise I can use when away from home base system. The antenna service offered at 13900 Panay Way Marina Del Rey, Ca 90292 will not allow for signing on, nor proper speed if you are forced attached by the company. After several calls with escalation this service is still not available. The antenna identified by TWC are AR0077W #1 and #2.

Ticket: # 1544596 - Comcast Internet Blocking HBO-Go for non Comcast TV

Date: 4/3/2017 11:48:30 PM

City/State/Zip: Atlanta, Georgia 30319

Company Complaining About: Comcast

Description

I have Comcast high speed internet, but not Comcast TV (I have direct TV with HBO, and thus access to HBO GO). I have no trouble watching and using HBO GO through my cellular LTE network or through my friend's non-Comcast internet wireless networks. However any time I am connected to my home network, whether that is wireless or plugged directly to the router/modem, I get service not available errors. I even go into the router settings and do site connectivity tests, and HBO Go has all packets dropped, whereas every other site works fine. Calling Comcast support is pointless as I am led on a parade of modem resets and app reinstalls for 2 hours.

I believe Comcast purposely blocks HBO through their ISP to try and force people to use their TV service (not realizing that not everyone who has Comcast internet will necessarily get their HBO subscription through Comcast TV).

[Ticket: # 1548668 - malware on my computer](#)

Date: 4/5/2017 2:55:43 PM

City/State/Zip: Oak Ridge, Tennessee 37830

Company Complaining About: Xfinity

Description

Xfinity has locked all of the browsers on my husband's computer so that he cannot go to any website other than finite's sign up page. I have restored all defaults and deleted all cookies and web data, closed and restarted the computer, opened a different web browser (which opened in the same xfinity sign up page), and could not find a place to block xfinity from his computer. We cannot afford to pay someone to clean his computer, and should not have to pay, for their maliciousness. Please help!

[Ticket: # 1549077 - Verizon blocking resolver at dns.watch?](#)

Date: 4/5/2017 4:36:09 PM

City/State/Zip: Oakton, Virginia 22124

Company Complaining About: Verizon

Description

Using dns.watch as default DSN resolver on FIOS service (in Fairfax, VA) results in errors like "unknown host." Yesterday dns.watch would not return a ping (neither by the URL nor the IP [REDACTED]). Today ping responds and I can view the web site. However, using that IP for the dns.watch resolver prevents my browser from finding hosts.

Ticket: # 1549713 - Won't stop emailing

Date: 4/5/2017 9:31:58 PM

City/State/Zip: Keller, Texas 76248

Company Complaining About: AT&T

Description

I somehow got put on a list of people looking poking for a job (even though I'm not looking for a job) and continue to get emails from 3 addresses. I have unsubscribed from each one every day for a month and still receive multiple emails from them daily.

They are:

Notifications@localjobscout.com

Alice@newjobstarter.com

Lisa@localjobservice.com

They are abusing email and I get multiple every single day from all three. I have even emailed them telling them to stop but they don't. Please shut them down immediately!

Ticket: # 1552133 - NHL.TV Black Outs

Date: 4/6/2017 7:47:40 PM

City/State/Zip: Burlington City, New Jersey 08016

Company Complaining About: Comcast

Description

I am a Pittsburgh Penguins fan in southern New Jersey and, according to the NHL.TV website, the only games I should be blacked out from are when the Pens play the flyers or nationally televised games. The game I am currently trying to watch against the Devils is:

- a) Not versus the flyers and
- b) Not nationally televised

I have emailed NHL.TV three separate times about this issue, and still it has not been resolved. NHL.TV says I can watch the game on MSG+, but I can not receive this channel in my region. I have attached a photo to this email that shows I should not be blacked out.

Ticket: # 1553735 - Re: [FCC Complaints] Re: internet

Date: 4/7/2017 3:01:12 PM

City/State/Zip: Mcallen, Texas 78541

Company Complaining About: Cricket

Description

This is a follow-up to your previous request #1368590 "internet"

I have yet to recieve a response from carrier in the mail

On Tue, 1/31/17, FCC <consumercomplaints@fcc.gov> wrote:

Subject: [FCC Complaints] Re: internet

To: "[REDACTED]" >

Date: Tuesday, January 31, 2017, 2:08 PM

```
#yiv5526526468 table td {  
border-collapse:collapse;}  
#yiv5526526468 body .filtered99999  
.yiv5526526468directional_text_wrapper  
{direction:rtl;unicode-bidi:embed;}
```

Ticket: # 1554840 - ISP Violating Open Internet

Date: 4/8/2017 8:05:27 AM

City/State/Zip: Wichita, Kansas 67217

Company Complaining About: Cox

Description

I'm a subscriber of Cox Communications, and I believe they are in violation of the open internet policy sat forth by the FCC. Quoting from the FCC site:

"The FCC's Open Internet rules protect and maintain open, uninhibited access to lawful online content. The rules specifically prohibit:

Blocking: Broadband providers may not block access to lawful content, applications, services or non-harmful devices....."

The reason I chose this excerpt is that I believe Cox Communication to be in violation of this particular provision, by blocking incoming traffic on multiple ports, including but not limited to port 80. The basis for this being a violation in my opinion is because it restricts use of lawful programs that utilize said ports. One such program would be Apache2 webserver, which is utilized internet wide to serve up web-pages. By them blocking incoming traffic on port 80 they take inhibit the ability for customers to openly run their own web servers in order to convey information freely in a legal manner.

Their port blocking information is located here:

<http://www.cox.com/residential/support/internet/article.cox?articleId=cacf82f0-6407-11df-ccef-000000000000>

I am asking that the FCC please look into this matter further.

Regards,

██████████

[Ticket: # 1555437 - Cox blocking access to AT&T's webpages?](#)

Date: 4/8/2017 10:20:11 PM

City/State/Zip: New Orleans, Louisiana 70123

Company Complaining About: Cox

Description

My internet is through Cox cable and I have been thinking of switching. Today I have been trying to look at AT&T's online information, but their webpages won't load using either Chrome or Safari browsers. I don't have any problems with any other websites, they all load quickly. I'm not sure if you've heard this complaint before, just thought I'd let someone know in case Cox is doing something to interfere with my ability to surf on their only (in New Orleans) competitor's webpages

[Ticket: # 1561387 - google account for email address above](#)

Date: 4/12/2017 11:51:05 AM

City/State/Zip: Kings Mountain, North Carolina 28086

Company Complaining About: Time Warner

Description

I was told by google that it is the fault of my server when I complained that my google address is showing as in India. I think this is why I cannot get much feedback in the United States on my youtube and gmail account. Thank you.

[Ticket: # 1562394 - I can't look up anything for my school projects](#)

Date: 4/12/2017 3:49:40 PM

City/State/Zip: Elkhorn, Nebraska 68022

Description

I can't look up anything for my school projects on sex ed and, this act is suppose to help me and I can't do a simple paper because of this. Seems a little ironic, huh.

Ticket: # 1565595 - videophone chat

Date: 4/13/2017 7:06:29 PM

City/State/Zip: Tucson, Arizona 85746

Company Complaining About: Burger King

Description

The burger King restaurant, at 3485 East Ajo Way in Tucson, AZ. The manager is a female and Mexican is discrimination on me because I am deaf to used the WiFi internet in the burger King when I bought hot dogs. I spoke with her but she refused to communication with me for solve the problem by WiFi internet while i chatted with my wife in Skype and Sorenson VRS to called the immigrant law. The manager told the employee to cut off the WiFi by her headphone.. I was check it up on the phone cell its not work it.. I spoken with Manager's employee that they said did not cut it off.. I know the manager hates me because I am deaf..

Ticket: # 1569881 - Cable Company Prices**Date:** 4/17/2017 2:08:04 PM**City/State/Zip:** Augusta, Maine 04330**Company Complaining About:** Charter

Description

My names you about [REDACTED]. I am from Maine. I am a hard working man in fact my wife and I both work 40 plus hours a week to make ends meat, Because everythings going up rent food insurance utilitys and cable gas taxes etc etc. I writeing you about Spectrum aka Time Warner Cable what an absurd cash crab this is, Phone internet and cable for 140 a month and goes up in the second year priceing they raise the rates rip off consumsers and there no completion. On top of that the phone and internet cut out frequently and I am not getting what I pay for 60 mbps down by 5 mbps up. When I tried to cancel they said I d have to by my own motem which is my right as a consumer yet they d be glad to charge me 34 dollard for them to hook it up which is a lie its against there companys policy Comcast Direct tv and dish all do the same thing. Why I am reaching out to a government agency I have no idea I ve lost all hope in state and federal governments to do there jobs, Since there to big for themselves. The FCC is suppose to protect consumer s and look into complaints. There s no competiton which is not the American way we also get taxed to death. Beacue of lack of competiton so they get away with it prices should be fair and capped just saying. I am a consumer tired of not getting what I oay for tired of no compettion and tired of getting ripped off. Tired of the bundleing phone internet and cable, When I tried to cancel they said you csn keep your intrenet for 120 a month whem I pay 136 for all 3. Again I am done!!! Please take thi seriously and look into it thanks

[Ticket: # 1578613 - Facebook removing free speech](#)

Date: 4/21/2017 1:13:40 AM

City/State/Zip: Triangle, Virginia 22172

Company Complaining About: Facebook

Description

I reposted many legit news articles and face book then removed them! The articles did not violate any law! Only truth but Facebook still removes different news articles that do not conform to there political ideal of communism! The first time I laughed but now it has gotten very old as a stock holder and publicly traded company this infringers on American constitutional rights!!!

Ticket: # 1580230 - Next Door limitation of access - Freedom of Speech Violation

Date: 4/21/2017 4:26:42 PM

City/State/Zip: Simi Valley, California 93065

Company Complaining About: Nextdoor - The Private Social Network For Your Neighborhood

Description

Next Door has deleted certain important postings in violation of my First Amendment Rights and the FCC Opinion on Freedom of Speech. Next Door policies and practices cannot violate US law.

Ticket: # 1580309 - another device

Date: 4/21/2017 4:48:58 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: MetroPCS

Description

Hi this is [REDACTED] 7781 (11/39/1978) phone [REDACTED] is still having issues can't be some etc using my personal life those phones are nearby recently as I went to rate a game Google play crash exited while I was typing so Ill try it again thx for looking into this it's stress enough being injured my new email is [REDACTED] pls catch this bat

Ticket: # 1581691 - hack

Date: 4/23/2017 1:01:33 PM

City/State/Zip: Jacksonville, Florida 32202

Company Complaining About: Metropcs

Description

Hi downloaded Herobrine city off Google play put workbench then got glitch that closed entire game since I'm injured something just doesn't make sense are these games rigged my name is [REDACTED],7781 [REDACTED]) phone [REDACTED] thx hacks can be hidden anywhere in these games

Ticket: # 1589084 - Unaccessible EMail**Date:** 4/26/2017 1:10:30 PM**City/State/Zip:** Groveland, Massachusetts 01834**Company Complaining About:** Comcast

Description

On Monday April 24th I tried to access my email account. There were 17 unopened emails. I contacted Comcast thru their chat room where I spent one hour trying to resolve the issue. I then contacted Comcast via phone where again I tried to resolve it. They blamed it on my computer after I had explained to them we have 4 email accounts with Comcast and only one was affected and that I had tried to access it on two mobile phones, two other laptops and a laptop with docking station. I also tried two different browsers, reset my modem and used my mifi from Verizon. In addition I cleaned out the cache and cookies and all history on my computer. Every time they put me through to someone else I had to re-verify my address, name and last four numbers of my social AND tell the whole story again so they could tell me to clean my cookies, change browsers, try another device. They do not listen to their customers. My ticket was upgraded several times and is now a tier 1. It has been 48 hours and the email cannot be accessed. I explained on more than one occasion there are documents that need to be retrieved that are time sensitive. All they do is apologize. At one point they apologized and offered to upgrade me and save me fifteen dollars a month. When I inquired further as to if I needed to pick up a new cable box she replied "oh no we sent out a technician and it is only \$29.90 for them to come out. " Are you kidding me? Also they called on three different occasions and when I answered the phone they hung up. I was disconnected on more than one occasion after telling the story. It is now in the hands of the engineers and I have another 30 or so hours left before I get an answer. I am extremely frustrated and physically ill at this point from all the stress. I have documents saved in folders along with email addresses that I must retrieve.

[Ticket: # 1589991 - Illegal blocking](#)

Date: 4/26/2017 4:42:23 PM

City/State/Zip: El Dorado, Kansas 67042

Company Complaining About: Cox

Description

COX in El Dorado, Kansas is illegally blocking ALL torrenting. I use torrents to download legal items like Linux versions (all open source, legal, and free, and most only available via torrent files) as well as share my own content that is too big to email to others.

[Ticket: # 1590759 - internet providers selling your browser history](#)

Date: 4/27/2017 1:55:10 AM

City/State/Zip: Nashua, New Hampshire 03064

Company Complaining About: Comcast

Description

This is an all time low. Privacy is an indivisual right. And now you want to allow them to regulate what we see or want to read . A complete tunnel vision to what they want to sell or there views. Jeff Bezo influence or other 4 major companies that control everything . A complete altering of world views with no control of truth in side. You should be ashamed !!! And it was bad before where the average person never answered there home phone, now you just gave them rights to call you on your cell phone for marketing .

[Ticket: # 1590848 - Net Neutrality](#)

Date: 4/27/2017 8:22:35 AM

City/State/Zip: Belmont, North Carolina 28012

Company Complaining About: AT&T

Description

Protect net neutrality to prevent biased media corporations from deciding what we see on the internet. Net neutrality lets ISPs and content producers have the freedom to compete based on the quality of their service, not their localized monopolies and infrastructure control. Net neutrality is internet infrastructure. Build the infrastructure, protect net neutrality!

Ticket: # 1591670 - Net Neutrality

Date: 4/27/2017 12:21:34 PM

City/State/Zip: Brooklyn, New York 11237

Company Complaining About: Verizon Wireless

Description

Discontent with the current FCC chairman's push for policy to privatize internet and profit on the sales of constituents' personal information. The United States has prided itself since its conception on the freedom of information and expression, the right to privacy and one's own personhood; The elimination of Net Neutrality compromises (on principle, not literally of course, though this country has been known to pass heinous judgment that has at times contradicted the constitution) the First Amendment right to free speech and expression, in that privatized internet thus higher prices for more/better bandwidth have the potential to considerably limit public access to information and expression in this, the modern technological age where Internet access in the developed world has been deemed a human right. To privatize and commodify information as such is to incite the shrinking of the global network, and ultimately give cause to factionalize people both within and without the borders of this country: dividing us further by socioeconomic class, and whatever other distinctions that arise by the privatization and selective online marketing campaigns now possible through this motion, and by restricting access to certain tenants of information. It is abhorrent that a government agency would seek so passionately to divide and commodify the public it's sworn to serve. I hope you reconsider this motion. Thank you.

Ticket: # 1591858 - Net neutrality abandonment by Chairmain Pai

Date: 4/27/2017 1:05:33 PM

City/State/Zip: Jacksonville, Florida 32216

Company Complaining About: AT&T

Description

The recent announcement by Chairman Pai of intent to replace the existing Title II net neutrality provisions by voluntary monitoring by the incumbent ISPs it applies to, and the justifications given, are the epitome of Orwellian black-is-white, down-is-up political speak.

I have been involved in technology firms for my entire 40+ year career. I was at Bell Labs as the commercial Internet began to take shape, and an engineer at Netscape as the web browser became an essential part of computing infrastructure.

The reality is that the existing robust, diverse Internet environment in play today would not exist without unfettered access between consumers and services. Each pays for their connectivity and has access to everyone & everything else there.

The incumbent ISPs, most with an effective service monopoly or at best duopoly in their areas, would love to engage in rent-seeking with major Internet sites such as Google, Facebook, Amazon, etc , charging those sites for access to the ISPs customer base, and no doubt looking to throttle competitive sites such as Netflix from supplanting their existing premium & pay-per-view cable offerings.

The proposed changes, which would allow for paid-priority arrangements between websites & carriers, is severely anti-competitive as it allows the ISPs to choose market winners by their ability to pay for access, rather than open competition for share among users.

Chairman Pai's proposals appear as blatant pandering to the ISP industry and their lobbyists, and a slap in the face to the citizens the FCC is meant to represent. I can only hope enough voices such as mine are raised to blunt or overturn this dangerous threat to both the free market and open speech.

[Ticket: # 1592884 - net neutrality](#)

Date: 4/27/2017 4:51:25 PM

City/State/Zip: Richmond, Michigan 48079

Company Complaining About: Comcast

Description

The rollback of net neutrality dose nothing but enrich thoses who are already wealthy. A free and open internet is vital to Living in our modern society.

Ticket: # 1593991 - Internet

Date: 4/28/2017 10:16:52 AM

City/State/Zip: Canton, New York 13617

Company Complaining About: Fcc

Description

I would like to file a complaint against FCC chairperson Ajit Pai. Mr. Pai doesn't seem to understand that in the 21st century, everyone needs access to the internet. The internet is a public good, and net neutrality must be protected. Mr. Pai should be following the mandate of the FCC and regulating the corporations that facilitate information access, rather than manufacturing a new, lucrative market for those corporations at the expense of consumers.

[Ticket: # 1594704 - Net Neutrality](#)

Date: 4/28/2017 1:31:14 PM

City/State/Zip: Bakersfield, California 93309

Company Complaining About: AT&T

Description

we do not have no desire for corporate control over the internet.

[Ticket: # 1597239 - save net neutrality](#)

Date: 4/30/2017 10:09:35 PM

City/State/Zip: Colorado Springs, Colorado 80919

Company Complaining About: Centurylink

Description

You CANNOT say no to Net Neutrality. Doing that will censor what little free speech ordinary Americans have left. Considering how broken the system is already, Net Neutrality is the only thing done right so far.

Ticket: # 1597357 - Net Neutrality

Date: 5/1/2017 1:30:04 AM

City/State/Zip: Bremerton, Washington 98310

Company Complaining About: Comcast

Description

Keep the internet open. Do not take away net neutrality. Have you seen the people on social media? YouTube comments? Reddit? 4chan? Thank god they have open and easy access to post their diatribe online. You take away open internet, you make these already irate and awful people even angrier. Don't. Do. It.

[Ticket: # 1597450 - Internet Access](#)

Date: 5/1/2017 6:35:33 AM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: Comcast

Description

Because of the variability of issues with Net Neutrality, there is a constant fear that my family--all military, patriotic soldiers for this country--will not be able to contact one another while apart. If something happened to my family members while deployed or while on base, it would be devastating not to know. Please protect Net Neutrality.

Ticket: # 1597591 - Net Neutrality

Date: 5/1/2017 9:04:34 AM

City/State/Zip: North Salt Lake, Utah 84054

Company Complaining About: Comcast

Description

It's my understanding that the FCC Chairman intends to reverse net neutrality rules and put big Internet Service Providers in charge of the internet. I am firmly against this action. I believe that these ISPs will operate solely in their own interests and not in the interests of what is best for the American public. In the past 10 years, broadband companies have been guilty of: deliberately throttling internet traffic, squeezing customers with arbitrary data caps, misleading consumers about the meaning of "unlimited" internet, giving privileged treatment to companies they own, strong-arming cities to prevent them from giving their residents high-speed internet, and avoiding real competition at all costs. Consumers, small businesses, and all Americans deserve an open internet. So to restate my position: I am against the chairman's plan to reverse the net neutrality rules. I believe doing so will destroy a vital engine for innovation, growth, and communication.

Ticket: # 1267319 - Comcast Data Cap

Date: 10/14/2016 5:32:16 PM

City/State/Zip: Minneapolis, Minnesota 55414

Company Complaining About: Comcast

Description

Comcast is attempting to impose internet data caps in the Twins Cities area of Minnesota (amongst other areas) and it is unlawful and unnecessary.

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering. Not to mention Comcast has repeatedly shown they are irresponsible in accurately tracking their customers data usage. How am I suppose to track my data if their services can't accurately do so?

It costs Comcast no extra money if a customer uses over 1TB of data. They claim that the majority of their customers don't even come close to this much usage. I can tell you that I have read well over 100 forums and comments from users that use well over 1TB is data, effectively proving Comcast has no clue what their customers actually use. This doesn't even take into account multiple person households. This isn't 1TB per person, it's per household. In a day and age where we are CONSTANTLY connected online; for work, school, entertainment, etc it is entirely unacceptable and unrealistic for data caps to even exist! 4K technology is just getting off the ground and then BAM data caps. Not a likely coincidence.

Comcast is doing this for no other reason than to pad their pockets. Which wouldn't be a huge issue, but that fact that they have been ignored in becoming a MONOPOLY (WHICH IS ILLEGAL) allows them to push and bully their customers into paying whatever they want, because in many areas there are no other options!

Data caps should not be allowed to be imposed. They are unfair, unrealistic, and attempting to charge for a resource that DOESN'T COST EXTRA THE MORE YOU USE! Comcast is unjust in this decision, and the outcry that has come from the public will hopefully light a fire under your asses to actually do something about it.

Ticket: # 1273132 - Terabyte Data Plan

Date: 10/18/2016 8:38:17 AM

City/State/Zip: Fort Wayne, Indiana 46845

Company Complaining About: Comcast

Description

On October 6 Comcast informed me of changes to my internet plan: the activation of the XFINITY Internet Data Usage Plan ("Terabyte Plan"), which would become effective November 1, 2016.

The Terabyte Plan is flawed in multiple ways and does not promote an Open Internet, broadly defined on the FCC's Open Internet page (<https://www.fcc.gov/general/open-internet>) as "consumers [being able to] go where they want, when they want." The FCC seeks to achieve the Open Internet in multiple ways including establishing rules preventing Blocking, Throttling and Paid Prioritization.

While Comcast's Terabyte Plan may meet the letter of these rules, it does not, in my opinion, meet the intent of the rules established by the FCC in seeking to provide an Open Internet to all consumers.

a. This plan does not include reasonable recourse to consumers for overages, as reported by Ars Technica in December 2015 (<http://arstechnica.com/business/2015/12/comcast-admits-data-cap-meter-blunder-charges-wrong-customer-for-overage/>). While this case was a 300GB data cap, it serves as a cautionary tale for multiple reasons:

(i) The methodology for determining data usage is not published and information is not readily available for consumers to dispute any claims by the company of excess usage.

(ii) As a result of the concerns stated in (i), any recourse a consumer may seek will be entirely at the discretion of the telecommunication company. ██████████, the subject of the Ars Technica article is in the minority in his ability to have continued access to the internet while disconnecting his router. As such, ██████████ is in the minority in being able to receive compensation for a mistake that his service provider initially denied outright and did not look into further.

(iii) Comcast has made no effort to provide assurances to consumers that the Terabyte Plan will be increased or pegged to increased usage over time. The lack of any form of assurance that the Terabyte Plan will match the increase in bandwidth This can be illustrated multiple ways:

(a) With the prevalence of Netflix and similar businesses, whose services to consumers are entirely predicated on internet access, increasing resolution sizes which will become more common as technology improves, will result in higher costs to consumers. Cisco Systems (http://www.cisco.com/c/en/us/solutions/collateral/service-provider/ip-ngn-ip-next-generation-network/white_paper_c11-481360.html) highlights that Internet video to TV doubled in 2014 and projects that internet video traffic will account for 80 percent of all consumer internet in 2019.

(b) Cisco Systems (ibid) projects that global IP traffic more than double between 2016 and 2019.

b. While Comcast may argue that the Terabyte Plan provides an option to pay for unlimited data, which allegedly allows the company to provide consistent bandwidth to all customers, a secondary benefit is that this serves as a barrier to lower-income families who may not have the disposable income to spend on the new data plan.

As a consumer, this concerns me. I do not have any form of reasonable recourse for any concerns and am entirely at my service provider's mercy. I, additionally, have no assurances that one Terabyte, which Comcast argues is statistically enough for the vast majority of consumers, will be increased to allow me free and open access to the internet.

Comcast's (among others') overt push to monetize data usage will serve to suppress usage and inhibit growth in internet access and bandwidth use. If the FCC truly seeks to promote an open internet and expand access, it should be actively seeking to remove barriers to consumers and not promote these anti-consumer actions.

[Ticket: # 667667 - Comcast is blocking access to HBO GO](#)

Date: 11/20/2015 12:10:15 AM

City/State/Zip: Sacramento, California 95821

Company Complaining About: Comcast

Description

Comcast is blocking access to HBO GO through my ONLY source of media

Ticket: # 881637 - Comcast blocking HBO Go on Tivo set top box**Date:** 3/28/2016 6:16:58 PM**City/State/Zip:** Saratoga, California 95070**Company Complaining About:** Comcast

Description

I am a Comcast customer and I pay for broadband internet, basic cable, and access to HBO all through my Comcast account. I also use a Tivo set top box to watch Tv. Tivo recently released support for the HBO Go app on their set top box. Through Comcast, I have access to HBO Go through other devices in my home (iPad, iPhone, Chromecast). Comcast is blocking the authentication of HBO Go on my Tivo set top box, thus I cannot access the content I am paying Comcast to access on a device that is technically capable of doing so. I filed a complaint with Comcast and the office of Tom Karinshak, only to be told the following (direct quote in email correspondence that I still have) "At this point it is not a matter of we do not want our customers to access that particular content it's a matter of both companies coming to a mutual agreement on a new contract. As for when will this agreement be met, that is to be determined?"

Thus, it appears that Comcast is deliberately refusing to authenticate their customers from using Tivo to access HBO Go content they pay for as a means to strong arm HBO into a payment more favorable to Comcast.

Based on similar previous situations with Comcast and Playstation/Roku devices , it would seem that Comcast is again violating the Net Neutrality terms set for by the FCC.

(<http://apps.fcc.gov/ecfs/document/view?id=60001009683> and

<http://arstechnica.com/business/2014/12/comcast-to-stop-blocking-hbo-go-and-showtime-on-roku-streaming-devices/> and <http://motherboard.vice.com/read/comcast-may-be-infringing-net-neutrality-with-shady-hbo-go-deals>)

Ticket: # 1007119 - Comcast - 3rd Party VoIP - Blocking Port 5060 Outbound for Registration to 3rd party VoIP Provider

Date: 5/28/2016 1:11:50 PM

City/State/Zip: Fort Wayne, Indiana 46825

Company Complaining About: Comcast

Description

Comcast is deliberately blocking SIP port 5060 outbound to prevent registration with 3rd party Voice of IP providers over their broadband internet. Thus preventing competing services from offering VoIP services to Comcast users pushing people to sign up with Comcast VoIP clearly a net neutrality violation. I have contacted my 3rd party VoIP provider they do not see any SIP registration requests coming from my computer because comcast is specifically blocking the required registration point 5060 the only reason to block this is to prevent other providers from offering services that directly compete with Comcast services on Comcast network. The exact issue happened to me on a previous Comcast account, magically after an FCC complaint it was "fixed" and Comcast informed me that "I had my router mis-configured" even though it magically started working right away after the complaint with not changes to my router or service on my end. They are clearly doing this again to PREVENT competition. There are many examples of this going on with Comcast this is just another:

<https://slashdot.org/story/06/03/02/139241/comcast-accused-of-blocking-voip>

<http://www.vonage-forum.com/ftopic11377.html>

[Ticket: # 1011506 - google is blocking me from sending any emails again today](#)

Date: 6/1/2016 9:45:19 AM

City/State/Zip: Olathe, Kansas 66061

Company Complaining About: Comcast

Description

google is blocking me from sending any emails again today

Ticket: # 1023724 - Net Neutrality violation?

Date: 6/7/2016 4:11:38 PM

City/State/Zip: Crossville, Tennessee 38571

Company Complaining About: Frontier Communications

Description

It appears that my ISP, Frontier Communications, is blocking any and all traffic to Blizzard Entertainment and their online software portal Battle.Net. I know this would have started within the last 18 hours and with some simple searching have determined that a vast number of Frontier Communications customers are reporting the same issue. I believe this would violate Net Neutrality as I am unable to use software purchased for several users in my household - as well as the numerous other customers impacted.

Also evidenced by replies here - <https://twitter.com/BlizzardCS/status/740261873656811520>

Ticket: # 1023723 - Net Neutrality violation?

Date: 6/7/2016 4:11:37 PM

City/State/Zip: Crossville, Tennessee 38571

Company Complaining About: Frontier Communications

Description

It appears that my ISP, Frontier Communications, is blocking any and all traffic to Blizzard Entertainment and their online software portal Battle.Net. I know this would have started within the last 18 hours and with some simple searching have determined that a vast number of Frontier Communications customers are reporting the same issue. I believe this would violate Net Neutrality as I am unable to use software purchased for several users in my household - as well as the numerous other customers impacted.

Also evidenced by replies here - <https://twitter.com/BlizzardCS/status/740261873656811520>

[Ticket: # 1037296 - open internet](#)

Date: 6/15/2016 10:06:57 AM

City/State/Zip: Maineville, Ohio 45039

Company Complaining About: Time Warner

Description

Time Warner Cable is blocking me from watching tv shows or movies directly from the individual internet sites. I have internet service with them but not cable tv service. Are they allowed to do this?

Ticket: # 1038717 - Comcast Intentionally blocking service to Sony Playstation Users

Date: 6/15/2016 5:46:09 PM

City/State/Zip: Layton, Utah 84040-7545

Company Complaining About: Comcast

Description

Comcast for years now has intentionally blocked television subscription streaming services to consumers with Sony Playstation. They provide service to Xbox customers because of partnership with microsoft, but refuse to provide service to Sony users even though Sony has provided the apps to access. All the other providers offer the service over Sony Playstation Network, except for comcast. Part of the advertised subscription price is access to the video on demand provided by HBO and Starz, but I do not have access due to the refusal of Comcast. Their forums, as well as the internet is full of complaints against comcast not addressing this issue. The fact they are blocking access over an open network is an issue. If a company provides a service and I pay for that service through my subscription how is it that comcast can stand in the middle and prevent me from receiving said paid for services.

[Ticket: # 1039300 - Re: \[FCC Complaints\] Re: Comcast blocking HBO Go on Tivo set top box](#)

Date: 6/16/2016 2:00:50 AM

City/State/Zip: Saratoga, California 95070

Company Complaining About: Comcast

Description

This is a follow-up to your previous request #881637 "Comcast blocking HBO Go on ..."

I never received a statement from my carrier regarding ticket #881637
(<https://consumercomplaints.fcc.gov/hc/requests/881637>)

is one due at any point?

thanks
ryan

[Ticket: # 1048803 - Comcast](#)

Date: 6/22/2016 2:25:22 AM

City/State/Zip: Sammamish, Washington 98074

Company Complaining About: Comcast

Description

Comcast is blocking internet access to STARZ streaming content.

[Ticket: # 1043976 - TWC blocking Hulu](#)

Date: 6/18/2016 6:11:49 PM

City/State/Zip: Mebane, North Carolina 27302

Company Complaining About: Time Warner

Description

I feel like time warner is blocking hulu. i have no issues with other streaming sites.

Ticket: # 1044687 - Xfinity/Comcast Blocking Ports

Date: 6/20/2016 3:19:30 AM

City/State/Zip: South St. Paul, Minnesota 55075

Company Complaining About: Comcast

Description

Hello,

Xfinity openly blocks ports, most of them people don't care about. But I would like to run my own email and web server, by blocking port 25 that forces customer to have two ISPs/accounts or pay 3 times as much for less speed.

<https://customer.xfinity.com/help-and-support/internet/list-of-blocked-ports/>

<https://customer.xfinity.com/help-and-support/internet/email-port-25-no-longer-supported>

Thanks

[Ticket: # 1054991 - Frontier Internet Blocking Applications](#)

Date: 6/25/2016 1:09:14 AM

City/State/Zip: Rowlett, Texas 75089

Company Complaining About: Frontier Communications

Description

Frontier is blocking applications such as netflix. Their website says they don't, but they do. It's pretty obvious. Clearly a net neutrality violation.

Ticket: # 1055097 - Blocking news media - freedom of speech

Date: 6/25/2016 9:39:52 AM

City/State/Zip: Clear Lake, Iowa 50428

Company Complaining About: Pilot Travel Center

Description

Pilot travel senters hot spots blocking news media sites (
[https://loginportal5.wanderingwifi.com/Portals/\(S\(3uvbjj3g5kyr3ubvbeqj4el\)\)/PilotFlyingJv2/Index.aspx](https://loginportal5.wanderingwifi.com/Portals/(S(3uvbjj3g5kyr3ubvbeqj4el))/PilotFlyingJv2/Index.aspx)).... Such as <http://ria.ru> , <https://news.yandex.ru> , <http://www.newsru.com...>

Ticket: # 1055226 - Blocking of personal hotspots at Hilton Orlando Lake Buena Vista

Date: 6/25/2016 11:58:32 AM

City/State/Zip: Wexford, Pennsylvania 15090

Company Complaining About: Hilton Hotel

Description

I am attending a conference at the Hilton Lake Buena Vista hotel, and they admit to blocking personal hotspots in the hotel, which I understand is against FCC regulations. The manager, Lindsey Binet, admitted that they do this in all of the meeting rooms. I was not able to use my credit card processing due to this action. They want us to pay \$30 per day to have access to internet. And the directors of the Assn. of Professional Chaplains, whose conference I was attending, said the hotel wanted to charge them thousands for the blocking to be reversed.

[Ticket: # 1064768 - blocked access](#)

Date: 7/1/2016 6:35:03 AM

City/State/Zip: Meridian, Mississippi 39302

Company Complaining About: Hughes Net

Description

It appears that Hughesnet, my provider, is blocking my internet access to Comcast where I use mail services.

[Ticket: # 1060628 - Comcast traffic blocking](#)

Date: 6/29/2016 2:46:07 AM

City/State/Zip: San Francisco, California 94109

Company Complaining About: Comcast

Description

My internet service provider is blocking my legitimate legal traffic on TCP port 25. This prevents me from running my own e-mail server for personal use. By blocking this port, Comcast is unfairly reducing my available choices for e-mail services. This behavior is a violation of net neutrality, which states that all legal traffic must be treated equally and fairly.

[Ticket: # 1087688 - Blocking of a website](#)

Date: 7/15/2016 5:36:45 PM

City/State/Zip: Albuquerque, New Mexico 87120

Company Complaining About: Comcast

Description

Avast antivirus is unfairly blocking my website. My website is harmless. This keeps me from being competitive and Avast is picking on me!

Ticket: # 1069505 - HBO GO on Tivo

Date: 7/5/2016 5:41:09 PM

City/State/Zip: Minneapolis, Minnesota 55403

Company Complaining About: Comcast

Description

I purchased a Tivo Bolt and was pleased to see that it had a HBO GO app. I had been using HBO GO on my Apple TV, but I was planning on having the Tivo replace the functionality of the Apple TV. I went to activate HBO GO using my Comcast account and was upset to find that Comcast was not available from the list of all other major Cable companies. For some reason Comcast is blocking HBO Go on my Tivo, but not my Apple TV. Comcast has a deal with HBO to have some of their programming On Demand, but its not everything that is available on HBO Go and I can't use my favorites/playlists that I have setup in the HBO Go app on Apple TV and the web. Even though I am paying for HBO as part of my Comcast subscription they are blocking my access to it via Tivo. This seems like a violation of Net Neutrality to me. They want to force me to use their inferior On Demand service instead of HBO GO.

[Ticket: # 1069631 - Repeated dropping and slowing of internet](#)

Date: 7/5/2016 6:33:58 PM

City/State/Zip: Lake Carroll, Illinois 60146

Company Complaining About: Frontier Communications

Description

Frontier advertises their internet as high speed and Broadband MAX but has provided what they have claimed and I am paying for. I have contacted customer service on numerous occasions and was told that due to high internet use in this area there are problems with slower speeds and disconnects. This happens 4 or 5 times daily. This sounds like your description of blocking content and throttling of speed.

Ticket: # 1082297 - Verizon blocking IP lawful websites**Date:** 7/13/2016 10:49:38 AM**City/State/Zip:** Portland, Oregon 97266**Company Complaining About:** Verizon Wireless

Description

It's come to my attention that Verizon is blocking access to my website, and an website hosted by Squarespace. After testing with various Verizon customers (both Wireless and Fios) it appears to be mostly customers within the Dallas, TX area, though there are some other locations affected. The problem presents as a DNS resolution error ("DNS server could not be contacted" etc) however the domain name will resolve when using any other ISP. I've contacted Verizon and they told me that they are blocking IP addresses in the block that is used by Squarespace to host their websites: 198.185.xx.xx, 198.49.xx.xx and possibly all IP addresses starting with 198. This is a huge problem has Squarespace is a major web host and all of the websites provided by them would be affected, not just mine. This appears to be a violation of the FCC's "Open Internet" or "Net Neutrality" policy, as it prevents access to legitimate, lawful content when using the Verizon network. I contacted Verizon again (after they said they were blocking those IPs) and told them that perhaps that had a technical issue with one of their DNS resolvers, but they doubled down on the claim that they're blocking the IP address block, although it's possible that their customer service rep did not understand the issue. Please investigate this or contact Verizon to see what is actually going on. Thank you.

Ticket: # 1105712 - Comcast is blocking VoIP/SIP traffic over UDP 5060 but is denying it

Date: 7/27/2016 1:22:39 AM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Since I moved to Comcast Cable Modem from Century Link DSL, my VoIP services have stopped working. I have done much troubleshooting to figure out what was going on. I would see the SIP packets leaving my house but would never come back. I finally realized they were blocking UDP 5060 when I used another SIP client and I was able to make calls. Looking at the packets, the difference is the new SIP client was using an alternate UDP port as the source port. Changing my Asterisk PBX to use a different port seemed to fix the problem, at least in my case.

There is no reason for them to block inbound UDP 5060 to houses. This would ever only be used if I wanted to register a SIP client to my home phone system while away from home. Their own block page nor their customer service agents talk about this 5060 block at all. They just said there is a problem with my modem or router.

Their lack of transparency about filtering services that they themselves sell (home telephone service) is bad made worse by their denial they are even doing it.

I've attached a wireshark capture which was the only way I could find out what was happening. I highlighted the part of the packet showing the new port number (50060 in this case) which allows SIP to work. If the contact port is UDP 5060 it will fail because they are blocking it.

Thanks

Ticket: # 1108074 - Verizon Wireless Service Disruption**Date:** 7/28/2016 10:34:01 AM**City/State/Zip:** Louisa, Virginia 23093**Company Complaining About:** Verizon Wireless

Description

I currently have 4 Verizon wireless Sim card with unlimited data plans. They have recently blocked Data on the Sim used as the home internet/phone. I have called numerous times and opened multiply tickets. They are blocking data for the high usage on the account with no notification. I also have notice rate limiting on one of my other Sims as compared to a meter sim in the same device and same location. They promptly deny any such practice. Verizon support personnel also stated the block came from a higher up department and they could not remove it. There are two elderly people using this internet/phone with no way to call or communicate if an emergency arises. I object to Verizon practice of punishing customer still on the unlimited data plans by disrupting service randomly, reducing speeds by rate limiting, block data completely, and trying to convince them the only way to restore data is to switch to a metered plan. They are systematically trying to drive long time customers towards a more profitable data plans in order for Verizon personnel finical gain. All of which they promptly deny. I have two different SIMs, unlimited and meter, and they do randomly disrupt the unlimited Sims communication, most noticeable with VPN traffic disconnects/reconnects.

[Ticket: # 1112012 - Verizon blocking VOIP over 4G/LTE](#)

Date: 7/30/2016 10:15:16 AM

City/State/Zip: Dallas, Texas 75219

Company Complaining About: Verizon Wireless

Description

Verizon is blocking VOIP (specifically SIP) over 4G/LTE on an anti-competitive basis to prevent me from using other services to place telephone calls. They either want me on an exorbitant unlimited monthly minute plan or to charge me for overages. AT&T, Tmobile, and Cricket do not do this.

[Ticket: # 1112083 - Comcast and tagged.com](#)

Date: 7/30/2016 11:16:14 AM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: Comcast

Description

On the morning of July 30, 2016 I went on to my computer to access the website tagged.com. I've been having problems with the site since switching to comcast from RCN for a few months, the service from comcast was sluggish and slow compared to RCN even though both had the same speed, leading me to believe they were throttling down access to the service. On the morning of July 30, 2016 they completely shut down access to the website. On every device, iPhone, iPad, Mac computer and laptop When connected to other ISP's (AT&T, RCN, Verizon)than comcast I connect fine, when connected to comcast I get no connection to tagged.com on all the same devices, but all other websites connect fine. I've been on the phone with comcast for going on 3 hours now with no resolve. They've taken my phone number in case we get disconnected, when we get disconnected they never call back and I have to start all over again. After 4 hour and 15 minutes, I finally got to speak with Brendan CSAtech991 with Comcast who admitted Comcast has throttled down connections to tagged.com and Comcast is now blocking that website.

Ticket: # 1115397 - Comcast's Violation of the FCC Open Internet Rules

Date: 8/1/2016 10:16:30 PM

City/State/Zip: Renton, Washington 98055

Company Complaining About: Comcast

Description

I have filed two informal complaints with the FCC, and received two responses from Comcast which do not resolve the issue at hand. I have not received a reply from the FCC regarding these complaints, only the Comcast response which did not fix the issue.

Mr. Byron Darby of Comcast, a low level Process Analyst, responded to the complaint(s), FCC IC File Number 411492 on August 21, 2015 and FCC IC File Number 536587 on October 23, 2015.

In light of the Washington State Attorney General's Office filing a lawsuit in King County Superior Court today August 1, 2016 against Comcast where they cite nearly 2 million consumer protection act violations and are seeking \$100 million in damages, I felt I should once again file a complaint with you guys as it is obvious Comcast engages in unscrupulous business tactics to the point that the State of Washington is suing them.

My specific complaint is in reference to the FCC's Open Internet Rules. Specifically, "No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

They are blocking access to legal content provided by HBO, they are blocking an application (HBO GO) they are blocking a service (HBO Subscription) and they are blocking a non harmful device (the Sony Playstation 4) from accessing this content which a subscriber pays for (specifically myself in this example) This means that they manage to violate each and every part of this rule in one way or another by not only blocking an app, but blocking content and a non harmful device.

I have filed a complaint today with the Washington State Attorney General's Office and cited these two complaints as well as Comcast's responses. I am guessing Mr. Darby's responses will be highly scrutinized given the upcoming litigation next year, and have cited him as being party to the issues for his failure to act in good faith to resolve the issue. I urge the FCC to follow in Attorney General Bob Ferguson's steps and look into these matters given the gravity of Comcast's violations of State Statutes and Consumer Protections. They obviously have a penchant for deceiving and lying to customers, the State does not file suit unless they feel they can win.

Thank you for your time and assistance into looking into Comcast and Mr. Byron Darby, I look forward to a response from the FCC.

Ticket: # 1115532 - XXXXXX XXXXXXXXXXXX's complaint re: ISP Zero Rating

Date: 8/2/2016 1:13:20 AM

City/State/Zip: San Jose, California 95112

Company Complaining About: Comcast

Description

Restricting access to content is morally equivalent whether it's done with technology slowing you down, or economics steering you away. sponsored data (or zero-rating) combined with data caps are no different than blocking competing content providers. please enforce the SPIRIT of the neutrality rules set last year. you're not going to lawyer a social movement... we'll just keep coming back till all the loop holes are fixed.

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

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

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

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

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

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

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

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

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

Ticket: # 1122281 - Optimum blocking live streaming news video

Date: 8/4/2016 9:19:32 PM

City/State/Zip: Brooklyn, New York 11233

Company Complaining About: Optimum

Description

I can prove that Optimum is blocking or throttling down access to free, online live streaming video. Services that are live and free from sites like CBS News (<http://newyork.cbslocal.com/show/cbs-new-york-live-video-one>), BBC News, France 24, and others cannot be viewed on Optimum home Internet networks. I upgraded my Internet plan to a higher speed under the misleading illusion (from salesperson) that I would get better access to live streaming services, but the blockage continues. I tried from three different devices and the blockage is the same. If I connect to an external network outside of Optimum, then the connection works. (I have a Sprint and AT&T hotspot and those work.) This interference and blockage only began in the last few weeks since Optimum was bought out.

Ticket: # 1139204 - cant access website

Date: 8/15/2016 1:56:48 PM

City/State/Zip: Washington, Michigan 48094

Company Complaining About: Comcast

Description

After numerous attempts and multiple days passing, it has become clear to me that Comcast Inc. is blocking access to the website www.rt.com. I've used multiple devices and operating systems such as iOS, Mobile devices, Linux, and Microsoft Windows in the attempt to access the news site. I've also used all Internet browsers on the market such as Mozilla Firefox, Google Chrome, Internet Explorer, and even iOS Safari. Comcast recommendations were to enable IPv6 and this change rendered it completely inaccessible; doing nothing but making the situation worse. Websites that determine if a website is up or down for everyone also show the site is fully up and running with no issues and is available. I'm not using a network router and have the cable plugged right into the cable modem. No security software solutions installed such as Firewall or Antivirus. The problem still occurs and the news site is inaccessible. I thought under current law it is illegal to shape-shift and/or otherwise change or affect the neutrality of the internet? Can you please look into this? Thank you.

Ticket: # 1140128 - Internet programming (www.rt.com/america)

Date: 8/15/2016 7:45:04 PM

City/State/Zip: Detroit, Michigan 48204

Company Complaining About: Comcast

Description

Unable to access WWW.RT.COM/AMERICA, but actually it's the whole site of RT.COM. It started 2 weeks ago, but last Thursday evening, I was able to stream the station (via Comcast/Infinity) out of Detroit, Michigan, from my cell phone and my tablet and laptop, using my phone through tethering. Apparently, Comcast/Infinity is blocking it from my computer and since they don't offer the 7p-8:30pm weekday fantastic national news programming that RT America does, they appear to be blocking my access, and I don't pay for them blocking me from various sites, I am writing to the only governmental body that can make sure we continue to have an open and fair internet from Comcast/Infinity, until someone else more equitable comes along. Thank you kindly. (Have never had the problem in the more than 12 months I've been watching these two news shows, but am aware that they did this about six years ago in the Detroit Metro area with other 'competitive' websites.)

Ticket: # 1146792 - Open Internet - Throttling-

Date: 8/18/2016 4:33:14 PM

City/State/Zip: Bronx, New York 10466

Company Complaining About: Verizon

Description

Verizon FiOS is my cable company and they are blocking me from using my T-Mobile cell phone to access the internet - When I try to connect I get the message "Verizon online walled garden - restore your service now"

Verizon is not letting me use my T-Mobile services - how can this be. I can't not believe Verizon should be doing this and I am requesting the FCC to look into this.

Ticket: # 1150304 - VerizonWireless Blocking Applications

Date: 8/20/2016 2:58:36 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: Verizon Wireless

Description

My employer allows employees to access email remotely through the Good app (link below). VerizonWireless blocks access to the application until a \$15.00 feature (Good Mobile Messaging) is added to the account.

The description is misleading because the application is not utilizing any "messaging"from Verizon and only requires internet data to function.

My wifi only ipad is able to access the application through both my home broadband service and hotspots without any additional monthly features. My colleagues report that the other major carriers do not charge to have access to this application.

To clarify, this application is free to download from both the google play store and app store. It is Verizon blocking wireless data access until a feature is added.

Ticket: # 1154491 - Open Internet

Date: 8/23/2016 12:59:44 PM

City/State/Zip: Orangeburg, South Carolina 29115

Company Complaining About: Time Warner

Description

None of the major ISP's, in particular those also providing cable TV services, are complying with Open Internet Rules and Regulations. My ISP is Time Warner Cable and they are blocking my access to selected Internet sites which stream certain data they would otherwise you access via cable. They are selectively managing certain types of data they would otherwise like you to access in another manner. They are also throttling internet speeds and offering these at different rates.

The above assertions can be confirmed simply by visiting their web site.

I have submitted complaints on these matters in the past to no avail, and therefore submit the following. For the Consumer FCC functions are critical, and therefore your Rules and Regulations, created under the law, must be ENVORCED...!

Thank you!

Ticket: # 1161021 - Blocking use of internet due to "improper use of websites"

Date: 8/26/2016 4:34:28 AM

City/State/Zip: Elmhurst, Illinois 60126

Company Complaining About: Comcast

Description

I have used torrent sites to download digital bits of information from a thousands of other users. NEVER DOWNLOADING A SONG OR MOVIE. EVER. Torrent software is completely and totally legal. I am allowed to download bits, as they are not able to be copyrighted. I don't even allow my PC to upload bits, simply for bandwidth issues.

As such, Comcast is reading my traffic even through two VPNs and blocking my access to websites. They are sending a giant, screen covering banner which says they would like to educate me on proper use of the internet. Seriously!? I understand that Comcast and trade groups like the MPAA have an interest in stopping the illegal uploading and sharing of copyrighted material, but I have NEVER once done uploaded or even downloaded a file. What they are doing is essentially blocking me from the internet to persuade me to use the websites of their clients. My 25mbps speed has been drastically reduced until I contact them, which I will show you. That's f#@% illegal. In the past, I have discussed this with them on forums like Twitter. Their reps have acknowledged that my actions are totally legal, and they simply wished to convey their dislike of my use of Vuze.

Comcast is a steaming, vile piece of trash. An aberrant and temporary blight on the forward movement of technology. They have stolen billions in tax payer money and enacted monopoly practices on half the country. This strong arm technique is another of their sad attempts to hold on to a technology that is rapidly outpacing their old man brains.

Ticket: # 1161022 - Blocking use of internet due to "improper use of websites"

Date: 8/26/2016 4:34:41 AM

City/State/Zip: Elmhurst, Illinois 60126

Company Complaining About: Comcast

Description

I have used torrent sites to download digital bits of information from a thousands of other users. NEVER DOWNLOADING A SONG OR MOVIE. EVER. Torrent software is completely and totally legal. I am allowed to download bits, as they are not able to be copyrighted. I don't even allow my PC to upload bits, simply for bandwidth issues.

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Ticket: # 1164908 - Blocking Our Entire IP Range**Date:** 8/29/2016 2:32:02 AM**City/State/Zip:** Santa Fe, New Mexico 87505**Company Complaining About:** Brightcloud.com

Description

The company brightcloud.com a web reputation service has listed our entire range of ip addresses as a benign site. The service has not provided any details as to why it is doing this and will not release specific details as to why it's reputation service is listing our entire range of ip addresses as being benign. The ip addresses in question are 208.85.32.0/22 . This web site reputation service is then used by other companies which employ blocking technology based on brightclouds database to block listed IP addresses. We can understand if an IP address is listed as having malware or a virus and the temporary blockage is necessary, but to block an entire range of IP addresses is absurd, considering we are an ISP and have asked on two different occasions to have our IP addresses removed from this reputation service. Please help us to get to the bottom of why our entire range of addresses is being listed as having a bad reputation and used to block us from valid websites.

Ticket: # 1167006 - Comcast Blocks Its Starz Subscribers From Using Roku App

Date: 8/29/2016 8:27:41 PM

City/State/Zip: Savannah, Georgia 31406-3359

Company Complaining About: Comcast

Description

I subscribe to HBO, Showtime, Cinemax and Starz via Comcast here in Savannah, Ga and I also get my internet service from Comcast. Customer Service here is actually pretty good, I pay my bills on time, and I'm a good customer. But for \$230.13 a month, it's outrageous that Comcast will no longer allow me or other subscribers to use the Starz app on our Roku devices. There's nothing like goodwill and Comcast is working hard to build bad feelings by blocking the Starz app on our Roku boxes. Please tell Comcast we are not happy with this capricious action. They are the largest cable company in the country and own NBC and Universal Pictures. They don't understand blocking paying customers is wrong: FCC please step in!

[Ticket: # 1184790 - Email Traffic Blocking](#)

Date: 9/9/2016 10:22:14 AM

City/State/Zip: Chattanooga, Tennessee 37409

Company Complaining About: AT&T

Description

AT&T is blocking email traffic from our legitimate business server, they are not letting any emails from our server through to their customers.

I have used the form they provided to send a request to "The Postmaster". I have also made many requests by phone. I have been requesting they unblock our server since August 2nd.

We have been an AT&T customer for some 20 years and they are not responding to us.

Ticket: # 1187538 - Internet blocking access from Frontier Communications

Date: 9/10/2016 12:16:55 PM

City/State/Zip: Plano, Texas 75024

Company Complaining About: Frontier Communications

Description

Frontier communications is blocking certain internet sites (business site specifically) that I can get to as long as I am not Frontier FIOS - the response from Frontier is "sorry we know we have the problem but we don't have any way to fix it" then they try and sell me faster service

[Ticket: # 1192470 - Cox is blocking streaming video on Network Channels](#)

Date: 9/13/2016 8:44:34 AM

City/State/Zip: Phoenix, Arizona 85012

Company Complaining About: Cox

Description

Cox is blocking streaming video on NBC.com, ABC.com and other major network sites. They are scrambling the TV cable and it is simultaneously blocking the internet from streaming video.

Ticket: # 1199348 - Comcast blocking HBO Go on PS4**Date:** 9/15/2016 7:14:48 PM**City/State/Zip:** Nashville, Tennessee 37216**Company Complaining About:** Comcast

Description

Comcast is blocking access of HBO Go on the Sony Playstation 4 (PS4) gaming console which Comcast says is because a business deal hadn't been reached with Sony to offer the service through Sony's Playstation Network (PSN). There's a multitude of other ISP's (regional & national) that do work with HBO Go and PS4 including AT&T, Charter, Time Warner, Verizon FiOS, Directv, Dish Tv, etc.

The issue isn't on HBO's side as they've developed the app for PS4 specifically for use with the PS4 hardware. When attempting to activate the HBO Go service on PS4 it asks you to select your HBO Tv provider (which is through Comcast for me) but that option doesn't exist. When you reach out to Comcast for an answer why they say "HBO Go availability on PS4 deal with business terms that have not yet been agreed to between the parties. You can use Amazon Fire TV or Fire TV stick to access TV Everywhere apps from HBO Go and Showtime Anytime. Also, our customers have access to these services on Roku, AppleTV, Xbox One and Google's Chromecast." With all these other devices that you can use HBO Go on why is Comcast singling out the PS4 for which you can't? It seems like it may be a pay for play type of situation being that the PS4 is the most popular gaming device with the most users and Comcast is looking to cash in that by shaking down Sony for more money to access a featured app that we already pay for.

This is unfair and I would like the FCC to force Comcast to allow access to a service we as HBO customers and PS4 owners already pay for.

Ticket: # 1202833 - Comcast is blocking our website IP across the Comcast network

Date: 9/17/2016 1:46:52 PM

City/State/Zip: Cape Coral, Florida 33909

Company Complaining About: Comcast

Description

Our website www.MyKingsWay.org on the IP 107.180.50.188 is fully functional and viewers have no problems when they do NOT have Comcast as their internet provider. So, one may view it if using a cell data service, or one of the other ISP's with no problem. In speaking with our server company, there is no problem on their end and they can view it as well. However, I, along with untold thousands of others, CANNOT view it since we get our internet service from Comcast as they are BLOCKING OUR IP ADDRESS SYSTEM-WIDE. A Trace route verifies this. (attached). I first called them on Monday, 9/12/2016 regarding this issue and was given a customer ticket number. I have talked to them several more times, even receiving a call from their Tier 2 support team (whom you cannot call back, nor can Tier 1 forward you to them) who ACKNOWLEDGED that it seemed their system was blocking our IP. I even called their corporate headquarters a couple of days ago and was told this would be expedited to their security specialist. To this date, it has not been resolved. We have been "invisible" on the web for six days, and they have yet to resolve it. In checking with our server company, we are on a shared server, and as I attempted to pull up other domains on that IP they all had the same problem and would time out and were not viewable. NONE of these were on the Spamhaus blacklist (as we are not either) and none of us have malicious code that the server could find. So, for reasons unknown to us, and without notification, Comcast has blocked our IP so that it may not be viewed by their customers, and it is costing us money as this is our online giving portal, as well as advertising business as we just put out a couple thousand cards to be passed out in the community with our web address as a point of contact - which is now not viewable to so many of them. As clarification, my Administrative Assistant lives across the street from her parents. She has another internet provider and was able to view our website just fine. Her parents across the street have Comcast and were NOT able to view it. I cannot view it at home or at work because we have Comcast, but I can if I use my Verizon cell data connection, or if i use a VPN. How can they block IP addresses like this and then have no adequate resolution for legitimate companies whose websites do not present any security issues?

Ticket: # 1209275 - Verizon wireless blocked my access to internet

Date: 9/20/2016 5:59:55 PM

City/State/Zip: Bena, Virginia 23018

Company Complaining About: Verizon Wireless

Description

Dear Sir,

I leave in an area that is considered as rural. The only method for me to access the internet is via wireless. Verizon is basically the only viable option.

I have been a customer of verizon for over ten years. I have purchased the "unlimited data plan" since verizon started offering that service. My plan is for two smart phones. I also have plan with verizon wireless for the wireless service via MiFi. This plan allows me up to 5G per month of data.

The 5G data plan has been sufficient for my family. Once in a while and when i have company, i would call verizon to change the plan to 10G for the month. About two years ago, verizon stopped allowing me the occasional monthly upgrade. Verizon representative indicated that i needed to change my plans for the phones and the mifi to the new share everything plan. I did not agree to change my plans.

Late last year or beginning of this year and after learning about open internet access option, i purchased a router with the intent to use one of my phones as a hotspot. Verizon was notified and i paid the extra fee.

On and around September first of this year, i noticed that i was unable to connect to the internet. I called verizon customer service the next day. The verizon representstive stated that my access for that phone has been blocked by verizon since i used the phone as a hotspot and the practice is not allowed. I stated that the practice should be allowed and that there was a court case against verizon. The representative dtated that thst infirmation was nit correct, that the practice was not allowed, and that verizon could and did block my access. Verizon also stated that if i would change the service back to a phone within 14 days, i would not loose my old plan. I found an old phone and attempted to change the hotspot back to a phone line. I called verizon on Sunday 9/8 and was told that would not be possible.

I filled this compliant because:

I felt than verizon was unfairly blocking my access aginst the internet open access policy under your commission

I am not one of those data "hogger" who would use 100G or more of data per month. I dont video streaming
or download music

I use on the average about 14-16G of data per month

I have not violate any proceeding or regulations regarding internet open access policy

I have yet to receive any consistant support from verizon

Verizon is more interested in eliminating my old data plan and to force to join their plans that are more to their advantage.

I would ask that the commissioner review my case against Verizon's unfair treatment and its option to comply with your policy for internet open access. I would gratefully appreciate a favorable decision from the commissioner. I truly believe that the commissioner views open access as it is stated. Consumers who do use large amounts of data per month such as myself, our usages would not result in any financial burden to Verizon. In actuality, I am paying more and Verizon is making money from my plans.

In conclusion, I would like to express my appreciation that the commissioner is taking time to review my case. I am thankful for your consideration. Please restore my access as intended under your policy for internet open access.

Fyi, my physical address is under a different zip code than my mailing address.

R/

Ticket: # 1218182 - Open Internet/Net Neutrality

Date: 9/25/2016 5:59:30 AM

City/State/Zip: Highland Park, Illinois 60035

Company Complaining About: Comcast

Description

To Whom it May Concern:

Clear issues include:

- Blocking of information on the Internet.
 - o For example:
 - Most searches related to computer science, security certificates, computer networks/network infrastructure, ports, etc., return only forum results.
 - Inconsistency of data.
 - o For example:
 - I visit a website/do an Internet search and see information.
 - I navigate away from the website or search.
 - Minutes later I go back to the same website or I perform the same search again.
 - Result when I go back to the same website:
 - 1. I see different information.
 - Result when I perform an identical Google search for the second time:
 - 1. Information returned in my search results is different.
 - o For example: a search for “Clarisonic Mia 2 charging cable” on google shopping returned approximately 20 shopping results the first time I searched for it. The second identical search performed less than 5 minutes later returned approximately 2 shopping results.
 - Slow speeds.
 - No connection.
 - Lack of transparency about network activity and infrastructure on my home network.
 - 1. For example:
 - o I have asked Comcast what a solid mux server is (see image).
 - o I have asked why there are remote logins and unauthorized file transfers (SFTP). See images.
 - o I have asked which infrastructure IP addresses 224.0.0.251, 224.0.0.252, 239.255.254.250, etc. belong to.
 - o I have asked many questions. The bottom line is: I still don't have an answer to most of them. I have been a target of cybercrime activity and I am unable to find information to circumvent it.
- Lawful content blocking, slow speed, lack of connection, and non transparency (amongst many other things that are not applicable to this particular law) have been apparent for a number of years. I have contacted Verizon, Comcast, Apple, The Geek Squad, etc. in person and on the phone a number of times to try to resolve the issues. Despite my effort, the problems are still very real. I will very much appreciate help in resolving this matter. Thank you.

Ticket: # 1218602 - T-Mobile & Sprint's Blatant Disregard For Open Internet Order

Date: 9/25/2016 5:18:21 PM

City/State/Zip: Lakeville, Minnesota 55044

Company Complaining About: T Mobile

Description

Over the recent months T-Mobile and Sprint have announced new plans for their mobile data subscribers, both of these plans show that these carriers have a blatant disregard for the Commission's 2015 order enacting an "open Internet" policy. The plans I'm writing about are, respectively, "T-Mobile ONE" and "Sprint Unlimited Freedom". Both of these plans plainly say that they will throttle data for: select Internet video services, tethering/WiFi "hotspot" traffic, and in the case of Sprint's offering: specific Internet gaming services, access to Virtual Private Networks, and peer-to-peer Internet services. The "open Internet" order says that three specific practices(blocking, throttling, and paid prioritization) "invariably harm the open Internet", I don't see how T-Mobile and Sprint couldn't of violated these rules more. T-Mobile throttles data originating from Internet video services(such as Netflix and YouTube) to rates slower than 1.5 Mbps, this could also be considered "paid prioritization" because this 1.5 Mbps cap doesn't apply to everything and because you can purchase a \$3/day/line "HD video pass" or for \$25/month/line you can purchase "Unlimited HD video passes" to remove the throttle. T-Mobile throttles data used for the tethering and WiFi "hotspot" features available on many smartphones to 512 Kbps this could also be considered paid prioritization because you can purchase "T-Mobile ONE+" for an additional \$25/month/line that removes this throttle. T-Mobile throttles ALL data when cumulative data usage exceeds 23 GB. None of this sounds very "Unlimited" to me, but it does seem like a huge violation of the "open Internet" order. I know thousands of people have pointed this out as well, I would be very disappointed in the state of affairs if the commission did nothing about this issue.

Ticket: # 1246648 - Comcast and Data Caps

Date: 10/7/2016 11:33:55 PM

City/State/Zip: Albuquerque, New Mexico 87108

Company Complaining About: Comcast

Description

The cost of internet service through Comcast is already higher than anyone else, and on top of that they are implementing data caps. Previously the internet service I had through Comcast was advertised as unlimited. They have been trying data caps on a trial basis elsewhere, while in a leaked memo, Comcast employees were instructed to state that the policy is for "Fairness and providing a more flexible policy to our customers" and not for controlling network congestion. The FCC has already required Charter Communications must not implement data caps as part of their approval for Charter's purchase of Time Warner Cable. Comcast should not be allowed to have an exemption from this ruling purely because they are no longer attempting to acquire another company, especially because again, costumers pay a high price for Comcast as it is.

Wall Street Journal has said "Cable executives and analysts say that about 90% of the money cable operators charge for broadband goes straight to gross profits, since there are minimal operational costs for providing Internet service."(Wall Street Journal November 13, 2012) It is time that the FCC regulate internet service providers as a utility like telephone companies. Bandwidth is not a tangible item like the stuffing in an Oreo cookie, what is next? Charging more for watching too much T.V.? It is a signal transmitted over the same wire after all. I implore the FCC to please consider blocking these data caps in the interest of fairness to costumers.

Ticket: # 1231168 - Comcast Blocking HBO GO

Date: 10/3/2016 9:53:12 AM

City/State/Zip: Augusta, Georgia 30906

Company Complaining About: Comcast

Description

Comcast is blocking HBO Go on Sony PlayStation 3 and 4, and appears to be the only ISP who is practicing this. Is this legal? Prefer to be contacted by e-mail and not phone. I work night shifts and sleep during the day.

Ticket: # 1244456 - Comcast data caps

Date: 10/7/2016 5:51:24 PM

City/State/Zip: La Salle, Colorado 80645

Company Complaining About: Comcast

Description

Comcasts new data plan is completely wrong. Its a bait and switch tactic after years of common practice. It limits peoples choices for true high speed internet providers in my area and others. A 1TB cap sounds like a lot but these days that is nothing. With the push from the video game industry to more digital downloads of games and products and the rise or 4k or UHD televisions internet usage is only going up. America is already behind in terms of speed across the nation for our internet. We do not need to be hindered by limits on our usage.

An average 4k ultra high definition movie can be as large as 100 gigabytes. That would roughly be 1/10 of Comcasts new data cap. Video games vary in size greatly. However major releases can easily be 50 gigabytes. So by the time you watch a couple movies and download a few games you will have used up a large percentage of your data limit. And then if you do play the games online and do any sort of photo saving to the cloud you will easily surpass your data cap.

This sort of limit could easily effect the economy. Why would I purchase a new tv that I can not Use. Since 4k over the air broadcasts are currently not available. Guess I cannot download the game for my son until next month. There simple things should not be an issue to any American.

Please move forward in blocking any ISP from using this business model.

Ticket: # 1243111 - Comcast 1TB Data Cap

Date: 10/7/2016 2:59:15 PM

City/State/Zip: Portland, Oregon 97214

Company Complaining About: Comcast

Description

Comcast is going to begin implementing a 1TB Data Cap in the state of Oregon, among several others. As an IT Professional, I call on the FCC to eliminate broadband data caps through appropriate regulation.

Comcast wants to make customers and the public think that they have a limited supply of data, when in reality I am paying for a constant online service. Broadband companies across the US are doing this in an anti-competitive nature to reduce or eliminate competition to their TV business. A 1TB cap will prevent the usage of high-data applications, especially upcoming 4K streaming.

I ask that the FCC consider blocking data caps as part of the definition of broadband.

Ticket: # 1244817 - Comcast internet usage plan

Date: 10/7/2016 6:33:47 PM

City/State/Zip: Corvallis, Oregon 97333

Company Complaining About: Comcast

Description

I just received notice from my Internet provider, Comcast, that a usage data cap will soon be applied to my account. I am concerned about this for several reasons.

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Internet capability has become as essential to American households as traditional utilities. More entities with whom I do business are pressing to have consumers move to paperless data communication. For example: my bank just informed me this month that unless I opt to have my bank statements sent paperlessly, I will be charged an additional \$2.00 per month to continue to receive paper statements. Paperless statements represent data and will add to my usage.

My gas, power water and telephone utilities are regulated monopolies under the control of both my state and federal public utility commissions; Comcast is a monopoly in my area with no state or local public utility oversight.

It is my understanding that these caps and fees promoted by Comcast are not the result of technical necessity or business overhead costs but simply a vehicle to generate additional revenue. For most traditional utilities there is a benefit to both customer and provider, however this cap and fee structure provides benefit solely to Comcast at the expense of the customer and should be denied.

Ticket: # 1245822 - Comcast Data Cap**Date:** 10/7/2016 9:02:43 PM**City/State/Zip:** Berkeley, California 94705**Company Complaining About:** Comcast

Description

Comcast is implementing a 1 TB data cap on my internet. This is a pure money grab attempt by Comcast to stiff the customers since they have a monopoly in the area I live.

Data isn't like water gas or electricity, those utilities pay a cost to produce them. Moving data around cost practically nothing to ISPs once the initial infrastructure is in place. With what they are charging even before caps, they are already posting record profits. Consuming more data on your end doesn't increase the expense to ISPs. It's not about "congestion" either, this is just a money grab.

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Ticket: # 1246385 - Comcast unfair data cap

Date: 10/7/2016 10:48:22 PM

City/State/Zip: Katy, Texas 77494

Company Complaining About: Comcast

Description

I am a resident currently affected and very unhappy about Comcast's new data cap plan they forced upon my home and my community. Data plan is not about fairness, it is not about congestion, it is a way for Comcast to pad their profits.

Let's talk about fairness; Comcast claims they are charging data like how any other utility charges for water, electricity, and gas. However, once the infrastructures are put in place, sending and receiving data costs almost nothing to them. They are already charging enough to post record profits last year. Now, let's talk about congestion, data caps have nothing to do with network congestion, as was evident when Comcast accidentally leaked an internal memo confirming so.

Increase in profits is the only reason left, and while a business has every right to make as much money as they can, Comcast, being a monopoly in many areas, like mine (have no other option), should be held to a different standard. There is no competition, nowhere to turn. With the increase in high data-utilization applications such as 4K streaming and more Internet connected devices in our homes, this data cap is just an unfair way to get in on the money without actually innovating.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Ticket: # 1247139 - Comcast Data Caps

Date: 10/8/2016 1:29:21 AM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

Comcast is implementing data caps in Washington state for broadband internet. For an additional fee nearly the same cost as the service, I would be allowed to go past the data cap (essentially making me pay nearly double for the same service I had before). Locally, they've had a significant hand in blocking fiber expansion in Seattle and creating a near monopoly by being the only useful "competition" available in many areas of the city.

As internet is now a necessity for many people --including myself-- for communication, work, and education, data caps (no matter how seemingly "generous") impose a unfair and unreasonable constraint on a service that should be considered a utility and regulated as such.

Ticket: # 1249033 - Regarding Comcast data cap policy going into effect Nov. 1st

Date: 10/9/2016 1:28:10 AM

City/State/Zip: Sacramento, California 95817

Company Complaining About: Comcast

Description

I believe this new data cap on landline internet service is the very damaging and detrimental to the internet. Not only does this cap represent a clear anticompetitive stance by comcast and att (as they also have a cap), but it shows that they would rather gouge customers who wish to cut the cord rather than be stuck with horrible cable service. This cap is not nearly enough for those of us who stream in a household of more than 1-2 individuals. And the overages are outrageous! Not to mention the TAX on cord cutters of an additional \$50! What happens when UHD streaming becomes more common place? What about free data offers from companies like google when buying devices like the new pixel phones that take high-resolution pictures and 4k video and they will let us store it at original quality? That data is also included since no one can afford to upload over wireless internet! Not to mention countless entrepreneurs that can't afford business internet and make a living by uploading or downloading content to and from the internet. Lots of indie developers do this. And as someone starting out in web development I definitely download and upload lots of content for websites per month on top of my family streaming hulu, netflix, amazon, crunchyroll, etc in HD and sometimes UHD!

And I'm an avid gamer! My household is not unique! What they claim is enough for most people is an outright lie. More and more people are cutting the cord and this move is nothing but a tax on us. And a way to make their cable/internet service bundles more appealing.

Comcast has pulled all sorts of dirty underhanded crap in the past and this is no different! They claim its to be fair to other customers, but really it's to discourage more of their already shrinking cable sub base from cancelling and only keeping internet service.

Which brings me to my point about this being anti-consumer and anticompetitive. They are not just a cable provider or internet service provider. They also own a large media company, NBC Universal, lest we forget the unfortunate deal that was approved by the FCC. They want to shove content down our throats using their own service, which I bet doesn't use any data (despite the boxes needing internet and their internet streaming service), while telling us that 99% of customers don't need this much data? On top of that, they are a virtual monopoly in many cities and states. ATT is doing the same shit and they have worse speeds more places. My preferred ISP consolidated communications, which is obviously much smaller is down the street from my address, but I guess they don't have the money to expand or maybe comcast, att, verizon or whoever owns the lines is blocking them like they are in Kansas with google and other places.

These companies are getting away with highway robbery in the digital age! Please put a stop to this!

Ticket: # 1250398 - Data Caps

Date: 10/10/2016 11:04:35 AM

City/State/Zip: Boulder, Colorado 80302

Company Complaining About: Comcast

Description

I am writing to file a complaint regarding Comcast's recent decision to implement 1TB data caps. In August of this year, I reached a new service agreement with Comcast for high speed cable internet. At that time, the Comcast representative explicitly stated that no data caps would affect this service. Additionally, it is my believe that this practice violates the open internet order for two reasons: it is effectively blocking legal content, and it is unreasonable discrimination of content.

This action effectively blocks access to various services by limiting the amount that these services may be used. For example, per Netflix's own estimate, one hour of HD streaming video may use up to 3GB of data. An hour of Netflix's 4K HD streaming video may use up to 30GB. As a result, a household is only able to watch one hour of 4K streamed content a night if they wish to stay within their monthly data limit. While 4K streaming is far from the majority of content consumed by households, it is growing and will be in the near future.

This action is also an unreasonable discrimination of content. While Comcast claims it is important for network management to implement these data caps, there is no evidence they improve network efficiency, or do anything other than serve as a cash grab. Cable and fiber based services do not suffer the same type of spectrum scarcity common among wireless services, and the marginal cost of extra data consumption by consumers to the ISP is minimal. Rather than simply not overselling their network's bandwidth capacity, Comcast seeks to address a bandwidth issue by limiting the amount of data consumed.

Ticket: # 1251728 - Comcast data cap 1tb

Date: 10/10/2016 8:31:32 PM

City/State/Zip: Warren, Michigan 48092

Company Complaining About: Comcast

Description

Comcast has suggested it is reasonable for customers to pay for amount of usage similarly as utilities which provide gas, electric and water service. But, there is a significant difference between these traditional utilities and the data access provided by Comcast. With gas, power and water, I can choose to restrict or limit my usage to save costs. However I do not have complete control over how much data usage can be attributed to my household.

I have very limited, if not no control whatsoever, over how much data I receive that I neither requested nor even know is being transferred through my account. Some examples: 1. Updates and patches that are "pushed" out by operating systems (Microsoft) and other computer programs that force download automatic updates. 2. Advertising which is pushed out to my computer and other devices even through my use of ad-blocking software. 3. Trackers, telemetry and other sub-systems which interrogate my modem, router and connected devices. 4. Unsolicited e-mails and attachments which bypass or subvert my spam suppression software. These and similar technologies all count against my data usage and all of which is beyond my technical ability to control or restrict. These types of subsystem "usage" factors do not exist in traditional gas, power and water utility metering.

Ticket: # 1252993 - Comcast/Xfinity data caps

Date: 10/11/2016 2:05:25 PM

City/State/Zip: Hopkins, Minnesota 55343

Company Complaining About: Comcast

Description

As a Comcast account holder, I was recently informed about the 1TB monthly data cap being imposed on our account- along with a series of fees if we are to exceed 1TB of usage each month. I believe this new policy to be anti-consumer, as internet data transfer is not a finite resource and this appears to be a money grab on the part of Comcast with no benefit for the customers. Our household of 3 adults currently comes close to or exceeds the 1TB limit every month thanks to every day activities such as downloading video games digitally, watching streaming entertainment such as Netflix, and daily web surfing. In the future this will only get worse, as 4k content becomes more widely available and file sizes continue to increase.

There are very few options for internet provider competition where I live, which makes this policy feel even more like a money grab by Comcast- simply put there's nothing most people can do about it. Also it appears they are implementing this policy to smother their competition, by providing an incentive for customers not to use their competitor's services such as Netflix or risk paying additional fees.

I hope the FCC will strongly consider blocking this new policy, as data caps provide absolutely zero benefits for customers while continuing to drive up the cost of internet usage for subscribers. This is a massive step backwards for innovation and technology if this policy is allowed to stand.

Thank you for your consideration.

[Ticket: # 1254792 - Hot spot blocked on my phone](#)

Date: 10/11/2016 11:05:00 PM

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

Company Complaining About: Cricket

Description

Cricket wireless is blocking hot spot on my phone stopping me from using the internet i pay for freely.

Ticket: # 1257925 - Comcast Data Cap

Date: 10/12/2016 2:34:30 PM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: Comcast

Description

Comcast is rolling out their bandwidth caps in Washington State. This is extremely limiting for those who are looking forward to greater bandwidth applications and competition in the video streaming space. Comcast is effectively charging a \$50 tax to gain unlimited access to the internet (which is what it currently does today without a across the board price hike with less than 30 days notice) which will lead to a tiered internet structure (unless you buy Comcast products).

For example I won't be able to monitor/archive my home security cameras while I'm away as that will push me over my limit, that is unless I use Comcast's own service or pay them extra.

In addition to all this, there is no other cable ISP allowed at my address as they have made a deal with the home builder to put their cable box on the property, blocking any other cable company in the area from servicing my address.

Ticket: # 1258057 - Data caps that Comcast puts on its customers

Date: 10/12/2016 2:44:23 PM

City/State/Zip: Sykesville, Maryland 21784

Company Complaining About: Comcast

Description

As a customer of Comcast in a county jurisdiction where there is no allowed competition, I have to pay for Comcast internet service as my only high speed internet option. But now Comcast is placing limits or data caps on my usage. The way they measure this seems inaccurate compared to the things I do use internet service for. They offer very poor methods to monitor or verify my usage - a kind of believe us or not, but this is what we claim you have used. They advertise high speed internet (which really isn't all that high speed compared to other locations across the US), but when I use streaming services which they tout such as Netflix or Hulu, they are then quick to say I have exceeded my limit, and want to charge me more. This is a confusing business practice and dampens my usage of internet services. I work for the Federal Government and working from home is an option, but now I'm not sure I want to use this as my access could be limited by their data caps. Please have Internet Service providers such as Comcast come up with concrete methods that everyone can use and verify for their internet usage, and come up with reasonable standards of what everyone should receive for basic service. This craziness of throttling or blocking my access of unverifiable claims of usage is just plain nuts. Thanks so much FCC, you guys are doing a great job.

Ticket: # 1259011 - ISP Data Caps

Date: 10/12/2016 4:00:58 PM

City/State/Zip: New York, New York 10003

Company Complaining About: Comcast

Description

Comcast's data cap policy is a flawed consumer control measure against those who would go without cable. Data caps exist solely as a consumer control measure to stifle competition and cause users to be biased against applications based on the data amount they use. Data intensive services that would have otherwise been developed will languish as data caps cause consumers to be biased against them. Furthermore there is no third party government agency in charge of regulating broadband metering. Comcast contracts out its metering to a third party vendor and its methods of measurement are internal and not open to the public at all. Lastly, there are a significant number of consumers who have a single ISP as an option, and are therefore unable to find competitive pricing on data plans. ISP's spend a significant amount of money blocking competition from entering their market's; look at the number of lawsuits being filed against Google and municipalities across the country who are trying to roll out their own ISP infrastructure.

Data caps are a mechanism for entrenched ISP's to maintain the status quo of a poor service with high consumer costs, and opacity with regards to how they account for billing practices. Please do not further enable these companies to steal consumers!

[Ticket: # 1259427 - Data caps](#)

Date: 10/12/2016 4:41:55 PM

City/State/Zip: Salem, New Hampshire 03079

Company Complaining About: Comcast

Description

Data caps by ISPs should be illegal, and Comcast's proposed cap is anti-consumer. There is no other option for an Internet provider in my area, otherwise I would have switched years ago. Blocking apps like HBO Go on PS4, anti-net neutrality stance, and ever increasing prices only increases resentment from consumers toward our only option for an ISP in the area.

[Ticket: # 1260717 - EPB blocking video streaming services](#)

Date: 10/12/2016 8:06:12 PM

City/State/Zip: Glasgow, Kentucky 42141

Company Complaining About: Glasgow Electric Plant Board

Description

EPB has stated on their Facebook page that they are in the process of blocking video streaming services to internet subscribers. The reason they give is because of an outage on their main backbone provider and the need to upgrade the network link to another provider to provide stable internet service. It's very convenient for them to block video streaming services like Netflix and Hulu considering EPB sells cable TV services that are in direct competition. EPB already charges customers an extra \$10 for internet if they choose to not also bundle their cable TV service with it. Both of these practices are unfair to the customer, and blocking video streaming is in violation to net neutrality rules.

Ticket: # 1267609 - Comcast's data cap is bad.

Date: 10/14/2016 6:20:40 PM

City/State/Zip: Denver, Colorado 80231

Company Complaining About: Comcast

Description

Comcast is enabling a data cap on my service, after many years without a cap. Numerous articles have debunked the data caps as anything but a money grab, which works because there is no competitor to whom I can switch. So I either stay under the cap, or pay a monthly surcharge to regain uncapped service.

There is no accountability for how metering is done, nor any recourse if I suspect comcast's measurement of my usage to be incorrect.

To stay within the cap, I will suddenly need to scale back the streaming video services that I pay for, and install as much ad blocking software as possible to minimize usage. This will remove ad revenue from the very services that I use, since I can't justify an additional \$600/year for unlimited bandwidth.

Nor will I upgrade my television service to 4K, since this would only increase my danger of violating this unilateral cap.

If data caps are actually necessary, how can they provide it to anyone who can pay? Wouldn't it need to be rationed, or partitioned such that paying users aren't choked out by the unlimited users?

I also perform nightly low-data-rate backups of my photography library to a third-party site. I may need to cancel this service as well due to the cap.

I suspect that Comcast's own services will somehow be exempt from the data cap, pressuring me to switch from my satellite provider to Comcast. Although to be fair, they've not yet announced this to be the case.

So without competition, I'm either hostage to whatever comcast wants me to pay, or else I hurt every business I interact with after years without a problem.

Ticket: # 1263645 - political censorship - First Amendment violations

Date: 10/13/2016 8:41:26 PM

City/State/Zip: Brooklyn, New York 11205

Company Complaining About: Verizon Wireless

Description

Over the past two months, I have tried to forward Internet links relating to the current presidential race to a few family members. And I mean a few, as in my Father and one of my brothers, not to hundreds or even thousands of people. And in each instance, the the link is critical of Hillary Clinton, one of the presidential candidates. And in each instance, Verizon rejects my email as "spam" no matter what the subject line of my email says, and no matter whether I am sending my email to one, two, or just three persons.

Sounds crazy, right? But let me give you a concrete example that you can replicate within about five minutes or less.

https://www.youtube.com/watch?v=rLOp2yBhuTE&ab_channel=DanneyWilliams

Try forwarding that YouTube link to anyone, even one person, over a Verizon email account. Your email will be blocked as "spam" no matter what the title of your email is, and no matter whether you only want to forward to even a single family member.

I could take the dumbest cat or dog video from YouTube and I bet you I could forward that link to my 500 "closest friends" without any blocking from Verizon. But when I try to forward a politically-tinged video link from YouTube, then and only then, my email is flagged as "spam."

That is not how a major Internet service provider should function. Again, I tried to send this to a few family members, I did not try and blast this out to 10,000 strangers. This censorship, and that is what is going on, is a violation of the First Amendment our nation's Constitution.


Verizon's executives may have some agenda or preference whereby they don't approve of this YouTube link, but I ought to be able to send this link to my closest friends or family members.

Please test this out. This is the third time this has happened to me during this presidential cycle in as many months.

This is the behavior of a banana republic and your mandate permits you to do something about it.

Regards and please feel free to call me if you would like additional details.

Thank you for serving the American people.



[Ticket: # 1266563 - Comcast is satan](#)

Date: 10/14/2016 3:28:52 PM

City/State/Zip: Tallahassee, Florida 32301

Company Complaining About: Comcast

Description

Comcast is going to impose 1TB data caps on its customers meanwhile blocking attempts from other ISPs to establish new services. This is immoral and illegal. Comcast has a monopoly and needs to be disbanded

[Ticket: # 1275308 - HBO Go app](#)

Date: 10/18/2016 11:37:36 PM

City/State/Zip: San Francisco, California 94108

Company Complaining About: Comcast

Description

Comcast Xfinity, the monopoly in my area, prevents users from accessing HBO Go via Sony Playstation 3 and 4, but allows it through Microsoft products. They say if we want to access the product we paid for, it must be done through a different device. According to HBO, they are the only provider blocking this access.

Ticket: # 1277780 - False Advertising, Subpar Network Speeds, and Device Blocking with DHI TELECOM

Date: 10/20/2016 5:36:05 AM

City/State/Zip: Apo/ae, Alabama 09354

Company Complaining About: Dhi Telecom Group

Description

In reference to the ISP DHI Telecom Group, we (in excess of 100 customers) have repeatedly asked for assistance to correct the network issues for Area 82 on Bagram Airfield to no avail. The entire area has been experiencing outages and severe data latency. As customers, we expect to receive the network speeds that are being advertised and "offered." For months now, we have dealt with outages, unreasonably slow speeds, port blocking, network throttling, mobile device blocking, and an inability to maintain a wireless connection. As IT professionals, we are aware of how an ISP is legally obligated to operate. We have saved records of network logs proving that DHI has been unable to provide the service packages that we have been paying for. It should go without saying that the service DHI is providing has fallen vastly short of our expectations as paying customers.

Throughout this time, we have yet to be compensated for, almost daily, outages. DHI has attempted to disregard our concerns by crafting smokescreen IT jargon as a response to our continuous complaints. We have lost over \$250,000 USD as a community for failed internet services.

We have attached a screenshot from DHI's Director of Global Operations, Jalal Aljaff, to this complaint showing that only 48Mbps is being allocated for a compound of over 150 personnel on a microwave connection that is extremely unstable. The internet packages being offered range up to 3Mbps at \$169.99 USD per month. We have yet to receive a fraction of that speed. We desperately need federal intervention into this matter.

DHI Telecom Group is a mid-sized, relatively new organization in the computer integrated systems design companies industry located in Houston, TX. It opened its doors in 2014 and now has \$1 million in yearly revenue and 60 employees.

Ticket: # 1277797 - False Advertising, Subpar Network Speeds, and Device Blocking with DHI TELECOM

Date: 10/20/2016 6:14:56 AM

City/State/Zip: Apo/ae, Alabama 09354

Company Complaining About: Dhi Telecom Group

Description

In reference to the ISP DHI Telecom Group, we (in excess of 100 customers) have repeatedly asked for assistance to correct the network issues for Area 82 on Bagram Airfield to no avail. The entire area has been experiencing outages and severe data latency. As customers, we expect to receive the network speeds that are being advertised and “offered.” For months now, we have dealt with outages, unreasonably slow speeds, port blocking, network throttling, mobile device blocking, and an inability to maintain a wireless connection. As IT professionals, we are aware of how an ISP is legally obligated to operate. We have saved records of network logs proving that DHI has been unable to provide the service packages that we have been paying for. It should go without saying that the service DHI is providing has fallen vastly short of our expectations as paying customers.

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Ticket: # 1280798 - Midco Blocking ports and websites

Date: 10/21/2016 2:41:27 PM

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

Company Complaining About: Midcontinent Communications

Description

Midco is blocking ports which is a violation of the open internet rules and refusing to unblocking the ports they are also Blocking website with there DNS servers for example <https://www.fastsupport.com>

UDP port 67

TCP/UDP port 135-139

TCP/UDP port 445

TCP port 593

TCP port 4444

TCP port 27374

Ticket: # 1281845 - IP blocking

Date: 10/22/2016 11:51:41 AM

City/State/Zip: Phoenix, Arizona 85044

Company Complaining About: Google

Description

Hi,

We are a small managed service provider providing cloud based services including email services to our customers. We keep having our ip address blocked by the large ISP companies like google gmail. In the case of gmail is even more complex because they have no specific way to report this type of issues.

We keep a watch on the email being sent by our customers that send their email through our email servers and keep an eye on the reputation of our ip by checking rbl servers like www.spamhaus.org to make sure there are no spam problems with our ip.

The main problem with these companies is that if they detect spam problems coming from an ip address their approach is to block an entire ip block with complete disregard to whether that block includes multiple end users and smaller businesses which have nothing to do with the spamming ip address.

This is a strong malpractice that affects small businesses reputation because it directly affects our customers business and indirectly affecting our businesses with financial costs mainly when it usually takes several days for these ISPs to review and solve the problem.

All it takes is to do a search on ip blocking and you'll be able to see that there are many small businesses out there being affected by these companies using this type of practice with total disregard to the damage they cause.

These needs to be properly be dealt with.

Best regards,

██████████

[Ticket: # 734752 - Unfair Blocking access to paid subscribed service](#)

Date: 1/3/2016 7:45:35 AM

City/State/Zip: Bowie, Maryland 20721

Company Complaining About: Comcast

Description

Comcast blocking access to HBO Go app on PS4 & PS3 device and HBO service is paid for.

[Ticket: # 736856 - Comcast Blocking Apps Availability](#)

Date: 1/4/2016 7:53:08 PM

City/State/Zip: Berkley, Massachusetts 02779

Company Complaining About: Comcast

Description

Comcast is effectively blocking my access to HBOGO on my Sony PS4 console.

[Ticket: # 737021 - AT&T has blocked my website without explanation for all their customers](#)

Date: 1/4/2016 9:12:27 PM

City/State/Zip: San Mateo, California 94401

Company Complaining About: AT&T

Description

The website: www.rypticroomescape.com is not able to be accessed through the AT&T network. We have tried to reach out to AT&T through Twitter, Phone and Email and have yet to receive any acknowledgement of the issue or any options to resolve the issue. We believe AT&T has blocked the website without any notification. This blocking of the website has lead to a 40% decline in website traffic and substantial loss of business.

[Ticket: # 737352 - Unable to Access Time Warner email from T-Mobile Network at times](#)

Date: 1/5/2016 9:11:01 AM

City/State/Zip: Mckinney, Texas 75071

Company Complaining About: T-mobile And Time Warner Cable

Description

I switched to T-Mobile phones a few months ago and ever since I have noticed at times I cannot access my Time Warner Email when on T-Mobile network. I have contacted both T-Mobile and Time Warner Cable support and they both blame the other for the issue, and they are not willing to talk directly to resolve. It seems someone is blocking the mail server which is mail.twc.com. That URL can also be entered into a browser. At times that I cannot get email, that URL(mail.twc.com) will not load. I have provided this info to both companies and they still blame the other for the problem. If I am connected to wifi, I never have an issue.

[Ticket: # 738897 - Violation of Open Internet](#)

Date: 1/5/2016 7:16:07 PM

City/State/Zip: Fallon, Nevada 89406

Company Complaining About: Cc Communications

Description

CC Communications in Fallon, NV is actively blocking suspected peer to peer ports. This is preventing legitimate applications from updating and accessing legitimate content.

Ticket: # 743616 - Data Caps

Date: 1/8/2016 1:53:02 AM

City/State/Zip: Johnston, Iowa 50131

Company Complaining About: Mediacom

Description

I pay a lot for Internet from Mediacom Cable Company (with cable TV I am over 200 dollars a month), and I have to dole it out like gold to my children to avoid overages. I have talked with reps from the company and they say that the caps only affect a small percentage of customers. Well, I have 2 adults and 2 children in my household, what I consider average, and by the end of the month I am telling the kids (8 and 11) that they can't get on the Internet and I am blocking access to their devices with the router so we don't go over. I have already moved up one tier and that gets us 350gb a month (the next tier costs almost \$100 a month for just Internet and is still capped which I find unacceptable and I refuse to pay them that much). This is almost like the battery anxiety they talk about with people who have electric cars. Please help by addressing the data cap issue. Most cable companies have claimed net congestion but it has been leaked that it has nothing to do with that so that just means they are using it as a way to penalize customers financially and keep people from using services like Netflix and Hulu. Thank you.

[Ticket: # 744050 - T-Mobile Violating Net Neutrality - CEO](#)

Date: 1/8/2016 12:37:22 PM

City/State/Zip: Jacksonville, Florida 32211

Company Complaining About: T Mobile

Description

Blocking net neutrality websites and internet articles that scare and intimidate purchased companies like T-Mobile, and would directly hurt their interests in keeping the internet free from censorship to the highest bidder.

Ticket: # 745260 - Blocking iPhone's Native tethering capability by Straight Talk, an MVNO

Date: 1/8/2016 6:48:39 PM

City/State/Zip: Frederick, Colorado 80516

Company Complaining About: Straight Talk

Description

Internet data service provider Straight Talk, an MVNO, buries the fact that "tethering" of otherwise capable instruments is not allowed on their virtual network in the fine print of its "terms & conditions" and further they block this specific native capability of the iPhone. The Service I obtained "includes" a data plan, but blocks tethering of the iPhone to other instruments. To obtain data services and "hotspot" capability, a consumer must purchase an additional instrument and pay for a separate data plan for the "hotspot" instrument. I have been informed "verbally" by Straight Talk customer services representatives that their "data plan" cannot be employed by my iPhone in the role of a "hotspot" despite its native capability to provide such a feature by employing the manufacturer's supplied application.

"Blocking" of this capability appears to be, as I understand, the FCC's Open Internet Order.

I have contacted Straight Talk customer service on 2 occasions to request a written explanation, but have yet to receive a response. I'm confident that any response will cite Straight Talk's terms and conditions which state "7. STRAIGHT TALK UNLIMITED PLANS CANNOT BE USED FOR: any applications that tether your device to a laptop or personal computer other than for the use of Wireless Sync."

This condition is only disclosed in the "fine print" of the "terms and conditions" and not on the attractive retail packaging which states "No-Contract UNLIMITED Talk-Text-Data First 5 GB at High Speeds then 2G"

There is an additional statement to "*See the Back for More Details". The reverse side of the retail packaging does not state any restrictions on the use of the "high speed data".

Ticket: # 749242 - District 205 required Chromebooks feed pornography into Elmhurst homes

Date: 1/12/2016 2:03:22 AM

City/State/Zip: Elmhurst, Illinois 60126

Company Complaining About: Elmhurst Community Unit School District 205 (elmhurst II)

Description

District 205 required Chromebooks feed pornography into Elmhurst homes

Elmhurst Community Unit School District 205 issued (and required) Chromebooks provide unlimited and unrestricted access to pornography sites to students ranging in age from 14 to 18 years old.

I am contacting the FCC to advise that Elmhurst Community Unit School District 205 in Elmhurst, IL appears to be in violation of the Children's Internet Protection Act (CIPA). I had the following email dialog with David E. Smith, Director of Technology for D205 (dsmith@elmhurst205.org)

[Michael Krumrey] Prior to the start of the 2015-2016 school year, all families with children in District 205 were required to purchase Chromebooks. As a parent and the financial owner of two Chromebooks purchased from District 205, I would like to be able to monitor the full array of usage of the Chromebooks with Administrator access. Please provide me with an ADMIN User ID and Password for the two (2) Chromebooks listed below. Please confirm that I will be able to install internet monitoring software to restrict access to protect my children from harmful websites.

Answer provided by David Smith, Director of Technology for D205: It is not possible for parents to control the Chromebooks while students are enrolled at D205.

[Michael Krumrey] A few follow-up questions:

Question 2) You indicated that the "Chromebooks are filtered 24x7 to protect students from the most offensive content (e.g., pornography)." How exactly is this 24x7 filtering managed by D205 ?

Answer provided by David Smith, Director of Technology: D205 subscribes to a web-based filter called "Securly" (see www.securly.com). With this service D205 student accounts are filtered even outside of the D205 network. As I described in my previous email, the settings are fairly liberal in order to block only the worst content yet not interfere with research and other school-related work outside of the district network. Also, we want students to be able to use the Chromebook at home for non-district activities (e.g., streaming Netflix, etc.).

Question: If my children use the D205 required Chromebooks on an open Wi-Fi network (not D205, and not at home) which internet monitoring software will restrict access to protect my children from harmful websites?

Answer provided by David Smith, Director of Technology: The D205 Securly filtering will apply in this case.

If all of the above is true, then why do the District 205 issued (and required) Chromebooks provide unlimited and unrestricted access to pornography sites to students ranging in age from 15 to 18 year old?

Please contact me directly if any additional information is needed.

Your time and consideration on this important issue is greatly appreciated.

██████████
Concerned Citizen

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

The D205 site: <https://sites.google.com/a/elmhurst205.org/d205-mli-parent-information/home/faq>
States the following:

Regarding Internet access, the District's existing web filter remains in place for access within the District. Although no web filter is perfect, when issues arise we can address them by blocking the site as appropriate. For Chromebook use outside of school (currently just at the high school level), the District is using the Securly content filter (www.securly.com) that satisfies the Children's Internet Protection Act (CIPA) requirement that schools protect children from content harmful to minors. The external filter is set to block only the most offensive content (i.e., pornography) with the goal of protecting children but not getting the way of students' access to information that they need for class research, projects, etc. outside of school. These settings would apply to when the student is logged in to the Chromebook itself.

Regarding apps, Google provides ways to control which Chrome applications and extensions users can access. Similar to the web filter process, when issues arise adjustments can be made. We see parents as a partnership to student learning. We encourage students to share their username and password to Google Apps with their parents. We are reviewing tools that would provide other avenues for parent access to student work.

Please contact the following individuals to investigate further

Name / Title / Email

Mrs. Shannon Ebner District 205 Board of Education: President sebner@elmhurst205.org
Mr. Jim Collins District 205 Board of Education: Vice President jcollins@elmhurst205.org David Moyer Superintendent of Schools: District 205 dmoyer@elmhurst205.org David Smith Director of Technology davidsmith@elmhurst205.org Elmhurst Community Unit School District 205
162 S. York Street, Elmhurst, IL 60126 (630) 834-4530 Phone

Ticket: # 749077 - Inability to use HBO GO with Comcast paid services on Playstation 4

Date: 1/11/2016 10:31:26 PM

City/State/Zip: Pekin, Illinois 61554

Company Complaining About: Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since its adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying

and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that it's customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize."

As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing it's position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

Ticket: # 755395 - Comcast Blocking HBO GO on Sony PS3

Date: 1/14/2016 10:26:39 PM

City/State/Zip: Somerseset, New Jersey 08873

Company Complaining About: Comcast

Description

To whom it may concern,

As a customer who paid for HBO services, I am titled to use my devices to tune in this service based upon my convenience. Unfortunately COMCAST has blocked SONY PS3 console owners to activate HBO GO app on their devices. This act violates the Open Internet/Net Neutrality act in which it is clearly stated: "No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices".

Unfortunately where I reside the Internet and CABLE is monopoly of COMCAST company so I have no choice but to perpetuate this bitter forbearance .

I hope that FCC on behalf of the customers would take appropriate measures to eradicate such inconsiderate practices by major companies such as Comcast.

Sincerely,

Ticket: # 756100 - Rebuttal in re complaint #586823 - Project Fi violates Net Neutrality Order

Date: 1/15/2016 1:04:54 PM

City/State/Zip: Alexandria, Virginia 22309

Company Complaining About: Google

Description

On October 13, 2015, I filed complaint #586823 concerning my belief that Google's Project Fi violated various sections of the FCC's Open Internet Order (OIO). On November 16, 2015, the FCC informed me that my complaint was closed. The following week, Google sent me a copy of its response (dated November 13, 2015), which automatically closed the initial complaint.

This letter is my rebuttal to Google's response. Stated briefly, I believe Project Fi still violates the OIO, in particular, its prohibition on no blocking, as well as the OIO's ban on paid priority agreements. Google's response is inadequate, and has not closed the complaint for me.

The Google letter states that "other current-generation mobile devices are not compatible with the service." Consequently, access to Project Fi's network may occur either through devices directly controlled by Google (through its direct or affiliated manufacturing orders of its Nexus devices and related SIM card technology); or via agreement / arrangement in two narrow product categories manufactured by Samsung and Apple.

Key to Project Fi's service access is, according to Google, "Project Fi's unique SIM card" (which has reportedly been created by a German company called G&D, or Giesecke & Devrient). It is a digital lock / gatekeeper of sorts. If you do not have its "Unique SIM card," then you cannot use your unlocked device to access Project Fi's network. These "unique" protocols / blocks are controlled by Google. To the best of my knowledge, they are not open / free, or available via FRAND licensing for those other than Google to make or employ. Only Google-controlled devices, or, as noted above, Samsung and Apple, may use that technology.

By denying the use of its "unique SIM card" for other device developers, Google has effectively blocked competitive devices from its network in violation of the OIO.

It strains credulity that there could exist a "reasonable network management" reason for Project Fi's blocking. Its apparent agreement / licensing with Samsung and Apple puts paid to that assertion. Google – and only Google – can turn on or off any such arrangement. No device can access the network except through Google.

Google's initial response to my complaint did not even substantively address my paid priority claims other than to say it simply does not agree with me. The facts supporting its conclusory statement are plainly absent, however.

In sum, Google sits in the catbird seat for Project Fi to exert and leverage maximum operational control and priority arrangement over its Alphabet affiliate, as well as its Samsung and Apple partners. Google could open up its protocols so that the vibrant device ecosystem could take

advantage of its new offering, making it better, and bringing the service into accord with the Commission's "bright line" Net Neutrality rules. But it has not. Consequently, Project Fi is in violation of the FCC's OIO. In dismissively "closing my complaint," Google has failed to adequately proffer a reason why it is not. Accordingly, the Commission should act to give full, fair and proper effect to its new rule.

Respectfully submitted,

██████████

Ticket: # 758369 - Armstrong ISP Data Caps

Date: 1/17/2016 9:38:21 AM

City/State/Zip: Oxford, Pennsylvania 19363

Company Complaining About: Armstrong Cable

Description

Armstrong cable has implemented datacaps in violation of net neutrality by causing unreasonable interference. Users are required to subscribe to more services or pay for additional data, providing some users with privileged access, aka "fast lanes", as interpreted by the net neutrality policies. Additionally, their implementation causes unreasonable interference by blocking traffic at certain points to notify consumers of their usage, therefore interrupting data.

Further, there is no data available as to the means of measurement of usage and it's accuracy and reliability and no third party method of verification

Ticket: # 773017 - Net Neutrality

Date: 1/25/2016 9:51:35 PM

City/State/Zip: Cincinnati, Ohio 45250

Company Complaining About: T Mobile

Description

T-mobile is blocking and or slowing down access to my services. T-Mobile knowing admits such wrong doing! Lol.

No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices

No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind—in other words, no "fast lanes." This rule also bans ISPs from prioritizing content and services of their affiliates.



[Ticket: # 773495 - Internet information being blocked](#)

Date: 1/26/2016 11:28:18 AM

City/State/Zip: Jupiter, Florida 33458

Company Complaining About: Yelp

Description

Yelp is an online yellow page type site that allows customers to review businesses. They are controlling what information is being seen and using the bad reviews to extort the businesses for their removal. I am not trying to get the negative reviews removed, even though it is slander and 100% false, I simply want them to stop hiding the positive reviews in hopes of selling ad space. Freedom of information should be online information as well and blocking information for a monetary gain is blocking communication between me and my customers. The site also refuses to remove my page completely.

Ticket: # 775265 - Wavecable blocking or preventing access to a non-profit website

Date: 1/26/2016 9:07:03 PM

City/State/Zip: Bow, Washington 98232

Company Complaining About: Wavebroadband (we Deal With Wavecable.com)

Description

Since net neutrality came about in June of 2015, I began noticing that I could not access a non-profit website through WaveCable.com (Wave Broadband). I am webmaster for www.samishisland.net, a small-island website that is used for emergency information as well as other social uses. It is held at a local server (not Wave). This local server helped me identify that it was Wave's problem. I have talked with tech support numerous times, and filed at least 20 "tracerts" as they asked me to do each time it happened. I can access the site through Verizon internet phone, and friends can through AT&T. When I am on my wavecable wi-fi from Samish Island, the website disappears, at least several times each day, usually mornings, or late afternoons. Sometimes the site appears, for awhile, then the next day, it goes away again. This appears that Wavecable is either blocking a low-traffic site to all wavecable customers, or their nameserver is preventing access to wavecable customers to www.samishisland.net for whatever reason. This is especially why we have net neutrality, but I believe Wavebroadband may be violating these principles.

Ticket: # 778937 - Illegal Censorship on Facebook**Date:** 1/28/2016 3:12:33 PM**City/State/Zip:** Elkhart, Indiana 46514**Company Complaining About:** Facebook

Description

Facebook arbitrarily censored comments I made on my facebook wall. They deleted the post with no comment to me or opportunity for me to object. They do not list a grievance procedure so I am filing a complaint here. On 1/27/16 responses from one Mohamid Rashid resulted in my blocking him. He is clearly a troll and fascist. Mohamid's posts supported the terrorists in Oregon. He was not a facebook friend of mine. However, hes wall clearly demonstrates that he intentionally was pretending to be something he is not. I looked at his friend list and there were numerous people I know on his friend list that I know without a doubt didn't know he was a fascist terrorist. I posted a warning to my friends using Mohamid's own words. Facebook deleted the post. In the past I have complained several times and reported threats of harm by one person to another (from right wing extremists) and Facebook's response has always been "it does not violate our rules." Really? So threatening to hurt someone is ok but warning people about a fascist troll is a crime. Interesting. I see a vicious pattern with Facebook. They support anti-Muslim posts, pro-fascist and right wing extremist posts and do nothing about them. The FCC needs to thoroughly investigate Facebook regarding their lack of "policing" of the posts even when complaints occur. I would also suggest that they not be allowed to censor posts unless they contact the user first. I had no say in this. They don't want to hear from me. I would also urge the FBI to take a careful look at Mohamid Rashid (as he is known on facebook). A major investigation of Facebook needs to begin. They are becoming dangerously extremist and right wing as evidenced by their censorship actions and lack of will to enforce rules on hate speech and violent threats. I can't show you the specific post I made because they deleted it. This is the game they play. Poof, there goes my evidence. Whatever it takes, you need to get facebook under control. I wonder how many times people have been hurt or killed because facebook tacitly approved of their posts. Mark Zuckerberg needs to be personally held accountable for any harm done by facebook members after facebook was warned about it. I have even resorted to filing a complaint with the FBI over one issue a few months ago because facebook will support any violent threats on the users pages if they are right wing extremists.

Ticket: # 784531 - Comcast blocking GRE IP protocol 47, taken over customer equipment

Date: 2/1/2016 1:22:29 PM

City/State/Zip: Ft. Lauderdale, Florida 33317

Company Complaining About: Comcast

Description

Comcast is blocking GRE IP protocol 47

I didn't have this issue until they broke into my mode, which I own, and replaced the firmware with their standard dumbed down firmware. I have asked repeatedly that they return my modem to its original firmware and stay out of it. I consider this an intrusion into my systems, after I even changed the main administrative password.

I can't use certain types of VPN connections I need for my work because of this issue. They blame me, and try to claim they are not blocking it. If I go to another carrier's connection, FPL fibernet, Level3, Cogent, or AT&T this is not an issue.

I have spent countless amounts trying to work around their blockade. I've wasted about 3 hours of costly support time over the weekend, only to determine they are the issue again.

I'm not some dumb joe shmoe home user they think I am. I am an engineer, I own hosting companies. They are unwilling to address either of the issues with the modem or with GRE. There is not a valid technical reason for either.

Ticket: # 790135 - Comcast Blocking Services**Date:** 2/3/2016 5:23:03 PM**City/State/Zip:** Monongahela, Pennsylvania 15063**Company Complaining About:** Comcast

Description

I think Comcast is blocking services such as Internet Radio. I used to like to listen to Antenne Bayern from Germany. As of Friday, January 30, I have not been able to receive any of these channels through Comcast. I found an article where you ordered them not to block anything. But they appear to be violating that order again. I would play this on my Samsung Smart TV at night. When I try to connect now, it tells me there are network problems. I have tried it on my laptop with the same problems. and can't connect.

Ticket: # 792549 - Violation and please may I have your Supervisor's name please

Date: 2/4/2016 4:18:01 PM

City/State/Zip: Pomona, California 91768

Company Complaining About: School Of Extended Educational Options

Description

My daughter's complaint came through as rejected already; I am the mother and I am going to contact a supervisor at the national level unless I get some honest consideration on this matter. I need your name or id and your supervisor's name at the beginning of your response.

The rule you have here states the following:

"Before adopting this Internet safety policy, schools and libraries must provide reasonable notice and hold at least one public hearing or meeting to address the proposal."

And

"An authorized person may disable the blocking or filtering measure during use by an adult to enable access for bona fide research or other lawful purposes."

The School my daughter attends School of Extended Educational Options (SEEO) in Pomona Unified School District has NEVER held a meeting at any school in the district to inform us of a new or old internet policy--and just revamped them (need a meeting) and is continuing to do so (they are required to meet with us again. This is a serious violation of the Open Meeting Law as well as the rule stated above and of Equal Protection, because my student cannot access internet as well as other students in other districts because of this district's non-attempted meetings.

Furthermore, no one can disable her honest or bona fide internet browsing or even the teachers' internet browsing and no one knows how to do that.

I am keeping a copy of this and it is going to the Governor's Office and the US Attorney's Office if you just blow me off like you did to my daughter's complaint. This is a violation and it is serious to me and others.

[Ticket: # 793689 - Comcast blocking PSN authorization](#)

Date: 2/5/2016 6:44:03 AM

City/State/Zip: Prescott Valley, Arizona 86314

Company Complaining About: Comcast

Description

My internet provider is Comcast, and they're blocking PSN authorization which blocks me from signing into my Playstation 4.

Ticket: # 799342 - Comcast Blocking IPV4 peer to peer trackers for legitimate downloads.

Date: 2/8/2016 11:57:49 PM

City/State/Zip: Denver, Colorado 80231

Company Complaining About: Comcast

Description

I'm attempting to download an Ubuntu server distribution over the peer to peer network bit torrent. This torrent is provided by the creators of Ubuntu and is a fully legal method of obtaining this software. My internet provider Comcast is blocking traffic to the tracking URLS (<http://torrent.ubuntu.com:6969/announce>) that allow this torrent to work. I believe this is an Open Internet violation, "Blocking: Broadband providers may not block access to lawful content, applications, services or non-harmful devices." Attached is a screen shot of my bittorrent application being blocked access to the tracker, a screen shot of my web browser being blocked from the tracker, and a screen shot of <http://www.downforeveryoneorjustme.com/> showing that the destination is up for other individuals not using Comcast.

[Ticket: # 806460 - Comcast blocking internet content](#)

Date: 2/11/2016 10:39:58 PM

City/State/Zip: Highland, Michigan 48356-2000

Company Complaining About: Comcast

Description

Comcast blocking access to HBO GO on Sony PS4 system

[Ticket: # 812719 - Google service being blocked on Verizon network](#)

Date: 2/16/2016 12:05:05 AM

City/State/Zip: Greenwood, Indiana 46143

Company Complaining About: Verizon Wireless

Description

Verizon offers a \$3 a month service of "Premium" visual voicemail. Google provides exactly the same service for free but Verizon is blocking their app from connecting to the Google service. As it is Google, this is clearly an internet service which is reflective of an anti-neutrality of Verizon.

[Ticket: # 826262 - Mediacom internet blocks competitors websites from customers.](#)

Date: 2/22/2016 8:03:36 PM

City/State/Zip: Angola, Indiana 46703

Company Complaining About: Mediacom

Description

It's been impossible to visit frontier.com via my mediacom internet connection over the past year. The site is not down and loads fine with my mobile network, or web proxies and vpn network. However, when using my medicom internet connection, it simply won't load, and times out. This is the same for any medicom customer I have asked. It's either Medicaid blocking the site, or frontier blocking mediacom ip addresses, but it makes more sense that mediacom block their competitor other than frontier blocking potential new customers. It's not a dangerous site, or illegal in any way. It's solely a competitors website. I don't see how this could possibly be legal, so I hope there is something that can be done.

Ticket: # 826367 - Open Internet order

Date: 2/22/2016 8:46:37 PM

City/State/Zip: Springdale, Pennsylvania 15144

Company Complaining About: Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10,000 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with

accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

Ticket: # 831925 - Comcast blocking HBO Go on all my devices

Date: 2/25/2016 2:18:52 AM

City/State/Zip: Palo Alto, California 94303

Company Complaining About: Comcast

Description

Comcast is blocking the use of the HBO Go app on all four of my devices (PS3, PS4, Android TV, and TiVo), despite the fact that I subscribe to HBO. There's an article about it here:

<http://www.ign.com/articles/2015/03/16/comcast-may-be-violating-net-neutrality-rules-by-blocking-hbo-go-on-sony-consoles>

[Ticket: # 834271 - email and Internet blocking](#)

Date: 2/26/2016 3:06:39 AM

City/State/Zip: Watauga, Texas 76148

Company Complaining About: MetroPCS

Description

All of my emails are taken and used or I cannot recover due to blocking usage of phone or computer. I have physical evidence. I've seen and have evidence of a global hack or block. I am limited on Internet and cell phone use. All my phones are rooted by third party and cloned.

[Ticket: # 836060 - Comcast in violation of open internet](#)

Date: 2/26/2016 8:17:11 PM

City/State/Zip: Washington, District Of Columbia 20012

Company Complaining About: Comcast

Description

My ISP, Comcast, is blocking access to a legal and non harmful web application when one's using a certain device to access said application. From my understanding of Net Neutrality, if I am paying for my internet, I should be able to use this service to go to any non harmful/legal website I wish to visit online. But, as many Sony's Playstation gaming device users have found out, Comcast blocks access to HBO GO app when we are using a Playstaion 3 or Playstation 4 device to access it. It has been said that Comcast is making money by blocking access to the app on Sony's device and not blocking it on Microsoft's XBox device, which is yet another violation of the Net Neutrality rules. The device I am using shouldn't matter when I am paying for the internet and want access to any non harmful/legal website.

Ticket: # 837602 - Comcast blocking HBO Go activation on certain devices**Date:** 2/28/2016 9:42:47 AM**City/State/Zip:** Canton, Michigan 48187**Company Complaining About:** Comcast

Description

I am a Comcast cable and internet subscriber. I pay for an HBO subscription which comes with access to the HBO Go internet streaming service. I can access HBO Go on a variety of devices (web browser, Xbox, Roku, etc) but there are certain devices that Comcast explicitly blocks my access to. All that is required is that Comcast allows me to sign in and verify I'm an HBO subscriber but they won't allow it. It's not technical in nature, so it appears that Comcast is blocking my access until the device manufacturer enters some agreement to pay Comcast to grant it's user base access. They are effectively holding their own customers hostage by denying them a service they are paying for. For a long time, my Samsung Smart TV and Roku could not authorize via HBO Go but after a few years of waiting both Samsung and Roku made a private deal with Comcast (ie: some financial agreement) to allow access. Currently, I can't use my Playstation or Android TV devices to access the service, even though the HBO Go app exists and many are other cable providers allow for access. How is this right? If I'm paying for the service, why should it matter what device I choose to use?

It seems left unchecked, Comcast will once again hold their customers high-and-dry for the sake of a few extra bucks. It seems the FCC is the only group that may have the ability to fix this unfair business practice.

This has been covered by a few media/tech news sites as well but Comcast, nor the businesses that have made deals with them, have disclosed what it actually takes to activate the service (because it's money and they don't want to share that...):

<http://www.androidpolice.com/2015/10/28/hbo-go-for-android-tv-finally-available-for-download/>

<http://www.techhive.com/article/2998957/streaming-services/hbo-go-gets-an-android-tv-app-but-not-for-comcast-subscribers.html>

Ticket: # 841436 - IPS throttling and blocking

Date: 3/1/2016 2:29:33 PM

City/State/Zip: Kiel, Wisconsin 53042

Company Complaining About: Excel.net, Inc. 2103 Indiana Ave Sheboygan, WI 53081

Description

ISP: Excel.Net, Inc.

2103 Indiana Ave

Sheboygan, WI 53081

My isp is throttling and blocking my internet connection. When i try to stream movies/netflix i get a reduced speed, in comparison when i create a vpn tunnel thru my isp and get a good connection and can see my bandwidth use my full allowance. Also at set times of the day they will block the downloading of Google apps. Again when i create a tunnel thru my isp the downloading is no longer blocked.

When i contacted them about this they said there was no issues. This is after i explained that there clearly blocking the traffic.

I'm scared to provide my information, as we are in an under served area and don't want to lose the only service i can receive.

Ticket: # 846828 - Bombardment of unwanted SMS messages from specific sender

Date: 3/3/2016 9:16:31 PM

City/State/Zip: Brooklyn, New York 11211

Company Complaining About: Sprint

Description

Starting a few days ago, I suddenly started getting SMS messages from phone number [REDACTED]. I have no clue who this is. The content of the message is always "After School: You and Lucy PhantomRider would" followed by random message endings. These SMS messages are being sent one after another. Like 17 messages at a time. I have blocked this number in my SMS app, but I still keep on seeing them when I check my messages online. When calling this number, there's a funny pre-recorded voice message by robot, after what the call gets disconnected. I have attached a screenshot of today's messages.

PS: Although I selected my carrier in the drop-down list, please note that this is probably not a complain against Sprint directly. Unless they are responsible for blocking such messages.

Ticket: # 848358 - Being charged for consuming content, net neutrality violation

Date: 3/4/2016 4:56:07 PM

City/State/Zip: Atlanta, Georgia 30360

Company Complaining About: Comcast

Description

I'm being charged for "going over" a 300 GB data soft cap. For every 50 GB over 300, they're automatically charging \$10. This is a problem in several aspects.

- 1) I don't believe the data metering is accurate. I've been monitoring my data usage, and from my router's metering, I don't believe I'm even hitting the 300GB cap. My last bill had an extra \$20 charge for going over 300GB and using two 50 GB blocks.
- 2) By limiting my usage by enforcing a soft cap, comcast is effectively blocking access to content in favor of other products they offer (expanded cable packages, for example). I believe this is a tactic by comcast to try and get users into using their on demand service and away from better online video content services (netflix, youtube, hulu, etc.). The core principle of net neutrality is that ISPs should not show favor to content, and by limiting bandwidth they are basically saying I cannot access the content I would like to without paying exorbitant fees.
- 3) This is absolutely not a fair price for data. This is price gouging, and it's absurd.

Please help, I feel trapped. I have no other options to high speed ISP at my home, so I'm stuck with this terrible company and this ridiculous, indefensible data cap policy.

I would like to see these data cap fees removed now and not be charged in the future. Thank you

Ticket: # 857509 - Site misrepresentation of my post

Date: 3/10/2016 10:56:53 AM

City/State/Zip: Houston, Texas 77266

Company Complaining About: Shadow Spear

Description

This may not be an issue for the FCC. Please direct me to someone who can address it.

About a year ago I posted a response to a question in a forum before I had the time to read the site's requirements for joining. I didn't see I had to post an introduction and such. A moderator changed my response to "I didn't follow the rules that I agreed too. Yeah, I'm not too smart, and I've failed at everything meaningful I've attempted in life." I subsequently posted some angry responses. The site banned me and will not allow me to remove the post. I have sent them several requests to remove the post and they will not. They blocked my IP address from sending requests. I do not disagree with their blocking me as I violated their terms of service, but the moderator who changed my post did as well. The resolution I am seeking is to have any posts made under my screen name, justeserm, removed. If they can not remove the post to just write "post removed by request."

The site would not be protected under the Telecommunications Act of 1996 or the Communications Decency Act of 1996. It states ISPs are not accountable for third party content. As this was a moderator they would be accountable.

The post can be found at: <http://www.shadowspear.com/vb/threads/sinus-bradycardia-and-sof.22521/>
Several months ago I submitted a complaint about Xfinity. The issue was never resolved. A VP of customer service called me, but wouldn't return my call. They scheduled a service call, but never came. This week they sent another service call to me, but I would not accept it. I am going to start looking at other ISPs.

Ticket: # 859914 - Throttling my wi-fi device

Date: 3/11/2016 2:19:21 PM

City/State/Zip: Syracuse, New York 13203

Company Complaining About: Virgin Mobile

Description

My ISP provider is trying to force me into dropping my account with them. I have had Virgin Mobile as my ISP provider for several years. My internet account is suppose to provide me with 3G/4G LTE wi-fi connection, with unlimited access. But recently, Virgin Mobile has decided to limit my internet access to 3G only. They have slowed my access to the internet so severally that, it's all but standing still. By blocking my access to 4G, they are using my wi-fi device to throttle my internet speed.

My 3G connection is so slow that, if I try loading the web page for CNN News (<http://www.cnn.com/>) it will take 15 minutes or more to load, and, when the page finally does load, the layout of the page is completely screwed up. I am disabled and can't get out much so, I rely heavily on Amazon for much of my shopping needs. When I try to order something from Amazon, it now takes me 3 or 4 attempts to get my order through. It takes so long to load a page that, the page will time out and I have to start over again. Watching a movie on my Netflix or Amazon account, is just not possible.

I ran the AT&T Internet Speed Test (www.att.com/speedtest/) and my test results were: Download Speed 0.34 mbps (42 KB/sec transfer rate) and Upload Speed 0.36 mbps (44.4 KB/sec transfer rate). i.e. Downloading a 5mb mp3 file would take about 2 minutes and a 35mb video clip would take about 14 minutes.

My ISP has failed to provide me with the service it advertised: 3G/4G LTE wi-fi connection, with unlimited access. By cutting my access to 4G, they have affectively throttled my wi-fi device.

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Ticket: # 864199 - Facebook discrimination and lack of freedom of speech

Date: 3/16/2016 2:34:35 PM

City/State/Zip: Kissimmee, Florida 34743

Company Complaining About: Directv

Description

Facebook has taken up on itself on blocking user accounts which they say violate their community norms. But that's not true. I have been banded for supporting the Trump campaign, for saying gays are wrong, and for saying the same thing a white person told me, but he was not blocked I was. There are really no rules to Facebook misuse of their product. I have been now banded for my mouth without doing anything wrong, I haven't insulted anyone or said anything bad, just because someone didn't like my comment I was banded. On reading I found out they use algorithms not real people, the machine does it all but according to what I am reading these algorithms don't work and there is widespread abuse of actual censorship on the part of Facebook to the general public that don't agree with their Facebook's way of thinking and that is censorship. Like I said they have actually blocked me before for using the same exact words as another person, and they were never blocked I was, the only difference was race, He was white I am Latino. I think you should seriously look into Facebook censorship and blocking of accounts. I have even reported this to the Trump campaign because I don't think it's fair that I am blocked from a social network for supporting a certain candidate. Thank you.

Ticket: # 864724 - comcast is not allowing fair usage of HBO Go on PS3 / PS4 systems

Date: 3/16/2016 10:26:46 PM

City/State/Zip: Frederick, Maryland 21703

Company Complaining About: Comcast

Description

ISP provider Comcast, is long overdue to be fair with allowing "HBO Go" content on the PS3 / PS4 systems. From what I have researched online, they keep providing excuses, but it seems they are intentionally blocking out PS3/PS4 system users. Here are some simple case points. I can access HBO Go on my tablet or PC just fine. Comcast is not blocking it. The Sony PS3/PS4 is a video game console which is essentially a computer (contains a CPU, memory, hard drive, etc). Comcast advertises on television that they support net neutrality - however it does not seem to be the case for the support of HBO Go. The FCC needs to press this matter and hold Comcast accountable. I am paying extra for a premium service like HBO and if Comcast allows the content to play on other devices, there is no reason why it should be blocked on the Sony PS3/PS4. They allow it for XBOX. Last year, Roku user finally was able to get HBO Go to play through their Comcast ISP thanks to the complaint Roku filed with the FCC.

[Ticket: # 877382 - ISP blocking servers](#)

Date: 3/25/2016 1:18:04 AM

City/State/Zip: Eaton Rapids, Michigan 48827

Company Complaining About: Straight Talk

Description

My ISP is blocking me from connecting to certain web sites and servers. When i called them they acknowledged it and said they wernt going to do anything about it.

Ticket: # 872522 - content keeper

Date: 3/22/2016 4:27:25 PM

City/State/Zip: Fortworth, Texas 76137

Company Complaining About: Keller Isd

Description

content keeper is an excessive use of force with no purpose but to prevent students from learning the truth. Us as a species are connected to the hive mind that is the internet and by preventing access to it, we cannot evolve. Knowledge is the strongest thing we have accounted for in the past century, the internet makes us smarter and by blocking all the "bad" when we grow up we will be ever terrified of the truth. This is a form of terrorism and it must be stopped. Teenagers around the world will grow up to realize that the world is much scarier than they think and looking from they're perspective, it truly is blinding not to know the truth. We here at our middle school will riot, protest, and fight until we get our rights. You will no longer blind us from the truth and you will not stop us from getting our rights. This is a warning and a complaint. I will kindly ask you to stop this madness and false belief. It is astonishing that even this is not blocked, sincerely, the angered students of fossil hill middle.

Ticket: # 884405 - COMcat inserting ads in private pages

Date: 3/29/2016 11:11:12 PM

City/State/Zip: Atlanta, Georgia 30317

Company Complaining About: Comcast

Description

Internet is like the mail and Comcast is inserting ads and company messages into my mail and passing it along as if nothing is amiss.

FedEx is not allowed to open my package and insert an ad or a bill into something I send but why is Comcast allowed to do this?

They are inserting javascript into the webpages I visit and modifying the page to make their ads/message appear blocking my access to material, commerce, and privacy. When they insert thier ads/messages tey've effectively hijacked my communication with a 3rd party. That is they have hacked and diverted my attempt at communication with a store, private email provider or content producer. This is a grivious violation and I would like to know how the FCC intends to deal with these kinds of attacts on consumer communications.

Ticket: # 890382 - Comcast Data Cap

Date: 4/1/2016 4:43:14 PM

City/State/Zip: Hattiesburg, Mississippi 39402

Company Complaining About: Comcast

Description

Comcast has rolled out trial data plans in the area of Mississippi where I live. We have 4 people in our home with multiple devices - probably pretty typical of other family users. Data useage must now be monitored for overages or pay additional charges. There is zero grounds for this other than sheer profit motive and a way to jerry mander rates in certain areas - specifically it would appear in our case, low income.

This issue cuts to the core of open internet/net neutrality. When an isp provider is allowed to charge more based on a false contention of fairness for all or slower / blocked access this become ridiculous and there is no viable evidence to support their case.

When a oligarchy exists, as with isp providers in our area - we have little recourse but to bleed for more money. Much of our data useage is for school related functions - both student and wife/daughter are teachers.

Please consider blocking Comcast's sideways attempts to raise rates - awful and unscrupulous.

In addition, about once each quarter Comcast attempts to bill me for a modem which I own. Each time I spend 30 minutes to an hour on the phone with representative once again providing MAC numbers so they may "fix their records once and for all" that it's not their modem.

I wonder how many millions of dollars people pay for modem rentals which they own due to this continuing - strategic business plan. Of course each time I call I then have to listen to advertisements about their services.

Thank you for addressing this issues and providing a forum for consumers.

[Ticket: # 893027 - Internet Ads in Web Browsers.](#)

Date: 4/4/2016 1:01:51 PM

City/State/Zip: Syracuse, New York 13201

Company Complaining About: All Internet Advertising Networks And Websites.

Description

Its time for the FCC to enforce a FREE consumer opt out option for all internet ads, that includes those provided by advertising networks, programs, and individual websites. This would includes ads on mobile devices, tablets, and computer web browsers, including banner ads, pop-up ads, full screen ads that interrupt apps on mobile devices, and those annoying videos that play before you watch content on sites such as Youtube or for online games.

It has gotten to the point where the internet has become unusable as a tool any longer. You cant go to any website, read any article, or blog, or even get your local weather report without getting bombarded by these ads.

I know that consumers understand that ads are a legitimate way for companies to make some revenue, however, consumers at this point have no option available to opt out. And there is no effective software, the ad blocker software is just not effective any more and sometimes causes more harm than good by blocking content consumers might need. Also companies want to charge an arm and leg for a consumer to opt out. This is just not right. With any other product consumers have a choice, if they don't want to use a product they don't have to buy it, but with internet ads there are no good options for consumers.

The FCC stated publicly that it is looking for ways to speed up the internet. Did you know, that a significant portion of all of the bytes of data that are transferred from a web server to a client or user's internet device is taken up with ads. If consumers have the right to opt out for free, that will significantly speed up the internet. This would be a great win for consumers.

What I propose is that ad networks, and individual website be required to maintain a list of IP addresses of those that choose to opt out, and that any ads they show have a link that someone can click on to opt out for free. Once someone has opted out that website or ad network can instead show some text in the place of the ad saying "you opted out of our ads". Or something to that effect, therefor not causing any problems for website designers. This would also apply to videos that play before viewing online videos, shows, or games. If a company is sold, then the new owners must obtain the list of IPs that opted out from the previous owners, and maintain it.

This would not be hard to accomplish,

Ticket: # 896274 - METROPCS INTERNET THROTTLED

Date: 4/5/2016 5:35:49 PM

City/State/Zip: Central Islip, New York 11722

Company Complaining About: MetroPCS

Description

Unlimited internet through metroPCS cell phone carrier is slowed throttled after 4GLTE speed allowance is used up... 1 gb, 2gb, 3-5gb than speed is throttled slowed to .10mb per sec this is not even 3g speed as metroPCS claims.

http://www.pcworld.com/article/253808/3g_and_4g_wireless_speed_showdown_which_networks_are_fastest_.html

The FCC's Open Internet rules protect and maintain open, uninhibited access to lawful online content. The rules specifically prohibit:

Blocking: Broadband providers may not block access to lawful content, applications, services or non-harmful devices.

Throttling: Broadband providers may not deliberately target some lawful Internet traffic to be delivered to users more slowly than other traffic.

Paid prioritization: Broadband providers may not favor some Internet traffic in exchange for consideration of any kind — in other words, no "fast lanes." ISPs are also banned from prioritizing content and services of their affiliates.

<https://www.metroPCS.com/cell-plans.html>

<http://www.thewhir.com/web-hosting-news/fccs-open-internet-rules-come-into-effect-after-court-denies-stay-request>

<https://consumercomplaints.fcc.gov/hc/en-us/articles/204231404-Open-Internet>

[Ticket: # 901195 - Blocking of torrent traffic](#)

Date: 4/7/2016 7:34:39 PM

City/State/Zip: Brooklyn, New York 11226

Company Complaining About: Brooklyn Law School

Description

Brooklyn law school provides internet in a manner like an ISP. It is blocking bit torrent traffic. This has resulted in me being unable to update World of Warcraft and various other legitimate uses of the bit torrent protocol.

[Ticket: # 904747 - Comcast is deliberately blocking my access to a service I pay for](#)

Date: 4/10/2016 9:58:02 PM

City/State/Zip: West Palm Beach, Florida 33411

Company Complaining About: Comcast

Description

Comcast is deliberately blocking my access to a service I pay for by not giving access to HBO Go on the Sony PlayStation 4.

[Ticket: # 904124 - comcast illegaly blocking content, sling tv](#)

Date: 4/9/2016 8:51:05 PM

City/State/Zip: Richmond, California 94804

Company Complaining About: Comcast

Description

Comcast is blocking nba games airing on tbs and espn via Sling TV that are also aired on comcast sports network. this is illegal per net neutrality law.

Ticket: # 909773 - Comcast Xfinity blocking HBO Go on PS4**Date:** 4/13/2016 1:01:18 AM**City/State/Zip:** Lynnwood, Washington 98087**Company Complaining About:** Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold

selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize."

As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

[Ticket: # 917558 - Comcast Blocking compition](#)

Date: 4/16/2016 10:19:41 PM

City/State/Zip: Pueblo, Colorado 81008

Company Complaining About: Comcast

Description

Hello,

Comcast is blocking competition which is violation of open internet policies. They are blocking Starz app, which we pay for. They say we can access it through their own special app, but that is missing 918 movies they we could get on Starz. We are paying for a service and they are blocking them because they are viewing it as a competition. Sadly since they have a monopoly we have no other choices here. Please protect us customers and not the corporation and support net neutrality.

[Ticket: # 922632 - United In flight wifi is blocking news sites](#)

Date: 4/19/2016 8:37:16 PM

City/State/Zip: Sunnyvale, California 94086

Company Complaining About: United/intellisate

Description

United in flight wifi is blocking news sites and link aggregators. Wwww.fark.com is blocked as they claim it is video. It is not.

[Ticket: # 927324 - Facebook censorship](#)

Date: 4/21/2016 11:26:27 PM

City/State/Zip: Roanoke, Virginia 24013

Company Complaining About: Facebook

Description

Facebook is blocking me from sharing any posts, upload photos or links, and is restricting me mainly to text postings. I get the message that my pc or browser has a virus or malware to block me. I tried on 3 different pc's with 3 different operating systems that have never been linked and get the same message from them. Nor do they give a proper response from the help page on the matter. I have kaspersky internet security suite and there are no viruses or malware on any of the 2 pc's with it and the other is a chromebook with their security system. This is just censorship by them over anti-corruption & anti-Clinton posts. I have not violated any profanity or nudity rules they have.

[Ticket: # 928200 - YouTube is blocked](#)

Date: 4/22/2016 1:29:20 PM

City/State/Zip: San Ramon, California 94583

Company Complaining About: California Highschool

Description

My public high school, California Highschool, has just blocked www.YouTube.com I find that YouTube does not contain content that needs to be blocked, I would like to ask you for your verdict on www.youtube.com. Is my school in the right for blocking it, or do they have no right to block it?

Ticket: # 929192 - Comcast, HBO Go and Sony (Net Neutrality)

Date: 4/22/2016 10:05:24 PM

City/State/Zip: Puyallup, Washington 98375

Company Complaining About: Comcast

Description

I pay for my cable company for a full HBO subscription, Internet and television - and Comcast is blocking my access to Sonys HBO Go application due to commercial Reasons. This thinly veiled excuse about personal customer information is nothing more than that, an excuse.

I pay for this service and I should be allowed to watch it on my media device of my Choice, if it is officially endorsed by HBO

Ticket: # 932897 - Comcast blocking HBOGO on PS4**Date:** 4/25/2016 10:46:01 PM**City/State/Zip:** Davenport, Illinois 52803**Company Complaining About:** Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10,000 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with

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As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

[Ticket: # 935857 - Broadband Blocking and Throttling](#)

Date: 4/27/2016 10:26:19 AM

City/State/Zip: Houston, Texas 77215

Company Complaining About: AT&T

Description

I have had the same phone number and broadband connection for more than fifteen years . The at&t corp is blocking and throttling , my data download level to 150 GB and speed to 1.5 MB per second. The at&t corp with a few key strokes could up my data download level to 300 GB and up my speed to 6.0 MB per second . WITHOUT ANY CHANGE OF ANY EQUIPMENT OR HARDWARE . They wouldn't even have to send out a tech. The way i read the rules thats blocking and Throttling

Ticket: # 940209 - Comcast Violating Net Neutrality**Date:** 4/28/2016 10:01:41 PM**City/State/Zip:** Halifax, Massachusetts 02338**Company Complaining About:** Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

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As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

Ticket: # 947961 - COX Blocking TCP/IP Ports

Date: 5/3/2016 3:10:23 PM

City/State/Zip: Scottsdale, Arizona 85257

Company Complaining About: Cox

Description

Cox Communications internet service is blocking the following TCP/IP ports:

80, 25, 135-139, 445, 1433, 1434, 1900

Against the Open Internet rules established by the FCC. I need port 25 open to do my job and to use the internet service, I am not an abuser nor a SPAMmer and feel like Im being unfairly treated by Cox under their policy which fundamentally provides a hobbled internet service that I cannot use as expected. This is a recent change by Cox (within the last month or so), so it is important that the FCC please step in. Thanks.

Ticket: # 948768 - Time Warner Cable of Alamance Blocking Roku Streaming

Date: 5/3/2016 7:58:53 PM

City/State/Zip: Burlington, North Carolina 27215

Company Complaining About: Time Warner

Description

Time Warner Cable (TWC) of Alamance County is blocking streaming of video on Roku boxes. I have test this on two different boxes now and both fail to stream video. The video stream partially loads but will not play.

I can stream the same video over the same internet connection on my desktop computer without incident. I can also stream AUDIO over the same connection through my Roku boxes without problem.

I also am able to stream video without problem over the same Roku boxes if I use my wifi hotspot my my cell phone, service provide by Verizon Wireless, without issue.

This start within the last month when TWC required me to swap out my modem due to recent service "upgrades". I am convinced they are blocking video streaming and in violation of Net Neutrality.

Ticket: # 987779 - Data caps are unfair and need to be made illegal

Date: 5/18/2016 10:17:36 PM

City/State/Zip: Boise, Idaho 83709

Company Complaining About: Cable One

Description

Data caps on internet service plans have routinely shown to be used exclusively to increase profits of already rich monopolies, and they need to be abolished.

I don't pay extra to get my hair cut if it grew a little longer last month, and I shouldn't be forced to pay >50% more because I used a little more data last month than average.

Or another funny analogy, imagine that I sell you a car, but you are only allowed to drive it for 6.6hrs per month. How does that make any sense whatsoever? That is what these cable companies are doing. A 300GB data cap on a 100Mbps plan is the equivalent of 6.66 hours of service utilization. If you don't see something wrong with that, your bribes from these ISPs must be blocking your vision.

The only way to make data caps fair, is to force ISPs to switch from "providing access to a service" to "you are buying XXX gigabytes, use them when you want". My average usage is ~220 GB /month, but some months are much lower and some are a little higher. I don't get a credit for months where I use less, so why should I be forced to upgrade when I use slightly more? If data caps' purpose is to make those who use more, pay more, then this solution is the ideal one. Want to take a guess why it isn't the one that is implemented (\$\$\$\$ for fat cat cable company execs is why)?

Also, if it was truly about the amount of data, why is it that Cable one forces people who go over 300GB 3x in 1 year to not only upgrade their data allowance, but their entire internet package. They do not give the ability to buy more GB for your current plan, they force you to pay for the upgraded plans with "faster speed". This is all so that they can get more money out of their customers. I have no interest or need in upgrading my speed, obviously it is fast enough to bust through their data cap. So why do I need to upgrade my speed from 100MBPS to 150MBPS so that I can go from 300GB cap to a 400GB cap? I'll tell you, its because they can't charge \$25 more for 100GB of data, so they force you to purchase the data with the upgraded speed, and then have the gall to say "you are getting a much better internet package, that is why it costs more". BULLCRAP I say, more like "we want more of your money, and we do what we want".

These companies are exploiting the local market monopolies that they enjoy, and it is not fair. The FCC needs to step in and do something about it. There is NO competition in the market and these companies have NO incentive to fix their unfair practices. I wouldn't put it past them to collude with other ISPs such that everyone adopts "industry standard practices" of highway robbery and exploitation.

[Ticket: # 959484 - comcast/xfinity blocking access to azure file share](#)

Date: 5/6/2016 2:07:59 PM

City/State/Zip: Pearland, Texas 77581

Company Complaining About: Comcast

Description

Comcast began blocking access to azure file share over TCP 445 on some connections, including my home connection. I contacted them to attempt to resolve the issue informally and they told me that they block this service and will not unblock it.

Ticket: # 963745 - XXXXXXXX XXXXX's complaint re: ISP Zero Rating

Date: 5/7/2016 7:11:27 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: T Mobile

Description

The FCC's new net neutrality rules last year established for the first time strong protections for all internet users. Importantly, the rules prohibit paid prioritization of content, or throttling and blocking of non-paid links and sites and services. But my mobile carrier, T-Mobile, is among those trying to make a loophole by casting their paid-partners' service as "free", or not counted against company instituted data caps. This has the same effect of making access difficult or impossible to all sorts of content that users need and want, but for which T-Mobile does not receive extra pay. The FCC should stop this practice (T-Mobile calls it 'Binge-On') whoever the carrier.

Further, in addition to fees, TMO demands strict adherence to technical standards by video and streaming providers which are easy for TMO and its bottom line, not always the industry best practice or the standard which many millions of users are familiar with. These standards amount to an irrelevant tax, an artificial bar designed to get small players, non-commercial sites, start-ups and the like to cough up more in fees (when TMO doesn't actually provide them anything in the first place), and to push traffic towards the big guys who have paid up. Almost extortionate, in my opinion.

The effect is that non-paying, non-standard content is substantially slower than before Binge-On went into effect. I know this from direct, repeated, personal experience (and I am an early-adopter and highly technical) on a late-model high-end smartphone.

So, FCC should act now to stop TMO's cheating and disruption (in a very BAD way). Congress should act to ensure that the FCC does its job in this case, and provide whatever statutory and budgetary support the Commission requires. The internet does not belong to the carriers, to big business, to the United States, or anyone other than its two billion plus daily users. Let's ensure it lives long and prospers. Thank you.

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

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[Ticket: # 984440 - Rise Broadband Throttling Netflix](#)

Date: 5/17/2016 6:07:20 PM

City/State/Zip: Pahrump, Nevada 89048

Company Complaining About: Rise Broadband

Description

For the past week Rise Broadband in Pahrump, NV has been blocking or throttling access to Netflix. They did this a week prior and when I called them it suddenly cleared up. This time I have called twice and they insist it is Netflix issue. I called Netflix and after almost an hour on the phone with them they told me it was an issue with my ISP. Rise will not even try to fix it, they just make an excuse, pass the buck and tell me "good luck".

Ticket: # 984529 - Broadband carrier Blocking LEGAL content

Date: 5/17/2016 6:25:29 PM

City/State/Zip: Lodi, California 95242

Company Complaining About: California Broadband Of Elk Grove, Ca.

Description

California Broadband, Elk Grove, CA 95624

Phone:(916) 685-3200. is and has been blocking legal content to my PC ever sense I have had them as my internet provider. I cant look up anything that they categorize as "Adult Content" case in point, I was looking for a hotel/resort in Palm Springs and clicked on a link that was advertised on my local TV station, KCRA.Com, and I could not bring it up because it was blocked, since then my carrier has since "un blocked" it, I should NEVER have to ask for ANY LEGAL site to be unblocked, but I am still being blocked an many many sites, I cant even Google certain subjects as it is blocked ! I understand that the net neutrality ruling prohibits this yet I have made a complaint back in Jan. with the FCC and this is still going on with California Broadband, (Elk Grove, Ca.) the following is a copy of just one of MANY access denied that I get. I can not even look up any craigslist "Personal" adds as will. This MUST STOP! They are violating a Federal FCC Ruling and the FCC needs to put a stop to this. (EXAMPLES OF BLOCKED ACCESS BELOW)

ACCESS DENIED! HELP

Internet access to the requested website has been denied based on your user profile and organization's Internet Usage Policy.

User/Machine:

DEFAULT

IP: (b) (6)

Category: Pornography/Adult Content

Blocked URL: <http://sacramento.craigslist.org/search/cas?sort=date&query=m4w>

For further options, click here.

To submit this blocked site for review, click here. For assistance, contact your Administrator. Trustwave Web Filter provided by Trustwave. Copyright 2013. All rights reserved.

ACCESS DENIED! HELP

Internet access to the requested website has been denied based on California Broadband Services' Internet Usage Policy.

User/Machine:

DEFAULT

IP: (b) (6)
Category: Pornography/Adult Content
Blocked URL: <http://www.triangle-inn.com/>

To submit this blocked site for review, [click here](#). For assistance, contact your Administrator.
M86 Web Filter provided by M86 Security. Copyright 2010. All rights reserved.

ACCESS DENIED!
HELP

Internet access to the requested website has been denied based on your user profile and organization's Internet Usage Policy.

User/Machine:

DEFAULT

IP:

(b) (6)

Category:
Pornography/Adult Content

Blocked URL:
<http://interviews.adultdvdtalk.com/>

For further options, [click here](#).

To submit this blocked site for review, [click here](#). For assistance, contact your Administrator.
Trustwave Web Filter provided by Trustwave. Copyright 2013. All rights reserved.

[Ticket: # 984946 - Comcast non-neutral activity](#)

Date: 5/17/2016 8:38:40 PM

City/State/Zip: Wheeling, Illinois 60090

Company Complaining About: Comcast

Description

Blocking access to websites after several minutes of activity. Website goes down, but I can then access it if I switch to another ISP.

[Ticket: # 990384 - Charter and Bright House Merger](#)

Date: 5/20/2016 8:08:57 AM

City/State/Zip: Tampa, Florida 33647

Company Complaining About: Bright House

Description

Why did the FCC allow this merge to happen? Charter now controls TWC, BH, and their own cable company. Are there not anti-monopoly measure in place to prevent a merger like this from happening? For example, the FCC blocked T-Mobile and Sprint from merging stating that it would limit consumer choice for their mobile service.

I hope an appeal happens, blocking this merger from happening. I feel as a consumer, there is not enough competition in the market.

Ticket: # 359040 - Comcast (Xfinity) ISP blocking HBOGO app functionality on certain devices

Date: 6/23/2015 3:43:43 PM

City/State/Zip: Auburn, Washington 98092

Company Complaining About: Comcast

Description

Net Neutrality Violation – “No Blocking”

I believe that Comcast has been and continues to engage in willfully violating both the letter and the spirit net neutrality as a business tactic. More specifically I am referring to Comcast's past and continued blocking of the HBO streaming application on my (and everyone else's) PlayStation 4 (referred to after this as “PS4”) and I believe that this violates both the “no blocking” provision as well as the “no paid prioritization” provisions of net neutrality. I believe Comcast's behavior is illegal if not at the very least EXTREMELY unethical as Comcast allows the HBO GO streaming application to function on the Roku and Apple TV but NOT on the PS4, PS3, Amazon Fire TV...the list goes on. There are HBO GO apps available for all kinds of devices and they all work...as long as you don't have Comcast as your ISP. So Comcast is blocking a specific app from accessing the content that people have ALREADY PAID THEM FOR (Internet Access, Cable, Premium channel subscription) and Comcast is gets to decide which device screens IN MY OWN HOME that I am allowed to watch what has been lawfully bought and paid for in favor of its own TV/Movie streaming platforms. So Comcast is in fact blocking my ability access legal content, provided in a legal manner that was legally purchased to be viewed on devices I legally own in the privacy of my own home. As proof I only need to bring my PS4 to a friend's house that has Century Link service and instantly HBO GO on my PS4 magically works...as a final issue I'd like to point out that Comcast DOESN'T block me from downloading HBO GO apps on my devices, it blocks them from functioning.

Net Neutrality Violation – “No Paid Prioritization”

This next complaint is linked to my first complaint above as it concerns (again) with Comcast's decision not to allow HBO GO functionality on some devices and not others (Roku & Apple TV as of the time of this complaint). Comcast has said publically that allowing HBO GO to function on certain devices and not others is “a business decision”...meaning that we (Comcast) won't allow you (Internet Subscriber) to access the services/content (HBO Content) via our network UNLESS the provider of those services/content (HBO) pays us (Comcast) money. This REEKS of the same treatment that Netflix was getting from Comcast (and other ISP's) when they (ISP's) tried to charge Netflix for the right to reach their lawfully paying customers (and vice-versa) through the connection their customers have legally bought and paid for. So people can stream movies and TV via the HBO GO app only on the devices produced/manufactured/sold by companies that have paid us (Comcast) for the privilege of simply ALLOWING AN ALREADY EXISTING APPLICATION TO FUNCTION. This tactic allows devices made by companies that pay Comcast and does not to those that don't. What this does is not only disgusting but it also becomes a marketing point for those companies who make and/or sell those devices that Comcast approves, it also has the dual effect of punishing those companies that don't play ball with Comcast because consumer's purchasing decisions may be

unduly influenced, thus steering them away from certain devices (PS4, PS3, etc..) and towards other approved devices made my approved PAYING companies (Roku, Apple TV).

Ticket: # 465539 - Rock Solid Internet & Telephone - net neutrality rules

Date: 8/13/2015 8:53:09 AM

City/State/Zip: Cener Point, Texas 78010

Company Complaining About: Rock Solid Internet & Telephone, Uses Windstream Communications

Description

My internet provider (Rock Solid Internet & Telephone) <http://www.getrsi.com/>

is blocking OpenDNS, and not allowing me to use OpenDNS service. I have spent weeks with Rock Solid Internet and Open DNS tech support. Open DNS showed me from reports that I ran on my pc using their diagnostics program that Rock solid Internet is Blocking their services.

they are also restricting Download speeds when downloading Linux or Windows operating ISO's, or any large file. They refused to say its throttling, they refer to it as cutting back band width due to the large file taking up too much bandwidth. I pay for 1.5 mb down. Download starts to download at full speed then drops and maintains a very low download speed.

this goes against these two Net Neutrality rules:

No blocking. If a consumer requests access to a website or service, and the content is legal, your ISP should not be permitted to block it. That way, every player — not just those commercially affiliated with an ISP — gets a fair shot at your business.

- No throttling. Nor should ISPs be able to intentionally slow down some content or speed up others — through a process often called “throttling” — based on the type of service or your ISP’s preferences.

Thank you for any help or suggestion's



[Ticket: # 1251350 - blocked site](#)

Date: 10/10/2016 5:13:11 PM

City/State/Zip: Fremont, Indiana 46737

Company Complaining About: Mediacom

Description

Mediacom at our home in Fremont, IN is blocking my net access to frontier.com with whom I have an account in Florida. I cannot access any information including account & billing. I have tried on 4 computers with 4 different browsers. Over 20 other sites that I use for billing/banking etc. work fine. I also tried at a computer store in a neighboring town that uses Mediacom and they could not access frontier.com either. Calls to Mediacom have only resulted in unmet promises of a phone call or follow-up. Mediacom & Frontier are competitors in this area. Please help, I am paying for services that I cannot use. I just tried again for about the 100th time this month and this is what I get "Oops! Internet Explorer could not connect to frontier.com"

[Ticket: # 338155 - Internet access device restriction](#)

Date: 6/12/2015 6:23:43 PM

City/State/Zip: Beaverton, Oregon 97006

Company Complaining About: Republic Wireless

Description

Republic Wireless prevents the usage of their wireless device internet access with any other provider devices, through technical and policy means. They have disabled the data tethering ability built into the wireless devices they sell, and their Terms of Service expressly prohibit using their wireless devices as a modem for a third party device to access the internet (commonly called tethering).

This appears to be in violation of the 2015 Open Internet Order. I would like the FCC's interpretation of these changes as it applies to the ability of wireless providers to block tethering (I know you have successfully sued Verizon to prevent the blocking of installation of tethering apps, but they are a special case). Is it the FCC's position that under the new Open Internet Order wireless providers can't block internet access on third party devices? And is that is the new interpretation, what methods do consumers have to enforce compliance?

[Ticket: # 340242 - Network Neutrality](#)

Date: 6/14/2015 9:15:33 PM

City/State/Zip: Chesterfield, Missouri 63017

Company Complaining About: AT&T

Description

AT&T U-Verse blocks protocol 41 which is necessary for native IPv6 over IPv4 tunneling. I had IPv6 for years before they started blocking protocol 41. The reasons they have given for this are security (whose security?) and because otherwise their customers would be able to get routable IP addresses without paying AT&T for them.

[Ticket: # 382491 - HBO go on ps4, comcast](#)

Date: 7/3/2015 8:07:56 PM

City/State/Zip: Troy, Michigan 48084

Company Complaining About: Comcast

Description

Comcast arbitrarily blocks HBO go on ps4 which I believe qualifies as a violation of the no blocking services provision

Ticket: # 418009 - email blocking by ISP

Date: 7/21/2015 10:51:32 PM

City/State/Zip: Aylett, Virginia 23009

Company Complaining About: Rcn

Description

Please also use email address fmrpllc@gmail.com

My ISP RCN is blocking good email as being SPAM. This has gone on for over a year. I have filed over 20 complaints with RCN but they refuse to stop blocking my email.

RCN is using some service from a company SPAMHAUS to block my good email. SPAM email is not being blocked as I receive SPAM almost daily.

The email they are blocking is not SPAM as I can see the header of who is sending the email and it is all from respectable companies or personal friends.

Over the past year RCN has blocked over 2000 email I have sent to myself.

In addition to RCN blocking email, RCN is also blocking access to certain web sites. I have to use another companies DNS server setting to access the web sites RCN has chosen to block.

I have registered several complaints with RCN about this block and they have refused to discontinue the blocking. I run a real-estate business and RCN blocking my email is causing me difficulties. They have admitted in an email dated 9-11-2014 to me that "we are blocking good email, but this block will not be lifted."

RCN corporate office is:
196 Van Buren Street
President Plaza Building 1
Suite 300
Herndon, VA 20170

Attn: Alyce Kuzma
ERT Escalated Resolution Team
703-434-8200 #4

Sincerely,

[Redacted signature]

(b) (6) [Redacted address line 1]

[Redacted address line 2]

Aylett, VA 23009

(b) (6) [Redacted address line 3]

[Redacted address line 4]

[Redacted address line 5]

(b) (6) [REDACTED] (b)

[REDACTED] (6)

Ticket: # 419606 - Peaks Internet is blocking SIP protocol and consumer's access to video relay

Date: 7/22/2015 2:57:45 PM

City/State/Zip: Woodland Park, Colorado 80863

Company Complaining About: Peak Internet - 1091 E Us Hwy 24, Woodland Park, Co 80863 - (719) 686-0250

Description

(PROCESSED BY CTR 364) [REDACTED], who is Deaf, states that she just received a new video relay phone from zVRS for use to access the telephone network. However, she was not able to get it to connect to the Internet - and upon investigating, zVRS technicians found that Peak Internet (her ISP) was blocking the SIP protocol - which is necessary for zVRS connectivity and is an integral part of VOIP.

When Peak was contacted regarding this issue, they claimed SIP was "dangerous" and demanded that she pay a \$45 up-front fee then \$10/month in order to allow SIP.

[REDACTED] feels that this interferes with her right to access the telephone network, and may be a violation of the FCC's Open Internet rules. Note that the Peak account is under her husband's name, [REDACTED].

[Ticket: # 482200 - Comcast blocking HBO streaming services on Sony Playstation devices](#)

Date: 8/21/2015 11:17:27 AM

City/State/Zip: Hopkins, Minnesota 55343

Company Complaining About: Comcast

Description

Comcast is blocking HBO Go access on the Sony Playstation 3 and Sony Playstation 4 devices for reasons unrelated to technical limitations.

HBO Go works fine on other devices through Comcast, such as Chromecast, PCs, Smart TVs, Roku, and Microsoft XBox.

Other streaming video services such as Netflix, Amazon Instant Video, and even Sony's Playstation Vue service all work fine on Playstation 3 & 4 devices through Comcast as well.

Finally, HBO Go works fine on Sony Playstation 3 & 4 devices through other internet service providers like Time Warner, Cox, and Centurylink.

[Ticket: # 504716 - ISP Blocking Port](#)

Date: 9/1/2015 9:26:52 PM

City/State/Zip: Thomasville, Georgia 31792

Company Complaining About: Rose.net (cns)

Description

My ISP is blocking port 25. Under your new rules, as I understand it, this is now illegal.

Ticket: # 529588 - Suddenlink Blocking Streaming from VH1 (or vice versa)

Date: 9/15/2015 12:20:01 PM

City/State/Zip: South Charleston, West Virginia 25303

Company Complaining About: Sudden Link

Description

I subscribe to internet only (no TV subscription) from Suddenlink in Charleston WV. I cannot view VH1 (and I assume Comedy Central - tho haven't tried - or other Viacom online streams) streaming videos due to Suddenlinks ongoing dispute with Viacom. Suddenlink/Viacom is restricting the open internet by blocking these streams. I would like access to these streams since I do not subscribe to Pay TV thru Suddenlink only internet access.

Also Suddenlink is imposing data caps on my internet in exchange for higher throughputs - I would rather have lower throughput and no data caps which isn't an option. Since I do not subscribe to Pay TV these data caps are an interference with my open neutral access of internet content at a reasonable cost. My previous plan was 15 Mbps with no caps for \$40 - my new plan (50Mbps) reasonably should cost no more than \$40 to be equivalent - however exceedence of data caps will significantly may my access more expensive @ \$10 for 50GB. I do not use the extra 35Mbps and therefore would not have switched to the new plan - it was forced upon me.

Ticket: # 561525 - Pavlov Media is Breaking the Open Internet Rules

Date: 9/30/2015 4:11:55 PM

City/State/Zip: Starkville, Mississippi 39759

Company Complaining About: Pavlov Media

Description

Pavlov Media is breaking two different Open Internet rules. They are very transparent about it and told me through email that they are doing the following:

1. Blocking lawful services.

Playstation Network offers party chat for players to chat with each other while playing games. Anyone on the local network of the apartment complex, unless connected to the same router, cannot talk to each other. Party chat works as intended with every other person not in the apartment complex, i.e. on another ISP. When asked about this, Pavlov Media replied with one simple sentence: "This feature is disabled due to security purposes."

This is a lawful service and they are illegally blocking it.

2. Throttling

On Pavlov Media's website, they state that they have something called "WebSnap," which allows users to load webpages at 100 Mbps, while all other traffic is capped at 30 Mbps. This is illegal as it is treating website data, e.g. html and php files, differently from downloadable files or files of greater size.

When questioned about why they are doing this illegally, they avoided the question and just told me what WebSnap was.

They are performing these two illegal acts against the Open Internet rules and violating Net Neutrality, and they need to be stopped.

Ticket: # 608363 - Straight talk blocks vpn access and services that are legal

Date: 10/23/2015 5:05:44 AM

City/State/Zip: Camano, Washington 98282

Company Complaining About: Straight Talk

Description

Vpn access on straight talk mobile is blocked. It is blocked in a way that once their system detects any access to any virtual private network the data service on the device accessing the vpn is temporarily interrupted remotely to disrupt any vpn connection that is initiated. Try free market place vpn apps from the Google play store to verify this. They also block free texting and calling apps such as talkatone. And may be blocking other services. This is unacceptable and is a violation of FCC regulations.

As per the FCC Open Internet Order 2010 which states in part: "A person engaged in the provision of mobile broadband Internet access service, insofar as such person is so engaged, shall not block consumers from accessing lawful websites or services"

Ticket: # 616966 - Straight Talk blocks VPN Traffic, no terminology found in their Terms and Conditions

Date: 10/27/2015 10:05:29 PM

City/State/Zip: North Royalton, Ohio 44133

Company Complaining About: Straight Talk

Description

Straight Talk actively blocks VPN traffic on their network and does not disclose this to their customers.

I use VPN to access my company network, and I am unable to do so on this carrier.

I believe this would violate net neutrality rules for failing to disclose network practices in blocking VPN connections.(L2TP over IPSec)

Ticket: # 616925 - Verizon blocking voip on 4g LTE network

Date: 10/27/2015 9:34:34 PM

City/State/Zip: Finleyville, Pennsylvania 15332

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is blocking Voice over Internet Protocol on their 4g LTE network. My soft phones get a 500 error, just on Verizon Wireless's network and no other ISP's network. This is definitely not in the spirit of Net Neutrality and Verizon Wireless has everything to gain by blocking it.

This is a well known and unresolved problem. <http://andyabramson.blogs.com>

<https://www.onsip.com/blog/in-depth-verizon-blocks-sip-traffic-using-alg>

<https://community.verizonwireless.com/thread/766666>

<http://www.howardforums.com/showthread.php/1719288-Mifi-Novatel-4g-LTE-device-doesn-t-allow-sip>

Ticket: # 626081 - Comcast Leveraging Monopolistic Status to Unfairly Charge Customers

Date: 11/1/2015 5:12:16 PM

City/State/Zip: Marietta, Georgia 30067

Company Complaining About: Comcast

Description

I recently moved from Chicago to Atlanta, GA and there is only one cable company to select from in my geographic location - Comcast.

I require a good Internet connection as I work from home, so, although AT&T offers DSL to my residence the bandwidth is not high enough.

Unlike in Chicago, Comcast is charging a Data Cap fee in this geographic locale. I would move to a different service provider that doesn't have one; however the only other real option for me is Comcast business.

The Internet is a utility and needs to be regulated as such - Comcast has been blocking my access to the Internet with messages stating I've exceeded my bandwidth cap and is restricting access to certain types of online content that compete with their cable television packages by implementing a drastically low bandwidth cap for the current state of consumer Internet usage.

[Ticket: # 627260 - unreasonable markup on services in rural area, to discourage reselling](#)

Date: 11/2/2015 11:46:21 AM

City/State/Zip: Colorado City, Arizona 86021-3311

Company Complaining About: South Central Communications

Description

Our local Telco is blocking all attempts to bring in competition to delivery of internet by making services out of reach and expensive. We are a local ISP that has no option but to purchase our services from them. We have a ten year history of them blocking any attempts of ours to bring in competitive services to our constituents. We will inclose an Email where they state they are going to charge us 3 and 1/2 times the rate of any other customer which is violation of your net neutrality Ruling of Feb 26, 2015

Ticket: # 629446 - Net Neutrality, Open Internet - Paid Prioritization,

Date: 11/2/2015 11:01:57 PM

City/State/Zip: Biloxi, Mississippi 39531

Company Complaining About: Cable One

Description

An Open Internet means consumers can go where they want, when they want. This principle is often referred to as Net Neutrality. For an Open Internet, broadband service providers cannot block or deliberately slow speeds for Internet services or apps, create special "fast lanes" for content, or engage in other practices that harm Internet openness.

Cable One is against the Open Internet with its new data caps. The new caps are formulated to be anti-competitive and in favor of their TV Product. A user cannot consume what and when they want. Instead Cable One is trying to push their TV products by increasing the cost of internet by as much as 400% for users that consume a moderate amount of video data. The average person consumes 28 hours of television per week. We have 4 people in our household. With the new data caps it is impossible to consume the average amount of video per week through the internet. In fact we consume much less than the average per person, yet our "new" allotment is only enough to cover about 8 days of usage. This prioritizes their own product over streaming services that I use such as amazon prime, netflix, hulu, and slingbox.

If Cable One was really concerned about the bandwidth usage they wouldn't of doubled everyone's download speed. Cable One is abusing their market position to force their own products. If internet is a utility, it shouldn't have its price affected by the loss of market share of the providers other media products.

By limiting the ability to consume video over the internet this restricts free flow of information. Making internet as a utility cost prohibitive for people who consume competing sources of media is bad for everyone. I can't stand to watch 24 hour news opinion pieces or the cheap to produce reality tv mill that Cable One is trying to force me to purchase instead of consuming competing products on the internet. The type of media that cable TV provides is dumbing down the nation, providing false and inaccurate news, and ruining traditional media through over advertising.

Data Caps by Cable One are limiting information and must be stopped. By instituting their new low data caps it is blocking access to competing services which is wholly against the spirit of net neutrality.

I am a captive audience. I am an active duty member of the U.S. Military. I can't even move far enough away to get outside of Cable One's service area. I choose Cable One's service because they advertised that there would be "never any overage fees...ever." I find it troubling that all the providers in the area have seemed to have colluded with these new data caps. Consuming data in off peak times does nothing to contribute to network congestion and data caps have no place in the utility market of home internet. If data caps are for network congestion reasons then simply throttle users during peak times. Cable One's network has improved over the last year, no reason to institute caps now other than price gouging people with their oligopoly.

[Ticket: # 653127 - Comcast Blocking Website: Netflix](#)

Date: 11/12/2015 6:38:12 PM

City/State/Zip: Washington, District Of Columbia 20009

Company Complaining About: Comcast

Description

Comcast appears to be blocking my access to Netflix. When I attempt to log into Netflix, a simple "BLOCKED" appears on the web browser. This is consistent across multiple browsers: Chrome, Firefox, and Safari.

Ticket: # 653615 - Comcast Blocking www.chroniclegraphics.com

Date: 11/12/2015 10:48:39 PM

City/State/Zip: Highlands Ranch, Colorado 80130

Company Complaining About: Comcast

Description

Comcast is blocking my website, www.chroniclegraphics.com. I am able to access my website from all other ISPs, including my Verizon cell phone. When I attempt to connect to www.chroniclegraphics.com, access is consistently denied.

Ticket: # 656525 - T-Mobile is Willfully Violating Net Neutrality Laws

Date: 11/14/2015 6:54:03 PM

City/State/Zip: College Station, Texas 77845

Company Complaining About: T Mobile

Description

Last week T-Mobile announced customers could stream as many videos as they want — regardless of their data plan limits — from more than two dozen video providers, including Hulu and Netflix. Therein creating a dual-laned architecture to their network, charging customers for data from certain providers while exempting data coming from their preferential list of video providers. This hinders the very purpose behind the Net Neutrality ruling. T-Mobile is blocking access to their members from new and innovative video providers that are not already on their preferred list that they have come to who knows what agreements with. I hope that the FCC will use this blatant violation of the FCC rules by T-Mobile to show the seriousness the FCC feels about competition and Net Neutrality.

[Ticket: # 664710 - HBO Go on Android TV through Comcast](#)

Date: 11/18/2015 11:44:30 PM

City/State/Zip: Baltimore, Maryland 21230

Company Complaining About: Comcast

Description

I pay for HBO through Comcast. Comcast blocks me from using HBO Go on Android TV. They offer access on many other devices such as my Roku and Xbox One but are intentionally blocking me from accessing the service I pay for on Android TV.

[Ticket: # 662156 - Comcast/hbogo/playstation](#)

Date: 11/17/2015 11:57:04 PM

City/State/Zip: Jackson, Mississippi 39202

Company Complaining About: Comcast

Description

Comcast is blocking hbo go on playstations, but allows it on other streaming devices.

[Ticket: # 671022 - Verizon Wifi tethering blocking Foxfi app](#)

Date: 11/22/2015 11:24:59 AM

City/State/Zip: Denver, Colorado 80205

Company Complaining About: Verizon

Description

Verizon is once again blocking Wifi tethering phone capabilities. They are blocking the Foxfi app for security reasons.

Ticket: # 663710 - H2O wireless not allowing to use Facetime over cellular data

Date: 11/18/2015 4:32:33 PM

City/State/Zip: Louisville, Kentucky 40220

Company Complaining About: H2o Wireless Services- Locus Telecommunications, Inc.

Description

I am having \$40 unlimited cellular data plan. H2O wireless services not allowing to make Facetime calls over cellular data. When I am trying to make calls using cellular data its asking me " To enable FaceTime over cellular ont his account , Contact AT&T at 611 or Visit <https://www.att.com/mywireless>".

I have contacted H2O customer support and they havent provided any solution and they said may be issue with device. But with same device using Tmobile network Cellular data Plan i am able to make calls using FaceTime. H2O using AT&T network for service and blocking data for the use of FaceTime. H2O and AT&T restricting using of data based on applications you need to use. Please help me to resolve the issue.

[Ticket: # 671715 - Verizon is now blocking foxfi](#)

Date: 11/23/2015 9:34:46 AM

City/State/Zip: Allen, Michigan 49227

Company Complaining About: Verizon Wireless

Description

Verizon has very recently started blocking foxfii saying it does not meet their security measures.
This is against open Internet act

[Ticket: # 670832 - Verizon](#)

Date: 11/21/2015 11:38:01 PM

City/State/Zip: Nebo, North Carolina 28761

Company Complaining About: Verizon Wireless

Description

Verizon is once again, going against a federal ruling, blocking apps , throttling the speed of its unlimited data plan that customers.

Ticket: # 667723 - Data Cap

Date: 11/20/2015 2:12:10 AM

City/State/Zip: Lynnwood, Washington 98036

Company Complaining About: Comcast

Description

I consider myself one voice among a growing crowd asking--begging the FCC to put an end to Data caps for internet usage.

As it is, Comcast already rolls out data cap, which they say is "Data usage plan trials" on their website, to several states in the South, Midwest, and Southwest.

These trial areas have a data cap at 300 gbs per month. Breaching this cap will subject the customer to an additional \$10 for every 50 gbs. Whereas non-trial areas have a cap of 250 gbs per month, but is not being enforced at this moment. I don't want to wait for the moment when Comcast eventually rolls this out to the Seattle area in Washington.

This practice is directly the opposite of the philosophy of a net neutrality. In Chairman Wheeler's Title II ruling, the three main rules that came from that decision is no blocking, no throttling, and no paid prioritization. This is a loop hole to those rules as it forces the users to limit themselves from internet usage or else they'd face a fee for going over the cap.

Furthermore, Comcast has recently launched its own online video service that does not count against the data cap. In this case, Comcast is clearly prioritizing traffic to its own service over its competitors, such as Netflix and Amazon Prime videos.

Title II is an excellent first step to protect the open internet, and as we are continuing to find out, there is much work left to do. I ask the FCC to please stand on the side the millions of Americans against Comcast and put an end to it. We do not want them to roll out data cap to the rest of the country, or worse, provide a terrible example for which other ISP might follow.

[Ticket: # 672984 - Verizon blocking wifi tethering](#)

Date: 11/23/2015 4:59:56 PM

City/State/Zip: Kingston, Tennessee 37763

Company Complaining About: Verizon Wireless

Description

Verizon has started blocking wifi tethering again.

Ticket: # 670416 - Verizon Wireless blocking FoxFi(PDANet) Tethering

Date: 11/21/2015 5:33:13 PM

City/State/Zip: Los Angeles, California 90066

Company Complaining About: Verizon Wireless

Description

Verizon started blocking FoxFi(also known as PDANet) for tethering on their network today.

Information about a lot of people being blocked by Verizon today is on this website:

https://www.reddit.com/r/Android/comments/3tps1s/verizon_has_killed_foxfi_pdanet_tethering_for/

[Ticket: # 670436 - Verizon Wireless blocking tethering app PDANet](#)

Date: 11/21/2015 5:53:24 PM

City/State/Zip: Orlando, Florida 32825

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is now blocking traffic to/from the app PDANet, which is used for tethering.

[Ticket: # 670786 - verizon](#)

Date: 11/21/2015 11:04:34 PM

City/State/Zip: Ceres, California 95307

Company Complaining About: Verizon Wireless

Description

Blocking 3rd party apps, pushing over the air updates when i declined them

[Ticket: # 670480 - Verizon blocking tethering apps](#)

Date: 11/21/2015 6:27:23 PM

City/State/Zip: Perry, Florida 32348

Company Complaining About: Verizon Wireless

Description

It appears Verizon is blocking the use of third party tethering and hot spot apps, mostly FoxFI. My service ended last night and continues today. This is not an isolated event and several tech forums and droid websites are reporting outages.

[Ticket: # 670512 - Verizon blocking apps that provide free wi-fi hotspot](#)

Date: 11/21/2015 6:38:28 PM

City/State/Zip: Fort Lupton, Colorado 80621

Company Complaining About: Verizon Wireless

Description

I have unlimited data plan, verizon started blocking FoxFi and all others like it on 11-20-15 these have been working for many years up until yesterday. They are trying to eliminate unlimited data plans! This has been challenged in the past, and verizon lost. Please help us!

[Ticket: # 670529 - Verizon blocking third party tethering apps](#)

Date: 11/21/2015 6:59:18 PM

City/State/Zip: Worcester, New York 12197

Company Complaining About: Verizon Wireless

Description

Verizon is now blocking FoxFi, a third party tethering app on unlimited plans. They're disabling it unless you pay for their tethering plan at the same time as hiking the price of the old plan by 20 dollars a month. We're rural, we have no other reasonable option for internet and Verizon is once again trying to gouge us. I know people in third world countries with better internet options than we have.

Ticket: # 670742 - VZW blocking the function of every tethering app I have tried.

Date: 11/21/2015 9:39:07 PM

City/State/Zip: Superior, Wisconsin 54880

Company Complaining About: Verizon Wireless

Description

Vzw is blocking the operation of all the tethering apps I try using, referring me to a page to add-on an additional package that I have not needed to this point. This is an even bigger problem due to this being the only internet access my house has at the moment.

[Ticket: # 670798 - Unfair blocking of an app](#)

Date: 11/21/2015 11:07:49 PM

City/State/Zip: Brooklyn, New York 11218

Company Complaining About: Verizon Wireless

Description

Verizon is blocking Tethering app FoxFi again.

Ticket: # 670813 - Verizon Wireless Violation of FCC Rules

Date: 11/21/2015 11:18:50 PM

City/State/Zip: Cambridge, Massachusetts 02139

Company Complaining About: Verizon Wireless

Description

I am a Verizon mobile customer and they are now blocking Foxfi access. This is illegal. Please see attached screenshot.

[Ticket: # 670851 - Verizon wireless blocking mobile hotspot \(FoxFi\)](#)

Date: 11/22/2015 12:11:21 AM

City/State/Zip: Boston, Massachusetts 02125

Company Complaining About: Verizon Wireless

Description

As of a couple days ago, Verizon has been blocking a paid app from the Google store which allows the phone to be used as a mobile hotspot. I pay for unlimited data and this is another instance of Verizon illegally preventing access to the wireless network.

[Ticket: # 670856 - VZW blocking foxfi](#)

Date: 11/22/2015 12:22:32 AM

City/State/Zip: Center Cross, Virginia 22437

Company Complaining About: Verizon Wireless

Description

VZW Is Blocking Foxfi And Trying To Charge Us For Tethering.

[Ticket: # 670857 - Verizon blocking Hotspot](#)

Date: 11/22/2015 12:23:06 AM

City/State/Zip: Portland, Oregon 97213

Company Complaining About: Verizon Wireless

Description

Verizon is blocking an app I use for hotspotting my phone. You've already ruled they cannot do this. Please enforce and fine them.

[Ticket: # 670987 - Verizon Wireless violating net neutrality laws and fcc rulings](#)

Date: 11/22/2015 10:10:53 AM

City/State/Zip: Squires, Missouri 65755

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is violating net neutrality, a prior FCC ruling and attempting to create a basic monopoly within their service, by blocking certain apps that allow open Internet access. The FCC ruled they couldn't block free WiFi tether apps etc, but they indeed are.

[Ticket: # 671019 - Verizon is blocking the foxfi application](#)

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

City/State/Zip: Edina, Minnesota 55439

Company Complaining About: Verizon Wireless

Description

Verizon is blocking the foxfi communication application, for select customers, requiring is to use the Verizon application.

Ticket: # 671075 - Open Internet

Date: 11/22/2015 1:14:25 PM

City/State/Zip: Polk City, Iowa 50226

Company Complaining About: Verizon

Description

I'm writing in reference to the ruling in 2012 where Verizon was ordered to stop blocking tethering apps. I currently use tethering apps to gain access to the internet and on Saturday, November 21, 2015, the tethering app I use (called FoxFi) stopped working. It would appear that Verizon is now blocking that service. I wasn't aware of a new ruling that would allow them to do that, and I would like to know if there has been a new ruling that I'm not aware of that would allow them to block tethering apps.

If there has been no new ruling, I would like to issue this in writing as a formal complaint against Verizon for blocking these apps.

Please let me know where the FCC stands on this. Thank You.

[Ticket: # 671154 - foxfi/pdanet app verizon wireless](#)

Date: 11/22/2015 3:01:40 PM

City/State/Zip: Dunkirk, New York 14048

Company Complaining About: Verizon Wireless

Description

verizon wireless is blocking foxfi/pdanet app so unlimited data subscribers can not use wifi from the app.

[Ticket: # 671195 - Verizon Wireless is blocking third party internet applications again.](#)

Date: 11/22/2015 3:33:56 PM

City/State/Zip: Mc Donald, Tennessee 37353

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is blocking third party services which allow customers to utilize their mobile devices as a wifi hotspot without the outrageous extra charges. I feel this violates the 2012 FCC ruling which prohibits such activity.

[Ticket: # 671202 - Verizon Wireless restriction of tethering](#)

Date: 11/22/2015 3:38:20 PM

City/State/Zip: Princeton, New Jersey 08540

Company Complaining About: Verizon Wireless

Description

My net neutrality complaint regards the blocking of tethering by Verizon wireless. Despite recently changing the cost of unlimited wireless data from \$29.99 to \$49.99, a sudden 67% increase in cost, tethering is still blocked. Because of this increase in price and changing of the terms, this new plan should no longer be “grandfathered” to deny consumers from using wireless tethering. The Title II regulations clearly state there should be no prioritization of internet traffic, and I believe the actions of Verizon Wireless are designed to hurt the consumer.

[Ticket: # 671280 - Verizon Mobile blocking pdanet](#)

Date: 11/22/2015 5:13:18 PM

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

Company Complaining About: Verizon Wireless

Description

It appears that Verizon Mobile have deliberately started blocking PDANET software.

Ticket: # 671305 - Blocking the use of Apps & Features for Unlimited data plan users

Date: 11/22/2015 6:05:00 PM

City/State/Zip: Mansfield, Ohio 44903

Company Complaining About: Verizon Wireless

Description

Verizon is blocking the use of the app FoxFi, not the download of it but the use of it. Every time it is used i am requested to purchase mobile hotspot. I originally had mobile hotspot with my mobile data when I had a windows mobile phone ~3 years ago, but verizon will not honor that. However Verizon now only gives me unlimited data as long as it is my phone. The blatant block of the app and the use of my unlimited data seems a violation.

[Ticket: # 671402 - Mobile Hotspot and Tethering](#)

Date: 11/22/2015 8:00:36 PM

City/State/Zip: Stafford, Virginia 22556

Company Complaining About: Verizon Wireless

Description

I just got off the phone with Verizon in the admitted to putting an OTA system update on the blocking FoxFi and PdaNet saying that is not safe third-party tethering app anymore due to security violations. I guess I will now be going to the FCC in filing a complaint against them.

[Ticket: # 671562 - Verizon Complaint](#)

Date: 11/22/2015 11:32:59 PM

City/State/Zip: Marionville, Missouri 65705

Company Complaining About: Verizon Wireless

Description

I have been a longtime Verizon customer with an unlimited data plan. They recently blocked my app that allowed me to take advantage of this longtime plan. I feel this is a blatant violation of the agreement and wish for Verizon to discontinue their blocking strategy.

[Ticket: # 672203 - Verizon Tethering](#)

Date: 11/23/2015 1:14:35 PM

City/State/Zip: Silver City, New Mexico 88062

Company Complaining About: Verizon Wireless

Description

i am writing this complaint due to verizon blocking any tethering apps

[Ticket: # 672807 - Verizon blocking sip traffic](#)

Date: 11/23/2015 3:59:23 PM

City/State/Zip: Waynesboro, Virginia 22980

Company Complaining About: Verizon Wireless

Description

We are using verizon's 4g LTE service and they are seemingly blocking SIP traffic. We have reached out to them with no avail. As I see it this is a net neutrality breach. Are business is reliant on our VoIP systems and not being able to pass sip traffic and this needs to change.

[Ticket: # 673218 - Verizon blocking apps](#)

Date: 11/23/2015 6:08:42 PM

City/State/Zip: Vestavia, Alabama 35216-3187

Company Complaining About: Verizon Wireless

Description

Verizon blocking tethering app specifically Foxfi and Pdanet.

[Ticket: # 674241 - Verizon Blocking FoxFi](#)

Date: 11/24/2015 11:01:00 AM

City/State/Zip: Belmont, North Carolina 28012

Company Complaining About: Verizon Wireless

Description

Verizon is blocking foxfi tethering app after FCC told them to stop.

Ticket: # 677869 - Comcast Data Caps**Date:** 11/25/2015 10:19:08 PM**City/State/Zip:** Knoxville, Tennessee 37923**Company Complaining About:** Comcast

Description

As of October 2015, Comcast has started imposing a data limit on my home internet service. Previously, the internet in my home has been unlimited. I feel that home internet that you pay a monthly fee for should be unlimited in order to maintain a fair and open internet. With a data cap in place, I feel limited by what activities I can do online for fear of using too much data. Data caps unfairly target people who stream online video rather than paying extra for cable service. I feel that I am being penalized by not paying for Comcast's other services.

Comcast says they've been trialing these data caps in my area since October 2013, but I was not affected until this year. There was no notice of this change before it was put in place, nor can Comcast tell me what my previous data usage was prior to October 2015. Despite being a "trial", there is a penalty for going over your allotted amount of monthly data. After the cap of 300GB is reached, 50GB are automatically added for an extra \$10 on my bill. There is no way to opt out of automatically adding the extra gigabytes and incurring the fee. This seems very unfair considering I already pay \$60.92 for my monthly internet service. These \$10 surcharges can be added indefinitely if you continue using your home internet in 50GB increments.

Data caps are unethical and they are not beneficial to consumers. Their only purpose is to line Comcast's pockets. I would like the FCC to rule on the legality of data caps. I believe they are in line with blocking, throttling, and fast lanes as barriers to Net Neutrality.

[Ticket: # 680540 - Comcast blocking HBO Go on Playstation devices](#)

Date: 11/28/2015 9:58:27 PM

City/State/Zip: Washington, District Of Columbia 20016

Company Complaining About: Comcast

Description

Comcast blocking HBO Go on Playstation devices

[Ticket: # 681313 - Net neutrality](#)

Date: 11/29/2015 7:00:58 PM

City/State/Zip: Denver, Colorado 80220

Company Complaining About: Comcast

Description

comcast xfinity blocking access to HBO GO to paying subscribers on PlayStation platforms.

[Ticket: # 681988 - net neutrality - verizon wireless app blocking](#)

Date: 11/30/2015 12:44:29 PM

City/State/Zip: Elizabethton, Tennessee 37643

Company Complaining About: Verizon Wireless

Description

Verizon wireless is app blocking any apps that allow free usage of the broadband GB I am paying for. The app in question is FoxFi and others that allow accessing internet connection among devices. Previous order that imposed penalties for such actions but they are up to it again by other technical means by blocking access to apps technical ability to connect and industry pressures to change how the OS handles the issue allowing wifi lock-downs by removing menu options and the like. They are in violation of the ruling stating "shall not deny, limit, or restrict the ability of their customers to use the devices and applications of their choice on the licensee's C Block network." Please protect us consumers by making this a net neutrality issue and requiring the practice to stop. I should be able to use the bandwidth I pay for as I see fit and should not need to pay an extra fee to do so. (tethering fee \$30.00) Please warn them they are not honoring the spirit of the previous court ruling on the matter. Thank you. David Buckles

Note- I use a MVNO provider who uses Verizon towers, (Trackfone) I am not a Verizon customer directly. This issue is effected by Verizon pushed policy.

[Ticket: # 683189 - I believe my ISP's data capping policy violates net neutrality by Impeading my access to larger sites and files](#)

Date: 11/30/2015 7:22:12 PM

City/State/Zip: Clovis, New Mexico 88101

Company Complaining About: Sudden Link

Description

This has been my first time dealing with an ISP that implements a data cap and gives greater speed and data allowance to those who are willing to pay more. I believe this practice violates the bright line rules by blocking access to legal content via a cost prohibitive pricing structure and by implementing paid prioritization by forcing you to pay increased and outrageous sums to be able to have decent speed and a reasonable data usage cap.

Ticket: # 691385 - COMCAST IS BLOCKING ME FROM YAHOO CHAT ROOMS

Date: 12/4/2015 1:57:36 PM

City/State/Zip: Westminster, Vermont 05158

Company Complaining About: Comcast

Description

Comcast-Xfinity is my internet provider and they are blocking from proxy services and I have permission from Yahoo to use their chatrooms. I would like to indicate that Comcast is doing this because the proxy is not working. They have to fix the proxy service on their end. I have called Comcast-Xfinity and they said that "HP is going against us". RESOL : I want Comcast to fix the proxy service problems as soon as possible and I want to be able to get back to the Yahoo chatrooms. I want to mention that they did this before. Comcast needs to unblocking me. Please Help ! CTR-11

Ticket: # 695523 - ISP blocking certain websites

Date: 12/7/2015 5:00:52 PM

City/State/Zip: Austin, Texas 78748

Company Complaining About: Time Warner

Description

Hello.

I just recently discovered that Time Warner Cable has been blocking certain websites. I tried to access secondlife.com while at home and was not able to. Thinking it was the router/internet connection at fault, I restarted both my router and modem. Meanwhile, I tried to access secondlife.com using the connection via my cellular provider, T-Mobile, and it loaded perfectly fine. After the router/modem came back online, I was able to load pages like facebook and google, but I still could not access secondlife.com. My partner decided to use a proxy server to try to access the page, and he was successful. This seems like conclusive proof that TWC was restricting access to secondlife.com for whatever bizarre reason.

Thanks for your time.

Ticket: # 696841 - AT&T Blocking Selected Data Content on Low Cost Plans

Date: 12/8/2015 12:32:36 PM

City/State/Zip: Reston, Virginia 20191

Company Complaining About: AT&T

Description

This complaint concerns AT&T blocking certain data content on its prepaid "GoPhone" plan which offers voice service for 10¢/minute, Nationwide Messaging for 20¢/text message, and Data at a Pay Per Use rate of 1¢/5 KB.

My AT&T account number is [REDACTED]. I signed up for this AT&T plan with a prepaid amount of \$100 in January, 2014 and prepaid another \$100 in January, 2015.

Between January, 2014 and approximately November 16, 2015, AT&T provided the contracted-for services. Commencing as of approximately November 17, 2015, however, AT&T is blocking certain data content.

My AT&T plan is used in an automobile monitoring system device for my 2011 Tesla Roadster called OVMS (see attached description titled "OVMS Module for 2.x Tesla Roadsters" from <https://www.openvehicles.com/node/32>). OVMS uses a GSM SIM card with SMS messaging and a GPRS data plan.

The AT&T service is a GSM service with a GPRS data plan (see the attached web page "AT&T Our Mobile Broadband and GSM Technology" from <http://www.wireless.att.com/learn/why/technology/mobile-broadband-and-GSM.jsp>).

From January, 2014 until November 17, 2015, AT&T provided data service to my account. Attached are the last three months of usage showing daily transfers of data until November 16, 2015 with amounts of data and cost of the data (see files with names "571-451-4534_Total Usage - Voice, Text, Data [dates]").

As of November 17, 2015, AT&T blocked data content from the OVMS device. I have not received data from that device through today's date (December 8, 2015). My AT&T account is prepaid, current and up to date (see attached account web page titled "Go Phone" showing the balance on my account of \$78.93).

I am not the only OVMS user against whom AT&T has blocked certain data content. A forum of Tesla Roadster owners who likewise have OVMS have a number of AT&T customers who have similar complaints (see the thread "OVMS blocked on low-cost AT&T plans" at <http://www.teslamotorsclub.com/showthread.php/57127-OVMS-blocked-on-low-cost-AT-T-plans>). The data blocking appears to be based upon AT&T's attempt to force OVMS users to more expensive plans that offer far more data than an OVMS user would ever use.

One OVMS user reports that: "[b]ottom line is that AT&T isn't allowing anything other than WAP (old bare-bones mobile web) data on these low-cost accounts. The best [AT&T] could do for me is move me to an account at \$2.00/day (only charged on days when voice or SMS text messages are used),

with a \$1.00/day data package (with an allowance of roughly 6,000 times what is needed for OVMS), and she kicked in a \$45.00 credit so we could test it.” (see <http://www.teslamotorsclub.com/showthread.php/57127-OVMS-blocked-on-low-cost-AT-T-plans?p=1248062&viewfull=1#post1248062>).

I do not wish to be forced by AT&T to pay for a more expensive plan than is needed for OVMS. I am seeking to continue to use the AT&T plan that I paid for in advance, and that AT&T continues to offer to the public, for use with the Tesla Roadster OVMS device.

AT&T is selling data transmission. I am paying for that data transmission. AT&T should not be allowed to block that data transmission based upon the content of that data.

[Ticket: # 696960 - Proposed data caps on Comcast/Xfinity Internet service](#)

Date: 12/8/2015 1:09:07 PM

City/State/Zip: Millersville, Maryland 21108

Company Complaining About: Comcast

Description

I feel that Comcast/Xfinity implementing data caps on Internet usage will prevent me, as and Internet user, freely accessing whatever online content I choose. The proposed data caps will allow Comcast to blocking websites, effectively stopping all traffic unless further payment is made. These practices are "unreasonably interfering" with the ability of consumers to access Web content.

I request that the FCC review the Comcast/Xfinity data cap practices to ensure that they do not "unreasonably interfere" with the ability of consumers to reach content or the ability of content providers to reach consumers.

[Ticket: # 702010 - Comcast Blocks signin on Android TV apps](#)

Date: 12/10/2015 4:20:54 PM

City/State/Zip: San Francisco, California 94129

Company Complaining About: Comcast

Description

Comcast currently blocks you from signing in to use HBO Go, FXNow, FOXnow, Starz and other apps on Android TV. These apps are allowed by Comcast on other devices such as Roku and Apple TV. From what I understand Comcast is the only provider blocking this content for these apps.

Ticket: # 707752 - Deans List Student Dealing with Comcast Data Caps**Date:** 12/14/2015 6:10:07 PM**City/State/Zip:** Tuscaloosa, Alabama 35401**Company Complaining About:** Comcast

Description

Dear FCC,

I would like to file a formal complaint with you all about Comcast's data caps. As a hard working student who works a part time job and receives some government loans in order to be able to attend school at the University of Alabama I am consistently fighting to make ends meet. Now that Comcast (unannounced to me when I signed up for their internet service) has started charging me an extra \$10 a month when I exceed my meager 300GB/month data plan I can no longer afford to access content like the lectures that my teachers record and post to youtube/"blackboard" (keep in mind these lectures a long and recorded in HD, additionally I must access them on a daily basis). I believe this crosses a line and essentially blocks my ability to use the internet in ways that I NEED to use it in order to be a successful student. This violates your net neutrality rules in the sense that it is blocking my use of the internet I PAY FOR because I can only afford the rate at which I agreed to pay for the service. Furthermore, I feel as if they are discriminating against me as a customer simply because I currently reside in and around states that have a very low GDP per capita. I feel this way because they currently have installed "Data cap trials" solely in areas/states/towns that have a very low income. (please follow this link for a list - <https://customer.xfinity.com/help-and-support/internet/data-usage-trials/>).

I also believe they may be pursuing this restrictive policy because they are aware that the majority of their customers in these locations are not very wealthy and therefore may complain but essentially will be helpless as to make any sort of real impact. Finally, I believe they are also pursuing these restrictive policies in these areas because they are aware that they have very little to no competition as far as ISP's go within these locations. I have almost no way out here and I need your help! Please enable me to be a successful student and thereby contribute positively to the future of this great nation by getting them to lift these restrictions on my internet usage! Thank you for your time and consideration.

[Ticket: # 707742 - HBO Go via PlayStation 4](#)

Date: 12/14/2015 6:07:04 PM

City/State/Zip: Dunwoody, Georgia 30338

Company Complaining About: Comcast

Description

I subscribe to Comcast's Blast Plus service. With that service, I receive HBO go via the internet. I can watch HBO go from a web browser, a ROKU device, and many other devices on Comcast's network or other networks via Comcast authentication. Comcast blocks the authentication of HBO go on the PlayStation 4. This is a clear violation of the Open Internet Brightline rule: No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices.

Ticket: # 710826 - Comcast Data Cap Concerns

Date: 12/16/2015 12:59:26 AM

City/State/Zip: Santa Clara, California 94087

Company Complaining About: Comcast

Description

I'm concerned about a sudden change in my comcast account. Recently a box appeared on my billing account page informing me of my internet usage and a cap. This box also thankfully informing me that enforcing the cap was currently suspended. On the 10th of the month, the meter showed that I had used 124 GB of data. When I clicked on more information, all that I received was a page with a larger bar showing that I was at 124 GB of usage.

Recently I purchased a new home router, one of it's advertised features is the ability to easily track data used by each user on the network. Combined between the two PCs, two laptops, tablets, and phones on the network, the router only measured a total of 78 GB of data used since the start of the month. I understand that there will be a difference between the values measured by two different sources, however Comcast is claiming almost a 40% increase than I measure.

This worries me because there's no way for me to see where the data is being used. Comcast is simply presenting me with a number with no way for me to verify if this number is correct. I prefer to watch video and view news stories from a variety of sites around the internet, including but not limited NBC. Does Comcast charge me more or less data usage for viewing NBC content? What if I use a directly competing service such as FOX? As it stands now I can not tell. As an internet provider I was under the assumption that Comcast was not allowed to prioritize traffic for one site compared to another, this seems like a great way to get around that hurdle to promote their own content.

Many sites have video adds on them that begin playing without my approval. I use an add blocking program but still have this issue. Will I be charged against my data cap for these adds? As it stands now there's no way for me to know.

When I contacted Comcast customer service about this I was bounced around for around two hours. Each representative was unable to explain to me why suddenly I was being subjected to a data cap. When I brought up that other services in the area offered similar connection speeds for comparable prices, I was transferred. When I brought up that I was seeing a vastly different number for data usage than Comcast reported, I was transferred. When I asked how this would improve my service, I was transferred. Eventually I was offered an increase in service bandwidth, when I brought up my concerns for how increase in speed would simply cause me to consume media in a higher definition, thus causing me to use even more data, I was transferred again. Finally a customer retention manager told me not to worry about this cap because it was "Currently not being enforced in my area." then terminated the call.

Nowhere in that call was anyone, even at the manage level, able to explain to me why this program suddenly came into existence or address any of my concerns.

Ticket: # 710750 - Charter Communications blocking my Internet service on a periodic basis

Date: 12/16/2015 12:03:30 AM

City/State/Zip: Cayucos, California 93430

Company Complaining About: Charter

Description

To: FCC

From: [REDACTED]

[REDACTED]
Cayucos, California 93430

Re: Charter Communications, is in violation of the “net neutrality” rule by blocking my Internet service on a periodic basis.

My web browsing sessions are being blocked and redirected to “Charter’s Terms and Conditions” page on a periodic basis (about every 5 page loads). I called them and was told that this will continue until I click accept. The service representative noted my complaint, but offered me no solution other than to click “accept”.

I have attached a copy of the “browser block” screen and a copy of the “Charter Terms and Conditions”.

I asked the Charter representative to mail “Charter’s Terms and Conditions”, which I have already signed, (see the excerpt from the third paragraph of the attached document, below) but they said I must click “accept” or the re-direction and blocking will continue.

“Subscriber’s signature on the work order presented upon installation of Services and/or Subscriber’s use of Services are evidence of Subscriber’s agreement to the Terms of Service.”

They offered no explanation for why I am continuously being asked to agree to something I have already agreed to. This “blocking action” is depriving me of the Internet service that I am paying for.

My account is current and there are no overdue charges. There is no excuse for this pre-emption of my Internet usage.

Please investigate Charter Communications and their intentional interference to my Internet usage by injecting a “Terms and Conditions” page.

If you need to contact me I can be reached at:

[REDACTED]

Sincerely,

[REDACTED]

Cayucos, CA 93430

Ticket: # 711066 - Comcast usage cap expansion

Date: 12/16/2015 9:56:59 AM

City/State/Zip: Ann Arbor, Michigan 48104

Company Complaining About: Comcast

Description

The imposition of usage caps on a wired service that provides the only viable broadband speeds to many households across Michigan would further relegate the state to the backwaters of the 21st century. We are struggling to gain access to the kinds of high speed, high capacity services that are taken for granted in major cities across the US, and consumers often have no choice but to subscribe to Comcast's services. It should be telling that with the exception of Chattanooga, the markets where Comcast has imposed these caps are full of areas with no other high speed broadband option.

Comcast already enjoys very high margins on its broadband services, a near total lack of competition in most areas, and has demonstrated its willingness to abrogate net neutrality rules (BitTorrent blocking, separate IP service flows for non-telephony services like Xbox video and now streaming live TV) in the past and present. This penchant for actively impeding information flow across an information service is exactly reflected in the expansion of usage caps.

Comcast's imposition of arbitrarily-set and technically unnecessary usage caps is contrary to the economic development and advancement of the United States; the FCC should step in to eliminate this threat to innovation and progress.

Ticket: # 715449 - Comcast's HBO Go Subscription access to Sony Playstation3 & Playstation4

Date: 12/18/2015 8:12:29 AM

City/State/Zip: Burr Ridge, Illinois 60527

Company Complaining About: Comcast

Description

According to the FCC: "A person engaged in the provision of broadband Internet access service... shall not block lawful content, applications, services, or nonharmful devices, subject to reasonable network management,"

According to Comcast they decided to block HBO Go access to Sony Products (like PS3 & PS4) because: "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties."

Therefore Comcast is "blocking lawful content, applications, services" (such as HBO Go to Sony customers). Sony has already developed Applications for HBO Go on the PS3 & PS4. But we are not allowed to access our Subscription from Comcast onto the Sony Products. Other companies such as Dish Network, DirectTV, & AT&T UVerse all allow access to HBO Go Subscriptions on the PS3 & PS4. Comcast is VIOLATING FCC regulations by "blocking lawful content, applications, services." The FCC has done nothing to stop them. According to the Comcast Employee above, the reason Comcast does not allow HBO Subscription Access to Sony Products is due to "business decisions." The only exception the FCC Regulation stated above are issues with "reasonable network management." Comcast is therefore VIOLATING FCC regulations by blocking lawful content such as HBO Subscription Access to Sony Products.

Ticket: # 723156 - Akamai is blocking our IP Range from Cogent

Date: 12/23/2015 2:53:25 PM

City/State/Zip: Jersey City, New Jersey 07310

Company Complaining About: Akamai

Description

Hello,

I am the IT Manager for HGK Asset Management Inc.

We use Cogent 100mb Dedicated Fiber for our primary internet and Comcast business cable modem for our secondary/backup internet connection.

There has been reports from our users that they could not access sites such as stubhub.com and aa.com (American Airlines).

When I started troubleshooting and made sure that it wasn't our internet web filters blocking anything and were totally exempt and we were still getting these server-based error pages, which i attached a example of.

By doing traceroutes I determined that stubhub.com and aa.com were both ending up through the same IP ranges which are owned by Akamai.

Our Cogent IP block is: 38.109.110.97/27

The Akamai IP blocks blocking our Cogent block:

104.64.0.0/10

104.90.64.0/19

More info on those AS/Blocks here:

<http://bgp.he.net/ip/104.90.74.209>

I called Akamai and they were not helpful at all. They would not tell me why I was blocked and told me to call stubhub directly but since they are using Akamai and any site that uses Akamai will block us as well, it would not help.

The supervisor I spoke to at Akamai was not willing to help me at all.

If you can please contact me regarding this I would appreciate it.

thank you

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[Ticket: # 723846 - Zero rating with data caps](#)

Date: 12/23/2015 9:59:54 PM

City/State/Zip: Cherry Valley, California 92223

Company Complaining About: T Mobile

Description

ISPs are not allowed to control what I use the internet for. T Mobile has a policy called "binge on" With a data cap applied they give preferential treatment to specific use of the internet using a "zero rating". This has the same effect as throttling and blocking which has been determined to be illegal. Any attempt by any ISP to control the direction of flow of data of the internet is wrong. It will harm free speech, prevent innovation, and give ISPs unlimited power. Data caps by themselves do not control the direction of the internet. No one person or entity should have control over the direction the internet. Zero rating should not be allowed to be used by any ISP. The potential for abuse and discrimination is huge and grossly out weighs any possible benefit from allowing the practice.

Ticket: # 724809 - Comcast blocks legitimate personal email

Date: 12/25/2015 5:57:39 PM

City/State/Zip: Roy, Utah 84067

Company Complaining About: Comcast

Description

Comcast blocks legitimate personal email without notifying either the sender or receiver. Comcast has an aggressive spam policy that will block ALL email from any provider if it detects spam emails originating from that provider. Then they will not allow any email that originates from the provider until that provider meets certain demands from Comcast.

I have worked in the IT industry for several years and this has been going on for several years. Many of Comcast's middle level managers and most of their customers are not even aware of this policy. In fact most of their tech support and managers will deny that it exists but it does. Because of this I have missed many very important emails and frequently have to request others to send important emails to another email address to be able to get them even though my primary email address is a comcast address. Because of this I am unable to get any email from my mother if she sends it using her primary address because her internet provider is Centurytel and Comcast is constantly blocking all email that originates from the Centurytel network.

In this day and age email is often a critical form of communication and I don't think that a provider should be able to block a person's email without their consent.

I don't know if there are any rules or laws that protect a user's email but there should be.

[Ticket: # 726625 - Unable to Access Time Warner email from T-Mobile Network at times](#)

Date: 12/28/2015 1:13:18 PM

City/State/Zip: Mckinney, Texas 75071

Company Complaining About: T-mobile And Time Warner Cable

Description

I switched to T-Mobile phones a few months ago and ever since I have noticed at times I cannot access my Time Warner Email when on T-Mobile network. I have contacted both T-Mobile and Time Warner Cable support and they both blame the other for the issue, and they are not willing to talk directly to resolve. It seems someone is blocking the mail server which is mail.twc.com. That URL can also be entered into a browser. At times that I cannot get email, that URL(mail.twc.com) will not load. I have provided this info to both companies and they still blame the other for the problem. If I am connected to wifi, I never have an issue.

[Ticket: # 727952 - HBO GO on Playstation Devices via Comcast](#)

Date: 12/29/2015 1:35:48 AM

City/State/Zip: Chiacgo, Illinois 60614

Company Complaining About: Comcast

Description

HBO Go, a service otherwise available to me (and in fact provided to me as part of my Comcast internet subscription) is not allowed to be distributed to me through my Playstation 3 or Playstation 4 devices. This is very clearly blocking that flies in the face of the Open Internet directives. Further, this is well known and ongoing.

Ticket: # 729915 - Comcast Throttling of HTML internet bandwidth

Date: 12/29/2015 11:17:46 PM

City/State/Zip: Centennial, Colorado 80111

Company Complaining About: Comcast

Description

Currently comcast is throttling traffic to my modem, i am getting 10% of the connection speed i pay for. Performing an HTML speed test from a 3rd party shows the following:

<http://www.speedtest.net/result/4954737499.png>

mirror: <https://i.imgur.com/mAL3Pgc.png>

I was able to confirm this result with bandwidth tracking on both my desktop PC, as well as my network firewall, it is close to accurate.

the following image is from Comcast's own HTML speed test:

<http://results.speedtest.comcast.net/result/1161873484.png>

mirror: <https://i.imgur.com/4qAcaQ3.png>

after i took these images i alternated testing between the two sites as well as others, and i was able to achieve the same results. comcast is throttling 3rd party traffic by around a factor of 10.

This is a clear violation of the FCC requirements and intentions as part of the open internet:

Taken from: In the Matter of
Protecting and Promoting the Open Internet
GN Docket No. 14-28
REPORT AND ORDER ON REMAND, DECLARATORY RULING, AND ORDER

Section 2, part A, subsection 1, Clear, Bright-Line Rules:

Paragraph 16:

"This Order creates a separate rule to guard against degradation targeted at specific uses of a customer's broadband connection: A person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not impair or degrade lawful Internet traffic on the basis of Internet content, application, or service, or use of a non-harmful device, subject to reasonable network management."

In this case Comcast is clearly limiting the rate of traffic to and from 3rd party sites while not limiting traffic to and from their own sites. This is inarguably throttling.

Paragraph 17:

"The ban on throttling is necessary both to fulfill the reasonable expectations of a customer who signs up for a broadband service that promises access to all of the lawful Internet, and to

avoid gamesmanship designed to avoid the no-blocking rule by, for example, rendering an application effectively, but not technically, unusable. It prohibits the degrading of Internet traffic based on source, destination, or content.¹⁷ It also specifically prohibits conduct that singles out content competing with a broadband provider's business model. "

In this instance, my expectations as a customer are not fulfilled. nowhere on my bill, or on any paperwork from comcast does it say that they may throttle traffic to and from competitors sites. I pay for 105Mbps downlink, I expect 105mbps. not 12mbps. It would not be reasonable for Ford to sell a car that can go 65MPH only on Ford's privately owned roads while it can only go 6MPH on anyone else's road and then sell it as a 65MPH car. Nobody would ever call that reasonable. Yet this is exactly what Comcast is currently doing. They are selling my a 105Mbps connection, yet only delivering that speed if it is too and from comcast owned networks. then throttling the rest to encourage you to stay on comcast owned networks.

(please note that this took a long time to get as Comcast is also throttling traffic to and from fcc.gov, making it take a rather long time to download the document)

Further, Comcast is implementing "data caps" though they will not call them that. once you reach a certain amount of data, they throttle you down until you pay them more money. this is clearly a letter of the law vs spirit of the law situation. data is not a precious resource. a bit is not something that we mine, or go to war with another country over, it is not a limited resource, your computer will never run out of bits. therefore one can reasonably conclude that comcast is using the idea of limited data in order to skirt the no throttling provision and throttle anyway until you as a customer are forced to pay more for the service you have already paid for.

Apologies in advance for any spelling and grammar errors, my forte is network technology, not grammar.

Ticket: # 732054 - Comcast\Xfinity illegally blocking paid content for the PS4 HBO Go App

Date: 12/31/2015 1:04:57 AM

City/State/Zip: Tigard, Oregon 97223

Company Complaining About: Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to

authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

[Ticket: # 336511 - AT&T Blocks Wi-Fi Hot Spot Use on my Data Plan](#)

Date: 6/12/2015 11:09:48 AM

City/State/Zip: Atlanta, Georgia 30324

Company Complaining About: AT&T

Description

I am grandfathered in to an unlimited data plan on AT&T and it is treated different from newer (more expensive) metered data plans in that Wi-Fi Hot Spot use on my phone is blocked. This is against the Open Internet / Net Neutrality rules of Blocking content on my phone just because I'm not a member of a more expensive plan that AT&T wants me to be on. Data is data and I should be able to use it as I see fit.

[Ticket: # 336714 - AT&T Blocking Personal Hotspot](#)

Date: 6/12/2015 11:57:23 AM

City/State/Zip: Ladera Ranch, California 92694

Company Complaining About: AT&T

Description

AT&T is blocking using Personal Hotspot feature on Unlimited accounts but other accounts are fine.

Ticket: # 336881 - Bait and Switch

Date: 6/12/2015 12:47:35 PM

City/State/Zip: Deerfield Beach, Florida 33441

Company Complaining About: AT&T

Description

I have one of the original ATT unlimited data plans which ATT latter changed to mean 5 gigs and then you could be throttled. When they first implemented the policy I received notices about going over, but they eventually stopped and my service ran fine for a while as I continued to regularly use over 5 gigs of data.

My service quality then began to get spotty in quality. Forcing me to reload songs and videos which exponentially increased my data usage. This happened regardless of my signal level or time of month. It could be the beginning of the month and I could have a full LTE signal and have to reload a YouTube video 3 times just to watch it. When this is occurring my ATT apps work fine but everything else that requires streaming is inconsistent.

Now I am receiving notices from ATT again about the 5gig cap. They have been trying to strong arm unlimited data users for years to force them into tiered data plans and it needs to stop. ATT should be forced to honor their original unlimited data plan and they should also have to allow these users to tether their phones because data is data.

ATT blocking tethering on the iPhone goes against the new net neutrality rules. I should be able to pass any kind of data over my iPhone that I want to.

Ticket: # 337170 - AT&T Business Fiber Blocking and Throttling**Date:** 6/12/2015 2:14:53 PM**City/State/Zip:** Mckinney, Texas 75069**Company Complaining About:** AT&T

Description

AT&T is inadvertently blocking and throttling by not disabling the firewall on the Arris NVG595 router they provide. The firewall is not powerful enough to process IPSEC ESP communication which results in throttling of about 50Mb/s on a 100Mb/s synchronous service. The firewall will lock up while it is trying to cope with this amount of IPSEC traffic. Since the firewall is unable to be disabled, there is a NAT limit as well on the number of simultaneous connections of 2500. This is a really low number. An office of 10 users will start dropping connections with this limit. The firewall is also clearly blocking traffic by viewing the logs on the device. I have called support and contacted my account rep with no resolution. Support said I needed to upgrade to medium or large business service. What I have now is called Business Fiber. I did not know there were different levels. AT&T support ticket # h75180735. AT&T needs to enable "bridge mode" so the substandard firewall can be bypassed or offer a device that does not have these limitations.

[Ticket: # 337201 - AT&T's management of Unlimited Data Plan](#)

Date: 6/12/2015 2:27:23 PM

City/State/Zip: Holland, Michigan 49424

Company Complaining About: AT&T

Description

AT&T has been monitoring and blocking internet traffic of users on their Unlimited Data Plan that allows 3rd party tethering, which violates the first Brightline rule, No Blocking. AT&T has also systematically slowed down internet traffic for "Unlimited" data users that hit an arbitrary and changing limit, which violates the second Brightline rule, No Throttling.

I am currently an AT&T customer with a grandfathered Unlimited Data plan.

[Ticket: # 337272 - Comcast blocking HBO Go on PS4 console](#)

Date: 6/12/2015 2:52:07 PM

City/State/Zip: Spring City, Pennsylvania 19475

Company Complaining About: Comcast

Description

Comcast is blocking people from downloading the app HBO Go on the Playstation 4 console.

Ticket: # 337706 - Cox Communications Blocking Web Servers**Date:** 6/12/2015 4:32:04 PM**City/State/Zip:** Tulsa, Oklahoma 74114**Company Complaining About:** Cox

Description

Cox Communications blocks Web Server default port 80.

(See <http://www.cox.com/residential/support/internet/article.cox?articleId=cacf82f0-6407-11df-cccf-000000000000>)

There are many non-business reasons why an individual would want to use their PC as a web-server. It is far more cost effective than paying for a professionally-hosted server - that serves as a barrier to web speech. Many personal websites get fewer than 10 visits per month - bandwidth can be managed in ways other than blocking. Many services can be hosted on a web server to bring remote control and convenience to one's home. Cox's policies are benefiting hosted providers and wealthier individuals - and increasing the cost of hosting speech online.

[Ticket: # 337808 - Blocking video.](#)

Date: 6/12/2015 4:41:41 PM

City/State/Zip: Greenville, North Carolina 27858

Company Complaining About: Viacom

Description

I am in Greenville, NC. Our local cable provider dropped Viacom's channels from the cable lineup and they are still blocking website traffic from my area. The local ISP is Sudden Link.

I have attached a screen capture of the message that keeps popping up.

Ticket: # 338092 - Tethering plans and home servers

Date: 6/12/2015 6:00:52 PM

City/State/Zip: Phoenixville, Pennsylvania 19460

Company Complaining About: Verizon Wireless

Description

Two items have been a sore spot across all ISPs available in my area for the past decade:

1) Charging extra for tethering (still happening on grandfathered unlimited plans), and pressuring OS developers to ban tethering apps from their App Stores. I pay for access to data bits from the internet via my phone. Most of those bits are not owned by my ISP, they belong to a third party. Yet my ISP feels it has the right to charge me an extra \$20-\$30 a month to allow me to use bits they don't own on a device other than my phone. This would be akin to forcing people to pay more if they wanted to print a webpage after they viewed it on their computer. The ISP is in charge of delivering me bits which they do not own; they have no legal standing to then tell me what I can and cannot do with those bits once they are in my possession. I can look at them on my phone, send them via a wire or over the air to my computer, or even print them all out and burn them if I so choose. The only reason that tethering for unlimited plans still exists is that the C Band auction fine against Verizon for blocking tethering apps on Android couldn't be applied to older plans. With these new N.N. rules, I feel that ISPs which require payment for tethering are blocking my access to my data from my computer to my phone.

2) Home servers. For years, I have had my own home servers, for acting as a personal web host, as a VPN server, an IRC logger, and a number of other tasks. Never has this usage been significant to any degree; I don't bittorrent, and I haven't used folding@home for years. But many ISP home user contracts ban hosting a server at home, even if the upload usage does not go beyond any existing plan datacaps. This would appear to violate these new rules, as this is the threat of throttling, blocking or plan cancellation due to destination or content of the traffic involved - it just happens to be upload traffic and not download traffic. As an aside, part of the peering agreement fights which have been occurring are due to these very rules - there isn't as much traffic from AT&T's network moving to Cogent or Level3 because most users are banned by AT&T from having their own server, and their upload speed is much lower than their download speed! Of course there is imbalanced peering between AT&T and Cogent, AT&T has contractually obligated its users to make sure this is the case!

P.S.: the current objection by the ISPs is that not allowing throttling is akin to a first amendment violation, as they are "publishing" third party content, and should be able to edit it. this argument fails on two levels: 1) they do not pay licensing fees to the creators of this content, so if they are "publishing" it, then they are violating copyright law. 2) If they are in fact publishing this content, then they would no longer be protected by safe harbor rules, and would now be responsible for all illegal content passing through their servers. If they **really** want to take on all that legal liability.....

[Ticket: # 338276 - Comcast and hbo go](#)

Date: 6/12/2015 7:27:58 PM

City/State/Zip: Eagan, Minnesota 55122

Company Complaining About: Comcast

Description

Comcast is blocking authorization of hbo go on PlayStation 3 system even though I pay for hbo. The authorization would occur through the PlayStation 3 over the internet. Comcast does not block Xbox 360 nor Roku from the same authorization. And other major cable companies authorize hbo go over the internet with the PlayStation 3. I believe this is a direct violation of net neutrality. I'm trying to access hbogo over the internet through my PlayStation 3 and that shouldn't give Comcast the right to block it. They are clearly trying to push me to use their equipment instead for no reason other than to maximize profit and they know I have no recourse other than to cancel my cable.

Ticket: # 338639 - Please Disallow Browser Messaging and TOS, AUPS and NET WORK management practices that circumvent the Bright line rules.

Date: 6/13/2015 12:33:11 AM

City/State/Zip: Stanwood, Michigan 49346

Company Complaining About: Charter

Description

There is something inherently sinister about Charter or any other ISP using Browser Messaging (BM) and being allowed to have such subjective range over the contents of their Service Agreements, Acceptable Use and Network Management practices and policies.

I have been a Charter customer for going on 8 years at the same location, my experience with them started out slightly above average to even exemplary and has over the course of the last 3-4 years deteriorated to literally unbearable. I have cancelled my T.V. as a result of their behavior ; unfortunately there is not a viable option for Broadband in my semi-rural community.

Ever since February I have been plagued with an unstable internet, this was after they forced me to swap out my modem, but then I again I cannot wonder how much it has to do with completion and The FCC rule on Net Neutrality (You can find Information here on <https://www.fcc.gov/openinternet>. that was working just fine. All throughout the day I lose connectivity , or have trouble loading content. Most often they are insistent on sending out a technician, even when I call and cancel reporting that we were able to resolve the issue. I feel this is a way to cover themselves and ensure that I am really at my address etc. since I refuse to provide a phone number(and should not have to)

The reason I say cover themselves is that this allows them to say, they put forth every effort to resolve the matter. I am home bound spend a considerable amount of time in a hospital bed at home. My phone number was supposedly removed from their system 5 or 6 years ago after I sustained a significant injury attempting to transfer to my wheel chair unassisted to answer a Robo call from Charter. It is disturbing that whatever phone I call from, their system captures and adds that number to my account.

Frequently managers become irate and adamant, that I must provide a number. Corporate assures me it is in the notes that I do not have to provide a number, yet the coercing continues. I have requested e-mail as my preferred contact method. Despite responding to their e-mails in a timely manner this request/agreement is respected less than 50 % of the time. Note I consistently offer to use the account code to verify my account.

As a result of this I am very reluctant to agree to their TOS at 4:00 in the morning. BM is wrong on a multitude of levels; especially when it contains language that may cause my service to be interrupted because they were not able to resolve a service problem, one in which they are most likely responsible for.

BM is an invasion of privacy and degrades a service which we pay for. BM is intrusive and unfair. Most of us who have ever leased or been a lessor are familiar with the covenant of peaceful enjoyment, implied warranty of habitability. Granted this is general used for real estate assets; however it would seem to follow that one would have the expectation when it comes to the warranty of enjoyment of Internet services and implied warranty of use.

Furthermore BM is a violation # 9 in Charters AUP; which clearly states that TOS will be Viewed by on their web site, via conventional mail or email 9. Revisions to Policy. {Charter reserves

the right to update or modify this Policy at any time and from time to time with or without prior notice. Continued use of the Service will be deemed acknowledgment and acceptance of this Policy. Notice of modifications to this Policy may be given by posting such changes on Charter's website at www.charter.com, under "Terms of Service/Policies," by email or by conventional mail, and will be effective immediately upon posting or sending. Subscribers should regularly visit Charter's website and review this Policy to ensure that their activities conform to the most recent version. In the event of a conflict between any subscriber agreement and this Policy, the terms of this Policy will govern. Questions regarding this Policy should be directed to AUPQuestions@charter.com. Complaints of violations of it by Charter Subscribers can be directed to abuse@charter.net }

Evidentially Charter agrees that the service should be enjoyed; their BM clearly states see below cut and pasted.

Action Required

Name: my names as listed on bill

Service Address: my address as listed on bill

To enjoy Charter's internet service you need to accept Terms and Conditions.

One would not rent or lease a home and then demand use of that home for an hour a day

Current laws and rules allow Internet Service Providers far too much latitude and subjectivity in the use and promulgation of enforcement of Terms of Services(TOS) and Acceptable Use Polices(AUP). These subjectivity (Sole discretion clauses) potentially and frequently violate the 10 Articles of Internet Human Rights (as well as the spirit and intent of the recent ruling on Internet neutrality and Internet as a utility.

An ISP should be able to shut down someone who is or has expressed a desire to harm to do grave harm ether physical (as in exploiting children, murder threats etc.) Or committing some other type of grievous crime , financial (hacking phishing etc.) To have the power to suspend, terminate, and restrict the notice of a subscriber without prior notice demonstrates an abuse of power, when in fact such a measures may not be warranted by the subscriber's activities. In the event an ISP feels that copy write, laws have been broken sending a letter to advising the subscriber of how they are violating copy wright laws and on what dates, demanding along with demanding that they seize such activity would be sufficient.

We have the right to Anonymity on the WEB, not constant ongoing tracking, monitoring which is escalating . Posted then in an article on the American Civil Liberties Union. We also have the right not to have our billing issues or contracts placed on a screen where anyone with access to our computer can read a late notice or click accept on our behalf. In my case the Message was attempting to force me to click I accept , my son would have clicked on accept had I not been sitting next to him.

{“We Indeed, we have seen the private sector engage in increasingly pervasive surveillance of individuals and their activities, transactions, and lifestyles. In the absence of regulatory restrictions, this trend will only intensify as the full fury and genius of capitalism applies itself to spying on all of us.” <https://www.aclu.org/issues/privacy-technology/consumer-privacy>}

Under the guise of Net Work Management policies are developed that are unjust. To use BM as a means to coerce acceptance of those policies is depraved. Now that Internet is to be classified as a utility , it appears that Charter has been rushing to amend TOS and AUPS so that they could continue to degrade service , as a Network management tool, rather than review this conundrum they created for themselves.

Just as ISP expect consumers to manage their fiancés in a manner that ensures they are paid in a timely manner. Consumers have a right to expect adequate bandwidth from providers. It is irrelevant weather bandwidth is intentionally over sold or not supplied at the agreed levels , ISP

need to find other ways of managing their Net Traffic without compromising or degrading a subscribers experience.

Recognition that electing to package basic cable with expanded cable , places a financial burden on some customers who will be forced with no other recourse of acquiring local programming. This may be due to geographic location(rural and semi-rural), economic factors, personal considerations such as health or a combination of these . These individuals will be forced to turn to the internet for both news, and entertainment , where previously they may have relied on the internet for e-mails, and checking face book.

Charter has taken the position to advertise un

Ticket: # 338670 - Comcast blocking port 161 UDP(SNMP) outbound and inbound

Date: 6/13/2015 2:00:47 AM

City/State/Zip: Lowell, Massachusetts 01852

Company Complaining About: Comcast

Description

Comcast blocking port 161 UDP(SNMP) outbound and inbound on all residential services. This goes against their written and public policy stated here:

<http://corporate.comcast.com/openinternet/open-net-neutrality>

"Comcast won't block access to lawful content."

This port is used to monitor SNMP enabled devices and computers and is completely legal.

Ticket: # 338790 - Open Internet - Bright lines rules

Date: 6/13/2015 10:01:20 AM

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: Verizon Wireless

Description

Verizon Wireless for several years has been operating under the C Block rules which prohibit blocking of lawful applications. Now, with Open Internet and the bright lines rules adopted for all landline Internet and mobile Internet connected devices, one bright line rule stand out - no blocking of legal applications. On Apple devices (iPhones) Cydia is a competing app store that allows users to side-load applications. Apple's company policy is to not permit applications that are not vetted via their App Store process. However, this is completely against the bright line rules of Open Internet and no blocking of legal content. Cydia is an alternative app store that Apple does not approve which is contrary to the now enforceable Open Internet orders.

Ticket: # 338791 - Comcast Forced Higher Tier Service and Hardware Fees

Date: 6/13/2015 10:01:48 AM

City/State/Zip: Lakewood, Colorado 80227

Company Complaining About: Comcast

Description

Blocking residential users from hosting personal content on mail and web servers is a discriminatory practice. Forcing users to subscribe to a higher tier "business" service when users are simply trying to communicate with family and friends on personal servers rather than hosting personal data in cloud service providers is price gouging. Additionally, forcing monthly hardware rentals fees and disallowing personal edge equipment on this higher tiered service to justify additional monthly fees is price gouging.

Ticket: # 339260 - Comcast Blocking Sony Playstation 4 and HBO Go Services

Date: 6/13/2015 3:47:26 PM

City/State/Zip: Elkton, Maryland 21921

Company Complaining About: Comcast

Description

To whom it may concern,

I am not one to regularly seek out complaint services for pretty much any issue. I did however just recently purchase a Playstation 4 and have been using it regularly for streaming and use of other applications. With this expensive purchase, I assumed that Comcast provided support for the HBO Go streaming application and was really upset that Comcast does NOT support this application because they actively block this service to Playstation 4 users.

Not only is this frustrating on my end to watch a service I pay for through Comcast but it is also, seemingly, illegal. Among the "Bright line rules" reads:

"No blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

Comcast blocking this service is a clear violation of this very clear rule established by the FCC under the Open Internet section. Comcast is actively blocking legal content within the service of the HBO Go application on ALL Sony Playstation 4 and 3's.

I hope that this complaint reaches those who seek to correct this violation. Again, I am not a lawyer and I am not one to complain about much of anything, but when a violation is this clear I had to speak up.

Thank you,

██████████

[Ticket: # 339432 - AT&T Blocking Tethering](#)

Date: 6/13/2015 6:14:29 PM

City/State/Zip: Penn Valley, Pennsylvania 19072

Company Complaining About: AT&T

Description

I currently have an iPhone 6 on ATT with an unlimited data plan and they are blocking the use of personal hotspot (tethering). This is a clear violation of the new Net Neutrality rules.

[Ticket: # 339840 - Net Neutrality violation](#)

Date: 6/14/2015 11:26:11 AM

City/State/Zip: Dearborn, Michigan 48124

Company Complaining About: AT&T

Description

At&t is still blocking my cell phone service from making my own personal hotspot/ tethering and slowing down data speeds. I am one of their few unlimited customer. When I called in to ask why or when will this stop because it.'s against the law. I was told I would have to change my plan to something less than what I have to access the feature of personal hotspot/ tethering.

Ticket: # 340062 - Comcast monopoly

Date: 6/14/2015 5:07:21 PM

City/State/Zip: Jamaica Plain, Massachusetts 02130

Company Complaining About: Comcast

Description

My only choice for high speed internet in my area is Comcast. They are terrible. They block premium channel content, such as HBO Go and Showtime Anytime from being displayed on my devices (roku, Android player, PlayStation) so that I have to rent a cable box from them. Their customer service is a joke. Their pricing structure is horrendous and non sensical. Why should it be cheaper to have a package of three services when I only need two? They have a city sponsored monopoly in Boston, basically blocking any other service providers from entering the city and I'm sure Boston is not alone. They should be made to open their wires to foster competition (a la Ma Bell). So long as end users have only one choice for high speed internet, an open internet and true net neutrality will be unattainable or atbthe very least vulnerable to the interests of the cable corporations.

Ticket: # 340330 - Comcast blocks all connections on port 25**Date:** 6/15/2015 12:14:24 AM**City/State/Zip:** Salt Lake City, Utah 84115-3359**Company Complaining About:** Comcast

Description

It is not possible to connect to a remote email server on port 25 from within the Comcast network. This is easily demonstrated by running the Unix command ``telnet smtp.juno.com 25`` which fails with "Connection timed out" when I am connected through Comcast at home, but succeeds when I am connected through the University of Utah at work.

Comcast claims that this port is blocked to prevent spam,[1] however Gmail and other email services already provide near-perfect spam filtration based on machine learning and artificial intelligence, which is much more reliable and comprehensive than expecting every ISP to block port 25. The actual effect of Comcast's port-blocking policy is to prevent sending email directly from your own computer or hosting your own mail server that might compete with Comcast's.

<http://customer.xfinity.com/help-and-support/internet/list-of-blocked-ports>

Ticket: # 340518 - Comcast Service Blocking (MA)

Date: 6/15/2015 9:50:03 AM

City/State/Zip: Needham Heights, Massachusetts 02494-0010

Company Complaining About: Comcast

Description

Comcast is blocking lawful access to services operating outside of its network on TCP port 25:

```
$ telnet -4 aspmx.l.google.com 25
```

```
Trying 173.194.204.26...
```

```
telnet: Unable to connect to remote host: Connection timed out
```

This works fine from hosts outside of Comcast's network.

Ticket: # 341155 - Comcast not allowing HBO Go on Sony Playstation consoles

Date: 6/15/2015 1:48:46 PM

City/State/Zip: Libertyville, Illinois 60048

Company Complaining About: Comcast

Description

HBO Go is currently not supported on Playstation consoles for Comcast HBO subscribers, including myself. I have successfully been able to view HBO Go on my Playstation 3 and 4 while subscribed to DirecTV's HBO service, but have not as a subscriber to Comcast.

As a lawful application, HBO Go should be available on customers' devices. But Comcast customers have frequently complained on Comcast forums that HBO Go won't work on Sony consoles — the issue began with the app's PS3 launch in March of last year, and persisted on PS4 earlier this month.

The FCC "reasonable network management" exception states that a provider may block or throttle a service or app, so long as it has a technical justification for doing so, and doesn't relate to business decisions. So, if Comcast has a "network management" reason for blocking the app, then it may be considered an exception to the rules.

But in a Feb. 18 forum response, a Comcast employee said "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties." If the decision is indeed based on business matters, and not technical issues, as Comcast says, then the provider might not have regulatory power over HBO Go on Sony consoles.

Ticket: # 341341 - ATT Uverse Blocking IP Protocol 41

Date: 6/15/2015 2:42:11 PM

City/State/Zip: Raleigh, North Carolina 27613

Company Complaining About: AT&T

Description

ATT is blocking IP protocol 41 for Uverse internet customers. IP Protocol 41 allows a consumer to tunnel IP packets across a network. It is often used for IPv6 connectivity across an IPv4 network. ATT Uverse admits to blocking customer's use of IP protocol 41 and other ports:

<http://www.att.com/esupport/article.jsp?sid=KB409112&cv=812>.

Ticket: # 342018 - Comcast blocking Netflix

Date: 6/15/2015 6:03:57 PM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

Comcast is refusing to allow it's customers to access their HBO Go account through Playstation 3 and Playstation 4. Comcast instead instructs customers to use their own X1 platform to access the content. Comcast is clearly blocking access from third party hardware in preference to their own hardware options. For more than a year they have done this in response to requests to authorize the Playstation 3 through their network. This continued when the Playstation 4 was updated to play HBO Go Content.

Comcast is actively denying it's customers the ability to view content they pay for in favor of pushing their own hardware options.

[Ticket: # 342306 - Blocked ports applications depend on](#)

Date: 6/15/2015 8:22:09 PM

City/State/Zip: Pensacola, Florida 32504

Company Complaining About: Cox

Description

Cox communications are blocking TCP/IP ports for broadband subscribers. I use applications to remotely connect to my computers at home to download documents as opposed to using a commercial service. Blocking ports 80 and 443 causes these applications not to work. Cox apparently has no intention of rectifying this violation after hearing consumer complaints. I have personally contact Cox about the issue and they were unable to fix the problem and referred me to a webpage explaining why they feel they should block said ports.

[Ticket: # 342700 - AT&T Blocking netflix entirely](#)

Date: 6/16/2015 10:03:20 AM

City/State/Zip: Winona, Mississippi 38967

Company Complaining About: AT&T

Description

AT&T is now blocking netflix streaming entirely on its wireless networks. I have to use a vpn to get access now. They of course claim that they are not, but no netflix video will play on any of my at&t devices.

Ticket: # 343006 - Comcast Blocking HBO Go on Sony PlayStation 4

Date: 6/16/2015 11:42:47 AM

City/State/Zip: Pittsburgh, Pennsylvania 15221

Company Complaining About: Comcast

Description

Comcast has continued to block access to the HBO Go service explicitly on Sony's PlayStation 4 while allowing other, similar devices to access the service. This service is not blocked by dozens of other providers on this system. This represents a major access disparity and needs to be corrected. This specifically violates the following section of the Open Internet Order:

"A person engaged in the provision of broadband Internet access service... shall not block lawful content, applications, services, or nonharmful devices, subject to reasonable network management,"

Here are articles with additional background and sources:

<http://www.ign.com/articles/2015/03/16/comcast-may-be-violating-net-neutrality-rules-by-blocking-hbo-go-on-sony-consoles>

<http://motherboard.vice.com/read/comcast-may-be-infringing-net-neutrality-with-shady-hbo-go-deals>

<https://www.techdirt.com/blog/netneutrality/articles/20150303/12433530200/comcast-blocks-hbo-go-working-playstation-4-wont-coherently-explain-why.shtml>

[Ticket: # 344093 - Blocking access to some internet content](#)

Date: 6/16/2015 5:30:01 PM

City/State/Zip: Claypool, Arizona 85532-2289

Company Complaining About: Cable One

Description

Cable One has not yet implemented the newer IPv6 standards, at present time Cable One uses only the IPv4 standards. The cable modem that is used, according to the data sheet, states: Supports IP addressing using IPv4 and/or IPv6 (dual stack). By not fully implementing the IPv6 standards Cable One is, in effect, blocking my access to the much larger IPv6 address space, and the legal contents that is offered only by IPv6, because IPv4 has been exhausted (No more address left to allocate). According to Wikipedia the IPv4 address exhaustion occurred on 31 January 2011, all have been assigned.

Ticket: # 344193 - complant file mouth or two ago still time warnner cable never not compliance

Date: 6/16/2015 6:05:57 PM

City/State/Zip: Cincinnati, Ohio 45211

Company Complaining About: Time Warner

Description

I filed a complant agest time warrner cable probems they blocking or timeing out ports, so u could not use server up load speed was not to fcc speck

twc did not disclosed ports that was block

they had 30 days get me a letter I never got it this start of the new complant

2) they not discloeds ports they was blocking ie port 80 is block net bios port block agree net bios port should be block but needeed be discloeds

3) dmz dose not work on modem, u lock into ports that they open they did open ports I wanted but all others are block out or time out,

a) they never mailed me acouding to fcc laws

b) they not disclosed what ports being block

c) dmz on modem still wont work dmz opens all ports to modem by pass port forwarding

if I take ports out port forwarding port stops working even if sever is in dmz

vpn ports are block they clame u get it under busness account

but fcc laws clearly states all ports all block they must disloed

they never discloeds them

they to disclose all block ports to me and fcc acouding to fcc laws

they will explane why I never got a letter in the 30 days alow to them

they expane why dmz and other ports eather block or time out

fcc pleace look at first complant will show proff of the ports being block

1) discloser of all port being block copy to fcc

2) reason why I was not given list of said block ports

3) why dmz lock out

4) time warrner has my permission block NetBIOS ports and port 22 none other tacffic to be intreafer with unless its fully disloed as by law

5) reason I never got letter from first complant lost in mail or ph calls dose ot fill the fcc law they had 30 days been almost 60

reason for complant we paying them go 70 a month now eather they get into compliance with fcc laws or I ask fcc take furth actions to force them to complty

[Ticket: # 344775 - Straight Talk wireless blocking PPTP VPN access](#)

Date: 6/17/2015 5:57:39 AM

City/State/Zip: Berkeley, California 94710

Company Complaining About: Straight Talk

Description

Straight Talk wireless (AT&T MVNO) is blocking PPTP VPN's violating net neutrality.

Ticket: # 345356 - Possible Port Blocking**Date:** 6/17/2015 12:04:23 PM**City/State/Zip:** Windham, New Hampshire 03087**Company Complaining About:** Comcast

Description

I have a number of employees that have trouble working from home. They use a VPN client to connect securely to our office. This has been something companies have done for quite some time. It seems that over the last year or so, Comcast has been installing Technicolor modems which seem to have a technical limitation that does not allow IPsec VPN traffic through. It seems that Comcast is aware of this and their customer service reps are using this to upsell residential customers on a much more expensive business class connection, claiming that VPN is not supported on residential service. Despite that this is rooted in a technical issue, it is still akin to port blocking which is against the spirit of Net Neutrality of allowing traffic to the internet unfettered and without having to pay extra to enable capabilities.

The problem can easily be gleaned by searching the terms Comcast, VPN and Technicolor. Here is one such example...

<http://forums.xfinity.com/t5/Customer-Service/VPN-not-working-with-your-Technicolor-TC-8305C-modem-router/td-p/1973993>

I strongly feel that Comcast needs to either recall these seemingly sub-standard modems, issue a fix for the modems or inform their tech support staff on the proper way to address the issue with customers.

Ticket: # 347618 - ATT Not Allowing me to tether cell phone

Date: 6/17/2015 10:48:06 PM

City/State/Zip: Crystal Lake, Illinois 60014

Company Complaining About: AT&T

Description

Hi, I have a unlimited data plan with ATT. The terms of service specifically, "WIRELESS CUSTOMER AGREEMENT ("Agreement"), per <http://www.att.com/legal/terms.wirelessCustomerAgreement.html#whatAreVoiceDataPlanReq>, section 6.1 paragraph 3 states, "AT&T data plans are designed for use with only one of the following distinct Device types: (1) Smartphones, (2) basic and Quick Messaging phones, (3) tablets, (4) LaptopConnect cards, (5) stand-alone Mobile Hotspot devices, and (6) Home Bases. A data plan designated for one type of device may not be used with another type of device. For example, a data plan designated for use with a basic phone or a Smartphone may not be used with a LaptopConnect card, tablet, or stand-alone Mobile Hotspot device, by tethering devices together, by SIM card transfer, or any other means. A data tethering plan, however, may be purchased for an additional fee to enable tethering on a compatible device. An Activation Fee may apply for each data line." The above restriction is in violation of the Clear, Bright-Line Rules regarding No Blocking. As noted in FCC 15-24, II.A.1.15, "A person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not block lawful content, applications, services, or nonharmful devices, subject to reasonable network management.", the ISP (ATT) shall not block applications and services. A application on my phone can tether and that service is common and allowed for home internet service; however, the mobile broadband plan I have does not allow tethering - which seeks to block a service and application, that my phone can do for free based on the plan they sold me (unlimited). Therefore, I believe that ATT seeks to block a standard industry practice (enabling a router on my mobile device - application and service). Their terms of service in 6.1 above prevent tethering even though the Open Internet Order FCC 15-24 prevents such practice. Yes a ISP may partake in "reasonable network management" as per FCC 15-24; however, "consumers must be protected, for example from mobile commercial practices masquerading as "reasonable network management."" This is such practice, a network management practice with the sole financial and non-technical desire "that effectively force them to switch to price plans with less generous data allowances." (FCC 15-24 II.4.33) What the ISP is trying to do is block a application and service that is easily able to turn on and entice me to drop my unlimited data plan in order to get a more costly option, that once done, will move me from the unlimited data plan. ATT is trying to make my service (unlimited) as painfully slow (i.e. throttling in violation of 2010 Transparency Rule) and blocking access to tethering applications and services not for a legitimate technical network management purpose but for a business purpose. Please ensure that the unlimited data plan that I've paid \$4,320 for since 2009 (\$30mo x 12mo x 6 years x 2 phones) can be used at its full capacity and not have tethering applications and the service provided by a tethering app on my phone, seen as prevented for a business purpose and not network management and thus violate the No Blocking Rule. Best, [REDACTED]

[Ticket: # 347824 - tethering](#)

Date: 6/18/2015 6:11:22 AM

City/State/Zip: Wilkinsburg, Pennsylvania 15221

Company Complaining About: Cricket

Description

sick of companies blocking tetheringits my internet and i paid for itCricket / at&t,,,no hot spot

[Ticket: # 349205 - AT&T blockng hotspot](#)

Date: 6/18/2015 2:40:00 PM

City/State/Zip: Salt Lake City, Utah 84123

Company Complaining About: AT&T

Description

I have 3 iPhones on my AT&T account, two are unlimited and one is not, I contacted AT&T about unblocking the hotspot feature in my phone, was told they are unwilling to do so on my unlimited plan, I asked about the 1 line that is not unlimited and was told I would have to change the plan of that phone to a more expensive plan to unlock that feature as well.

Ticket: # 350102 - CRICKET Wireless Wont stop throttling me and Falsely advertises Unlimited

Date: 6/18/2015 5:08:40 PM

City/State/Zip: Lewisburg, Tennessee 37091

Company Complaining About: Cricket

Description

Ever since Last March I have noticed that every time I try to watch a Video the Connection Speed all of a Sudden Tanks. I use a Speed test before and get 8.5meg down and 7up. Whenever I try to watch a Video it immediately drops to .125meg up and down and is completely unusable even for basic browsing. Whenever I call to have it fixed it magically just happens to work for an Hour but can only watch in 240p when my connection should easily support 720p. After that hour the whole thing just repeats again. This is starting to happen more frequently now and Is getting completely out of hand.

Also When I bought this plan it was advertised as Unlimited. Only to find out it has a Data Cap and Throttling attached to it. The Definition of Unlimited is Boundless; Without limit yet they clearly have a Limit on it therefore making it not unlimited. I've already tried to work it out with them but they refuse to listen. This Cap and Throttling on my Supposedly "Unlimited" plan is blocking my Access To legal content on the internet and effectively making it so I can't get the legal Content I'm trying to access. I've had enough and they need to stop Capping my Unlimited plan.

[Ticket: # 350825 - Suddenlink Media blocking access to some websites.](#)

Date: 6/18/2015 11:11:12 PM

City/State/Zip: Georgetown, Texas 78626

Company Complaining About: Sudden Link

Description

I have reason to believe that Suddenlink Media is blocking access to certain websites, including homesforsalegeorgetowntx.com and mavsservers.com as examples. An AT&T network engineer confirmed the issue is not a local networking issue, but rather an ISP problem. Suddenlink Media has been contacted four times about this issue and have yet to take action on fixing the problem.

[Ticket: # 354596 - Cricket Wireless blocking iOS tethering on iPhones](#)

Date: 6/21/2015 12:14:43 PM

City/State/Zip: Newport News, Virginia 23602

Company Complaining About: Cricket

Description

Cricket Wireless is blocking my devices ability to offer tethering to my other Apple products. Does this violate the rules of blocking tethering apps?

Ticket: # 354475 - Slow Wi-Fi Service, Download Blocking

Date: 6/21/2015 4:08:07 AM

City/State/Zip: Diamond Bar, California 91765

Company Complaining About: Turnkey Technologies, Inc. And Denny's Restaurant

Description

This issue is very frustrating because it has continued for months in 2014, and then was corrected for about four months when Denny's did not have the Turnkey Technologies login screen for Wi-Fi only to rear it's ugly head again for three months so far in 2015, when Turnkey was reactivated. Denny's Restaurant, 548 W Arrow Highway, San Dimas, CA 91773 provides free Wi-Fi to its customers. It uses Internet provider Turnkey Technologies, Inc., One Technology Place, East Syracuse, NY 13057. Internet speed through the Wi-Fi is typically 0.23 mbits/sec download and 0.33 mbits/sec upload with a 500 ms ping to outside server.

I am a pharmacist and an amateur radio licensee. I needed to download three pdf documents on biosimilars from fda.gov but could not do so because Turnkey blocked access to the document downloads. I could access the documents through my cellular provider as a test, but not through Turnkey. I contacted Turnkey three times, and after more than three weeks the problem continues.

Tonight I tried to download the PDF service manual for an ICOM 756 Pro II amateur radio transceiver, and once again Turnkey blocked access to the download claiming the web page does not exist; it actually does exist.

Since this is a combination of Internet throttling and web page blocking including U.S. Government websites, I believe it falls under Open Internet/Net Neutrality. Denny's should not be promoting free Wi-Fi if it does not work and it restricts users from accessing known safe websites.

[Ticket: # 353950 - ATT blocking facebook in midwest for past 4 days](#)

Date: 6/20/2015 3:06:31 PM

City/State/Zip: South Bend, Indiana 46617

Company Complaining About: AT&T

Description

ATT has been blocking facebook for the past 4 days in the midwest, and when contacted, just says, they are aware of the issue. No fix. They claimed they would call me back "in a few minutes" but hours later, so call.

Ticket: # 354572 - HBO GO Doesn't Work on Playstation Devices on Comcast

Date: 6/21/2015 11:51:41 AM

City/State/Zip: Andover, Minnesota 55304

Company Complaining About: Comcast

Description

HBO GO works great on Playstation devices on all other service providers apart from Comcast. It has been proven if you tunnel the traffic via a VPN it works on a Comcast connection. it is only blocked when Comcast can see the traffic. Comcast should not be blocking a service I pay them money for because I choose to use it on a playstation instead of an Xbox. Roku filed a complaint earlier this year for their devices to the FCC for the same issue and Comcast opened it up. Please fix this issue.

Ticket: # 354711 - Comcast blocking HBO GO on PS4

Date: 6/21/2015 3:26:47 PM

City/State/Zip: Danville, California 94526

Company Complaining About: Comcast

Description

I am writing to file a complaint against Comcast for blocking HBO GO service on all Sony platforms including PS4. This is a violation of the new net neutrality laws which have been established which states, "A person engaged in the provision of broadband Internet access service... shall not block lawful content, applications, services, or nonharmful devices, subject to reasonable network management." By not allowing HBO GO on a PS4 system it is blocking a right I have to a service I pay for. I can provide more information if needed.

Ticket: # 354818 - HBO Go and Comcast

Date: 6/21/2015 6:45:31 PM

City/State/Zip: Elk Grove, California 95757

Company Complaining About: Comcast

Description

I am paying Comcast for a subscription to HBO Go which they are blocking me from using on my Playstation 4. This is a violation of net neutrality. A representative for comcast has openly stated on their forums that:

"HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties. Thanks for your continued patience."

<http://forums.xfinity.com/t5/Video-On-Demand/HBO-Go-PS3/td-p/2441077>

I am paying for this service and it should not be blocked from use through apps specifically created to stream that service on my other devices.

[Ticket: # 354932 - Teathering](#)

Date: 6/21/2015 10:09:46 PM

City/State/Zip: Albany, Ohio 45710

Company Complaining About: AT&T

Description

It is my understanding that the new rules disallow blocking of tethering by carriers. I'm on a grandfather unlimited plan by AT&T and I am not able to tether. There are no apps available any longer on the Apple App store for tethering. They were taken down in the past at the carriers request and haven't returned. Apple also has tethering built into the iPhone and iPad software. AT&T has blocked the ability to use the built in function to tether.

[Ticket: # 355017 - Comcast xfinity will not allow me to use my playstation 4 to use hbogo application](#)

Date: 6/22/2015 2:19:07 AM

City/State/Zip: Houston, Texas 77065

Company Complaining About: Comcast

Description

I am a paying customer of Comcast yet they have blocked and will not allow myself or any of their customers to use their playstation 4 console to stream from the hbogo application. Every other internet/cable provider allows for this to happen yet Comcast is blocking this function that should be available for us as HBO subscribers through Comcast. I do not have a cable box in my bedroom, only in living room and would like to be able to access what I pay Comcast for every month on my playstation. This clearly violates the Internet neutrality laws and someone needs to do something about it.

Ticket: # 356424 - Comcast fails openness requirement**Date:** 6/22/2015 4:17:53 PM**City/State/Zip:** Aurora, Colorado 80016**Company Complaining About:** Comcast

Description

Comcast offers speed tiers. They do not guarantee rates, and they cannot state any expectation of when the given speed may or may not be attainable. In essence, they never have to deliver the stated speed, under any circumstances. Additionally, speeds may exceed the tier for brief periods. Therefore there is no real meaning to the tier and no explanation of this to the consumer other than the phrase 'Actual speeds vary and are not guaranteed.' . How can they charge more for a tier when it doesn't guarantee more speed? There is nothing showing that the 250Mbps speed is even attainable, in reality, at any time. There is nothing proving that a 250Mbps tier has any actual different rates than a 50Mbps tier. They do not disclose the upload speed at all on their web site, only the download speed, and the upload speed is very very low (10Mbps or less up vs. 250Mbps down). Therefore they are not disclosing critical information to the consumer on their website. In addition, their detailed agreement discriminates against forms of legal traffic such as running a game server, personal file server, etc. This is against the provision against blocking legal traffic. Lastly, they require business customers to use their rented equipment for internet access. This may or may not be against the rules, but it seems clear that the same thing should apply to this that applies to cable boxes, i.e. Why do I have to pay them to rent their equipment instead of using my own?

Attached is a PDF of their website as of the date of this complaint. Note the lack of any detail or disclosure of upload speeds. The only phrase disclosing speed when you click on the pricing and other info link is what was stated above i.e. actual speeds are not guaranteed and may vary.

Note: I'm not blind to the fact that Comcast cant control the speed of the internet as a whole or of other web servers, but if order a 250Mbps tier, I expect to **routinely** see 250Mbps speeds from bandwidth testing sites, etc. I am aware that during peak periods I may not always see 250Mbps, and I believe it is fair to allow that with adequate disclosure, but if I cannot attain that speed at any time other than 3AM on a Monday, and they dont explain what % of time it can be expected, then that is false advertising and a violation of the clarity and disclosure provision. Likewise, how am I to make an informed choice when they do not tell me the upload speeds are a tiny fraction of the download speeds and likewise not guaranteed.

[Ticket: # 357458 - Sprint Blocking Hotspot on unlimited plan](#)

Date: 6/23/2015 2:52:02 AM

City/State/Zip: Mayaguez, Puerto Rico 00682

Company Complaining About: Sprint

Description

Sprint continues to block tethering hardware and software on phones. I have an Iphone 6 which has hotspot technology so I can tether my internet. I have unlimited Data and they are blocking this feature saying I have to pay additional for it.

Ticket: # 357757 - Comcast Blocking of Content Platforms**Date:** 6/23/2015 11:03:52 AM**City/State/Zip:** Minneapolis, Minnesota 55401**Company Complaining About:** Comcast

Description

I have internet and a very basic cable TV service through Comcast. My cable TV service includes HBO. My HBO subscription includes HBO Go which allows me to watch HBO programs on demand on many internet-connected devices (phones, tablets, computers, set-top boxes, video game consoles, etc.). In order to watch HBO Go on an internet-connected device, I must activate the device on HBO Go's website. The first step of the activation process is to select the type of device on which I am authenticating. The second step is to select my cable provider. This process works perfectly fine for my Android tablet, my computers, and my iPhone. However, I am unable to activate HBO Go on my PlayStation 3 console. After I select the console in the first step of the activation process, Comcast is not listed among the internet providers. I have contacted HBO and Sony about this issue, and they simply refer me back to Comcast. Comcast will not provide a straight answer about why they are blocking HBO Go on the PlayStation 3, other than to vaguely allude to business reasons. I have contacted Comcast multiple times about the issue and never received a satisfactory explanation. I finally broke down and bought a Roku set-top box so that I could watch HBO Go on my television. Apparently, Roku only got Comcast to authenticate on its devices after filing a complaint with the FTC.

This whole scenario is absurd. I pay Comcast for internet access. I pay Comcast for HBO Go. For some reason, Comcast thinks it should have the right to dictate on which devices I can use a service that I'm paying for?

Ticket: # 358023 - Comcast internet upgrade options suddenly limited

Date: 6/23/2015 12:12:58 PM

City/State/Zip: Byron Center, Michigan 49315

Company Complaining About: Comcast

Description

I currently subscribe to an internet-only service plan with Comcast (the only broadband provider for my home offering speeds > 10Mbps). My current service plan is for their "performance" 25 Mbps plan (for \$34.99/mo).

I was looking at available internet speeds, to consider if I wanted to upgrade my service. The attached PDF of their offers was infuriating. The attached is broken down in multiple categories: Xfinity triple play options; Xfinity Double Play options; Xfinity TV; Xfinity High-Speed Internet; Xfinity Voice; and Xfinity Home.

To upgrade my service to a 50Mbps plan (or higher; i.e. "Blast" or greater), Comcast would REQUIRE me to sign up for a double play or triple play plan. In fact, the service I currently subscribe to is not even an option. I am not interested in being required to pay for additional services I have no interest in, just to be eligible for faster broadband service. It appears from the options that Comcast is either blocking my access to faster internet speeds (which are apparently available to me, per the double/triple play offers), deliberately slowing my speed available for internet services, or creating a "fast lane" for all internet content that is limited to customers who subscribe to additional services (i.e. double/triple play). I believe this is engaging in anticompetitive practices that are harmful to internet openness.

Also, I will mention I previously had their "Blast" service (50Mbps), which I voluntarily downgraded when the prices were raised on me. Since I can no longer obtain the previous service at any price, it would appear that new or different standards have been put in place at Comcast that similarly cause harm to the availability, service, and implementation of the open Internet rules.

[Ticket: # 359042 - Viacom blocking Cableone Internet customers](#)

Date: 6/23/2015 3:44:44 PM

City/State/Zip: Fargo, North Dakota 58104

Company Complaining About: Viacom

Description

Viacom and Cableone have been unsuccessful in negotiating rates for cable programming. As a result, Cableone dropped Viacom's cable channels. In retaliation, Viacom is blocking Cableone customers from the Daily Show website (and probably other websites they host) who subscribe to Cableone's Internet services, thus punishing individuals who have their ISP with Cableone. If I were to purchase Internet services from someone other than Cableone, I would be able to freely access material on the Viacom website, as it is not a subscription-based service. Because of their childish spat, individuals like myself are denied services that are available to others. This seems to fly in the face of the idea of net neutrality and a free and open Internet. Both Cableone and Viacom seem culpable, but Viacom is the more egregiously so.

Ticket: # 363315 - Blocking HBO Go App on PS3

Date: 6/24/2015 7:57:04 PM

City/State/Zip: Acworth, Georgia 30102

Company Complaining About: Comcast

Description

Comcast is blocking the use of the HBO Go application on the Playstation 3 system. I believe this violates the net neutrality act.

[Ticket: # 363461 - Viacom blocking content...](#)

Date: 6/24/2015 9:10:59 PM

City/State/Zip: Bullhead City, Arizona 86442

Company Complaining About: Sudden Link

Description

My ISP is Suddenlink. The issue is with Viacom blocking internet content to my ISP. This complaint is therefore aimed at Viacom, not Suddenlink.

When I attempt to watch any content owned by Viacom on any of my internet enabled devices it gives me a message that the content is blocked, and blames it on my ISP. My ISP claims it is an issue with Viacom blocking all requests from any of their public IP addresses.

I do not receive TV service from my ISP, Suddenlink, only internet. I have DirecTV for TV service, and use that DirecTV log in to authenticate that I am allowed to access the TV content on my internet connected devices.

Is Viacom not violating the law, or the new net neutrality rules, by blocking content to my ISP, and therefore to me? Is it legal for Viacom to block their internet content because of a dispute with my ISP as a cable TV provider, even though I am not receiving TV service from my ISP as a cable TV provider, and am authenticated through my Satellite TV provider to receive this content via the internet?

Surely I can't be the only person who has filed this complaint.

[Ticket: # 364316 - Application blocking violating open internet rules](#)

Date: 6/25/2015 11:35:53 AM

City/State/Zip: Coral Springs, Florida 33071

Company Complaining About: AT&T

Description

I am attempting to set up a personal hot spot on my phone, but my carrier (AT&T) is blocking my access to this service. I believe this to be a blatant violation of the new open internet/net neutrality rules enacted.

Ticket: # 364482 - Verizon is blocking access to certain apps unless you pay a fee

Date: 6/25/2015 12:10:45 PM

City/State/Zip: New York, New York 10025

Company Complaining About: Verizon Wireless

Description

Verizon is blocking access to the Good for Enterprise Application unless you pay a \$15/month for a "feature code" to use a "secure connection." The notion that a secure connection is needed in order to use the app isn't supported by actual usage. If you are using a Wi-Fi device such as a tablet over a normal internet connection then the application works perfectly fine. It also works on Apple iPhone devices without a "feature code" over both Wi-Fi and cellular network. It is only if you try using a android device that you are required to pay \$15/month for the "feature code." Even if they are providing a "secure connection" they should not be blocking access if you are using an unsecured channel on their network since using Wi-Fi doesn't require a secure connection.

They even disclosed this information on their website here:

<http://www.verizonwireless.com/support/more-everything-plan-faqs/>

It is under Enterprise, Employee and Business question 3. and says: Access to server-based corporate email that connects using BlackBerry Enterprise Server, Good for Enterprise or a similar secure connection is available for \$15/month per line.

Ticket: # 366947 - Comcast blocks HBO GO on PlayStation 3 & PlayStation 4

Date: 6/25/2015 7:57:12 PM

City/State/Zip: Chicago, Illinois 60607

Company Complaining About: Comcast

Description

Comcast is blocking my legally paid subscription to HBO GO which is available on my Sony PlayStation 3 and Sony PlayStation 4.

Ticket: # 367240 - Frontier Communications DSL Availability & Open Internet Complaint

Date: 6/25/2015 10:40:23 PM

City/State/Zip: Maple Park, Illinois 60151

Company Complaining About: Frontier Communications

Description

Frontier Communications is knowingly stopping my access to the Internet 4-5 times in a 24 hour period, daily. This is case for most subscribers in Maple Park Illinois. The explanation that has been provided for the past two years is that Maple Park is a high demand/congested area. While Frontier is reluctant to address this issue due to cost per Tom Kuschman (General Manager Northern Illinois), it continues to market and seek additional customers. Frontier sells and charges its customers for high speed DSL that it does not have the capacity to deliver. The Internet congestion or throttling or blocking is difficult determine. Frontier's intent is clear -- it lacks the capability to deliver, per Tom Kuschman, customers have too many devices .

[Ticket: # 369550 - Cox Internet service blocking Netflix traffic](#)

Date: 6/27/2015 12:15:05 AM

City/State/Zip: Oceanside, California 92058

Company Complaining About: Cox

Description

On 26 June 2015 at 9:00PM PST Cox Internet service is blocking Netflix.com traffic. All attempts to tracert or ping Netflix server fail.

Ticket: # 370490 - ISP Port blocking under the guise of "Security"

Date: 6/27/2015 8:10:51 PM

City/State/Zip: Wichita, Kansas 67235

Company Complaining About: Cox

Description

Port blocking is anti-competitive. Several TCP/IP ports are being needlessly blocked. Specifically Port 80. A port forward is an easy solution however when trying to use SSL for a secure connection the port forwarding keeps the SSL cert from being authenticated/verified properly. So in essence the port blocking is helping to create a biased/INSECURE web for us all.

In addition, hosting a home server so you family can see photos of your newborn child is not running a "business", and with cox's port blocking policy, my passwords and usernames given to my family to secure personal family photos from eavesdroppers travel the web in PLAINTEXT without SSL Cert validation.

Please do something about this.

Thank you for your groundbreaking NetNeutrality Rules. Keep up the good work.

Sincerely,

██████████

[Ticket: # 373470 - Blocked emails by AT&T](#)

Date: 6/29/2015 7:06:20 PM

City/State/Zip: Loomis, California 95650

Company Complaining About: Plumas Sierra Telecommunications

Description

AT&T is blocking incoming emails from my gotsky.com domain for unknown reasons and doesn't seem to be cooperating with my Tier 2 support in getting it resolved.

[Ticket: # 375923 - vpn blocking](#)

Date: 6/30/2015 7:04:50 PM

City/State/Zip: Wynnewood, Pennsylvania 19096

Company Complaining About: Comcast

Description

I have internet service through comcast in the philadelphia area. They are blocking so that vpn service won't run (client side from my end won't connect to remote vpn services). They offer the port open if you pay for business account (much more money per month)

[Ticket: # 376492 - Comcast blocking HBO Go on Sony Playstation 3 and 4 \(PS3/4\) devices](#)

Date: 7/1/2015 7:10:30 AM

City/State/Zip: Nashua, New Hampshire 03064

Company Complaining About: Comcast

Description

Comcast has been blocking HBO Go content for the PS3. HBO Go for PS3 app has been available since March 2014, and recently available for the PS4. HBO Go for PS3 has worked for nearly every other internet service provider since this time, but has been blocked by Comcast. Comcast is not blocking this content for technical or bandwidth reasons, as it allows HBO Go streaming for the Xbox, PC, Tablets, and cell phones over its network. Yet, it continues to violate neutrality rules and has refused to allow HBO Go content to be received on the PS3 over Comcast networks.

Ticket: # 376582 - Net Neutrality Violations

Date: 7/1/2015 9:46:46 AM

City/State/Zip: Canton, Georgia 30114

Company Complaining About: Comcast

Description

On two separate occasions, Comcast blocked my access to legal sites. Two of the blocked sites were Netflix.Com and Hulu.Com, both legit.

Upon calling Comcast, they denied that they had a 'hand' in blocking of anything on my account and that is was 'all in my head'.

Then after a few days, I was 'magically' fixed. About a week later, it happened again. Same response from Comcast: all my fault and my equipment's fault.

Though this time they said that they have a 'gate' in place which 'closed' for me. They 'opened' the gate, and access again was granted.

About 2 weeks ago, I get a call from Comcast admitting to the blocking and they deemed it a 'glitch' in the 'beta' software. So now, I am a unwilling and unpaid volunteer for their software.

As an Digital Tech and an IT tech for 30+ years as well as a published software programmer for 40+ years, this is a 'load of manure' to keep it polite.

The blocking that was in place was of two 'flavors':

Site Blocking

MAC Address Filtering

Bottom line, only a PC could access the internet and only Google.Com.

No TV's, Blu-Ray players, smart phone, nothing.

They tried to 'tie this in' with their 'data cap' limit, which does not 'jive' with my data usage via my router's logs. According to Comcast, at 90% of my limit (though my router said 80%, difference of approx. 40gb), Comcast arbitrarily block all streaming sites and any device that could stream content, such as a TV.

There was no:

Illegal content/behavior

Failure to pay any bill (actually, they owe me money)

Hardware/Software issues on my end

All it was, Comcast saying you cannot stream anything anymore. All of this with no notice of any sort.

And to make it even worse, I had at that time three 'free overages' on my account. So it should have never happened anyway.

Two times and lies every time.

I am not convinced that this has been 'fixed' and according to Comcast via recorded phone calls, many have complained about this.

All of my phone calls are recorded and every time I have spoken to Comcast, it has been nothing but flat-out lies. And are documented as such. Over 20+ hours of calls.

All of these and many more items are documented via phone logs, phone recordings and emails.

I am willing to submit all evidence that I possess to you/your department for proper resolution.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[Ticket: # 379962 - Comcast 300GB cap is preventing use of new technology use of competing services](#)

Date: 7/2/2015 1:54:25 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: Comcast

Description

I am in the Atlanta area and subject to Comcast's "trial" of the 300GB data cap on their internet service. I used to be on the 50mbps service with that cap and upgraded to the 105mbps service and still have the same 300GB cap. I am paying for faster speed that I can't use because faster speed means more data use and I constantly hit the limit. I want to upgrade to a 4K TV and utilize Netflix, DirectTV and other service providers to deliver the 4K content. By having a 300GB cap, Comcast is essentially blocking me from using competing services because 4K content will go through that 300GB very quickly and add up to hundreds of dollars of overage charges per month. Comcast introduced this data cap nearly 2 years ago as a "trial" in numerous areas....how long should a trial period be allowed to last before it is eliminated as an anti-competitive and anti-technology practice? Comcast's data caps need to be eliminated in the same way that the net neutrality laws prevents providers from blocking or limiting access to competing services to allow consumers to use their internet they way they want.

Ticket: # 380599 - Comcast blocking hbo go on ps4

Date: 7/2/2015 5:12:52 PM

City/State/Zip: Superior, Colorado 80027

Company Complaining About: Comcast

Description

HBO GO works on the ps4 with all other cable carriers. Comcast allows HBO Go on pretty much all devices (including XBox One). But for some reason, Comcast is blocking HBO Go access on the playstation 4. I contacted the company, and they wouldn't explain why.

I think they're trying to ransom Sony or HBO - I can't tell which. Either way, I paid for HBO Go and I can't watch it on my device of choice for no technical reason. Seems like a pretty clear case of violating net neutrality. I have no other broadband choice, they're abusing their monopoly.

Ticket: # 381197 - Open Internet Violations

Date: 7/2/2015 10:25:07 PM

City/State/Zip: Aurora, Colorado 80016

Company Complaining About: Google

Description

Per the Bright Line regulations adopted, "The FCC's Open Internet rules protect and maintain open, uninhibited access to lawful online content. The rules specifically prohibit: Blocking: ..."

My complaint is not against an ISP, but the the "big 3" monopolies of the American Internet: Amazon, Google and E-bay. All 3 have conspired to remove the ability to search for items they feel are inappropriate; specifically, the Confederate Battle Flag.

While I personally don't care about this flag, I care about the precedent this sets.

1) Several articles have suggested that Google is a monopoly. In practice, the word "google" is now a verb: "I'll google the directions" "Can you google me that recipe on fish?" etc. By blocking searches they are limiting access to legal content, much of which is historical, not just inappropriate. (<http://www.theguardian.com/technology/2015/apr/19/google-dominates-search-real-problem-monopoly-data>).

Google has the added detractor as having fought against internet censorship overseas for years, finally caving into China on some issues. Their website stresses that they only block what governments have told them to block, but yet now they've added something nefarious: self censorship that affects most of the world.

2) Amazon is no longer just an online seller, but has instead grown to run a Marketplace. By limiting what consumers can search, they affect small businesses offering a variety of products, again, many of which have value as being of historical interest. Does the confederate flag really promote "hate and racial intolerance" in every instance it's been used? I used to love Bo and Luke Duke, and never saw any sign of racial intolerance or hatred being conveyed. Can we really just say the Civil War didn't exist because the losing team's flag was worn by a mentally unstable guy?

3) E-Bay, as an auction company, allows anyone to buy or sell their wares to anyone, within constraints that said items be legal to sell, of intrinsic value, not of an adult nature, and not promoting hate crimes. A week ago in a knee jerk reaction, they made all civil war paraphenalia, the Mississippi state flag, and the Dukes of Hazzard unsellable as being "Offensive Material". While the Nazi flag is realized to be of historical significance and OK in certain World War II memorabilia, any item containing or portraying the Confederate flag is just plain disallowed. I support E-Bay's right to limit a certain amount of content based on not having age restrictions on searches, but surely the American Civil War has a little historical significance? And the current state flag of Mississippi is not intrinsically offensive? After all, 60% of the popular vote went to maintaining the confederate symbol and not removing it. (<http://pages.ebay.com/help/policies/offensive.html>)

I realize you've just finally "won" the fight about regulating ISP's ability to block content, but the fight is just beginning. As various markets corner the ability of consumers to access the information on the internet (especially Google!), your regulations need to consider the open-ness of "gateway" providers like Google, Amazon, Netflix, E-Bay, Etsy, (and more will show up as the Internet expands with new technologies) to keep the age of information as free as possible.

Again, I stress that this is not about the Confederate flag, but of recognizing that however politically incorrect information or searches may be, there is a clear line between legal and illegal. And these new bottlenecks for information need to be held accountable just as the ISPs have been.

Ticket: # 383405 - Comcast/Xfinity denying access to HBO go on multiple devices

Date: 7/5/2015 12:23:09 PM

City/State/Zip: Tualatin, Oregon 97062

Company Complaining About: Comcast

Description

I am a Comcast/Xfinity subscriber and an HBO subscriber. HBO offers an internet service called "HBO GO". Xfinity is blocking access to many devices to HBO content. Shouldn't this be illegal under "Net Neutrality" laws?

See articles like:

<http://powerleveled.com/good-news-comcast-users-hbo-on-ps4ps3-ban-could-be-lifted-soon-thanks-to-fcc/>

[Ticket: # 385700 - Netflix and other websites being throttled](#)

Date: 7/6/2015 6:31:43 PM

City/State/Zip: Tallahassee, Florida 32308

Company Complaining About: Comcast

Description

I'm paying for one of the top tier xfinity speeds(50mbps), but I am getting nowhere near this unless running an official speed test.

Most frequently Netflix is throttled. Often to the point where it doesn't work at all or runs at a poor resolution. I can switch to my Sprint cell phone and stream Netflix just fine. This problem persists even if when not using wifi (plugged directly into the modem using ethernet cable). This leads me to believe that comcast is throttling my internet connection and selectively throttling and blocking certain websites.

I have called Comcast, and they assure me that there is nothing wrong with the connections and cables. They can't explain the slow internet.

Ticket: # 386100 - Verizon FIOS blocking youtube regularly

Date: 7/6/2015 9:58:06 PM

City/State/Zip: Woodbridge, Virginia 22193

Company Complaining About: Verizon

Description

In the past 2 weeks I have noticed 3 instances where verizon has shut down the download link to the GTT network effectively blocking all youtube videos. In my tests I regularly see sub 1.00 mbps connection to GTT while the uploads still function at full speed of 60-80 mbps. I have made formal complaints to verizon each time but they will not stop blocking youtube and violating the net neutrality rules.

I notice each time that I get full speed to the other major edge providers however I have noticed speeds as low as 0.04 mbps with latency as high as 6000+ ms to GTT. This usually will occur for an hour or two each time during peak hours.

Ticket: # 389738 - ACS Alaska secretly quarantined my internet service for 9 years

Date: 7/8/2015 1:27:55 PM

City/State/Zip: Fairbanks, Alaska 99712

Company Complaining About: Alaska Communications

Description

While seeking assistance with a device that was not connecting properly, I was recently informed by an ACS customer service rep that my service had been on "quarantine" because of some "suspicious activity" that had allegedly happened 9 years ago, one year after initiating service with them at my address. There was never any attempt to contact me about this "suspicious activity", the quarantine, or any implications it may have held for my devices or connections. The representative released the quarantine while I was on the phone, apologized, and tried to rush me off the line.

According to your site,

"No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

"No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices."

In my opinion, they are guilty of two out of three of your bright line rules regarding open internet and net neutrality. I have had web services made unavailable to me and had devices purchased by my family rendered incapacitated or inoperable for 9 years.

I am requesting assistance attaining account credit from them. Please help. Thank you very much for your time and attention.

Ticket: # 394989 - Comcast blocking access to HBO GO on Sony Playstation platforms

Date: 7/10/2015 11:50:20 AM

City/State/Zip: Aurora, Colorado 80014

Company Complaining About: Comcast

Description

I am a subscriber to a Comcast Xfinity package which includes access to HBO programming. Part of this package includes access to HBO's online streaming service, HBO GO. Sony offers an application for HBO GO on its Playstation 3 platform, which I own, and which allows access to HBO streaming through the PS3. However, in violation of new FCC regulations regarding blocking access and/or paid prioritization, Comcast does not allow its paying customers to access this streaming service through Sony's devices, potentially limiting or precluding customer access to this lawful and paid service. Comcast insists that its lack of support for HBO GO on Sony devices is a "business decision" and therefore not a technical flaw; it is within Comcast's capabilities to provide this service to its customers, and per new FCC regulations released publicly in March 2015, Comcast therefore has no right to withhold access.

Ticket: # 404667 - Time Warner Cable (TWC) violation of net neutrality rule

Date: 7/15/2015 3:08:14 PM

City/State/Zip: Cleveland, Ohio 44128

Company Complaining About: Time Warner

Description

Dear FCC: I have evidence that TWC has blocked my access to the DuckDuckGo.com search engine, and has done so as recently as today in violation of your net neutrality rule, FTC's Charter Five, and U.S. antitrust law, specifically the Sherman and Clayton Acts.

My evidence consist of transcribed chats with TWC representatives. In one chat TWC's representatives admit that they blocked DuckDuckGo.com (Duck) and diverted Duck's traffice to their own dnssearch engine. Today, while complaining about Duck once again being blocked, TWC reset my modem, which eliminated the block but, in so doing, provides evidence that TWC was blocking Duck. I can provide these chat transcripts upon request, and I shall also be making essentially the same complaint with the FTC.

[Ticket: # 405503 - HBO go blocking](#)

Date: 7/15/2015 5:57:40 PM

City/State/Zip: Vancouver, Washington 98663

Company Complaining About: Comcast

Description

I have comcast for my internet provider and have hbo go which allows me to watch hbo online. I want to use it on my ps4 but comcast is blocking activation. They only allow you to activate a small number of devices unlike other providers. I have no other high speed options where I live however.

Ticket: # 407692 - CRICKET Throttling and Falsely advertise unlimited

Date: 7/16/2015 4:25:02 PM

City/State/Zip: Lewisburg, Tennessee 37091

Company Complaining About: Cricket

Description

The Case ID: 350102

Finally got a response from Cricket and it does not fix my Damn issue.

1) Data is Data and UNLIMITED MEANS UNLIMITED. The Definition of Unlimited is boundless; Without limit. They put a limit on the Plan and therefore it isn't unlimited. Its limited and therefore Falsely Advertised. This BS needs to stop as it's misleading Many Consumers. A speed decrease is a limit. It makes the Plan Unuseable at a Paltry 128kbps. Hell that's just laughable and not even viable in modern times at all.

2) My issue is before I even hit the 20GBs (Which shouldn't be there as the plan is supposed to be unlimited). Hell they throttle it for no apparent reason. In all the speed test before I try to watch a Video I have 8Mbps up/down. I try to watch a Video and boom I'm at 128kbps for no damn Reason. I have to call and deal with the horrible customer support to Get this issue fixed or go to the damn store to get it fixed. I end up having to do this everyday. I didn't even reach there limit again (Which shouldn't be there for an Unlimited plan to begin with)

3) I have no Access to broadband at all and I'm not driving into town to use a damn slow Public Wifi Hot spot that can't even stream video or Download anything over. The Wifi Hotspots are useless as they are too slow and not in range of where I use my service.

4) The Throttling in general is blocking my ACCESS TO LEGAL CONTENT. Its completely unuseable when throttled.

5) The Fact that Cricket sells the High Speed Data for a plan that's supposed to have no limits as it says Unlimited should be a Red flag for how corrupt a Practice it is. They practically gouge for something that isn't a limited resource. If we were in such a bad shape bandwidth, Spectrum, and Congestion wise they would be turning away Customers instead of making the issue worse. The fact they aren't is just showing how big of a lie they are spouting.

6) If they fail to fix my issue I want a Refund for the past 6 Months when my Issue started. A full Refund of everything spent and damages for having to deal with all these damn issues. This way I can leave for a Different company that actually meets my Needs instead of this BS and lies they continue to spout. This is to be refunded to a prepaid card or by Check so I can use it to leave a Carrier and provider that fails to meet my needs and causes me issues so I can't even use my service.

[Ticket: # 412020 - Comcast blocking access to hbogo app on sony devices.](#)

Date: 7/18/2015 11:36:18 PM

City/State/Zip: Salisbury, Maryland 21617

Company Complaining About: Comcast

Description

Comcast is blocking access to the HBOgo app on Sony devices, specifically the Playstation 3 and 4. This seems to go against the net neutrality laws. People should have access to their paid services on any device they so choose. Comcast has stated on their forum that it is a business decision not a technical one which would make it illegal.

Ticket: # 412315 - Net Neutrality

Date: 7/19/2015 2:23:38 PM

City/State/Zip: Rockwall, Texas 75087

Company Complaining About: Sudden Link

Description

Viacom is blocking access to their content because I am a customer of Suddenlink. I cannot find in viacom's terms of service or under net neutrality where this is lawful.

Ticket: # 415060 - SuddenLink Data Blocking

Date: 7/20/2015 8:38:00 PM

City/State/Zip: Charleston, West Virginia 25303

Company Complaining About: Sudden Link

Description

As per the FCC's Open Internet rules on February 26, 2015, I believe SuddenLink is in violation to the rule stating: "No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

After hitting a data cap within a given month, SuddenLink will block access to the internet completely if you are unable to pay a fee. How is this legal?

These data caps are illegal and should be removed ASAP, I cannot understand how these companies like SuddenLink are still allowed to continue to block content of TV and Movie streaming services, such as NetFlix, Hulu, Amazon Prime and others, while being in direct competition with their cable TV service. They are being allowed to create a monopoly on these services while the FCC sits back and does nothing even though they are in violation of the new ruling.

After SuddenLink removed all Viacom channels from their Cable TV service, my household had chose to cancel it in favor of other services such as NetFlix, Hulu and others. These companies are offering a much better service then SuddenLink Cable TV. After a few months of this, SuddenLink started enforcing these data caps, forcing people who had cancelled their Cable TV service, in favor of these internet streaming services, to pay up huge fees or have their access to the internet blocked.

This is not right and these companies need to enforce the new laws put in place, or these new laws need to be updated to stop these companies from doing this.

I plea to the FCC to not let SuddenLink and similar compaines get away with this any longer, it is not right and is only hurting the Open Internet you are here to protect.

Thank you.

Ticket: # 420370 - Comcast Data Caps

Date: 7/22/2015 6:13:15 PM

City/State/Zip: Atlanta, Georgia 30306

Company Complaining About: Comcast

Description

I reside in Atlanta which is currently a test market for Comcast's data caps. My current internet plan caps the amount of data I can use at 300 gigabytes and then charges me \$10 for 50 gigabytes afterwards. Many online television services and streaming services are reliant on using greater amounts of data. Comcast's data caps serve as a hindrance to the enjoyment of such services and almost require customers to purchase cable television to view programming as opposed to using online options.

Comcast could possibly be using mandatory data caps to limit customers' access to competing video services. That may be in violation of net neutrality guidelines about blocking legal access to websites and online services. While not a block "per se" it is a form of inhibition that is akin to throttling and I hope that there is recourse for such a business practice.

[Ticket: # 420538 - blocking](#)

Date: 7/22/2015 7:19:04 PM

City/State/Zip: Louisville, Kentucky 40202

Company Complaining About: Time Warner

Description

twc blocking internet health test site/prices to high

Ticket: # 421173 - AT&T Unlimited Plan Throttling**Date:** 7/23/2015 9:48:51 AM**City/State/Zip:** Brooklyn, New York 11201**Company Complaining About:** AT&T

Description

At 11:59am on July 20 I received this text message from ATT, "ATT Free Msg: Your data usage this month has reached 2.25GB. If you exceed 3GB before your next cycle on 08/09/2015, you can still use unlimited data but your speeds may be reduced at times and in areas with network congestion. Wi-Fi helps avoid reduced speeds. Visit att.com/datainfo for more info."

Later that day my phone notified me of applications that needed to update them, so I proceeded to update them over the air, as I usually do. I received an error, number 194, as the Google Play Store attempted to download the app update. Over the following two hours I researched this error, followed Google's instructions for correcting it (deleting Play Store and Play services data and cache, removing my account from device) and finally called Google and was eventually transferred to advanced tech. Before resetting my device, the person suggested I try updating phone on Wifi. Thankfully I did, and it worked, so I was spared the considerable trouble of resetting my phone. In the following two days I've attempted to update app's over AT&T's network and consistently receive the 194 error, but updates work fine over wifi. I've tried to update apps in the morning, afternoon, evening and late at night, but the error was the same. I was wondering if 'network congestion' was the problem, but I don't think the network was congested at 10:45pm. Is AT&T blocking this specific service after I've crossed the magical 3GB per month threshold arbitrarily set by AT&T limiting my unlimited data plan? I don't have the tools to discover this, but perhaps the FCC does, and if so, I'd very much appreciate it if you would investigate this possibility. Is this a violation of AT&T's obligations under the new Net Neutrality rules?

Furthermore, I'd like to again object to the throttling of my "unlimited" data plan. Until the \$100 million settlement between the government and AT&T I was too scared to go over 3GB per month, but since the settlement I've dared to actually use my 'unlimited' plan, so I'd appreciate your support. I believe I've had an 'unlimited' data plan since my first 'blueberry' in 2002-2003 on Cingular. It's a premium service for which I've paid thousands of dollars over the years, and I'd like AT&T to honor it, that unlimited is unlimited.

Additionally, if AT&T's throttling practice is acceptable to the government (even if it seems unfair to me) it would be helpful, as a consumer, to know when AT&T's network is congested in my location. If the government could please create a means for the consumer to know when their service is being throttled it would be helpful, and perhaps more fair to the consumer.

Thank you for taking my complaint, considering it, and hopefully acting on my behalf as a consumer and citizen.

Yours sincerely,

██████████

Ticket: # 423595 - Tethering plans and home servers**Date:** 7/24/2015 7:46:11 AM**City/State/Zip:** Phoenixville, Pennsylvania 19460**Company Complaining About:** Verizon Wireless

Description

Two items have been a sore spot across all ISPs available in my area for the past decade:

1) Charging extra for tethering (still happening on grandfathered unlimited plans), and pressuring OS developers to ban tethering apps from their App Stores. I pay for access to data bits from the internet via my phone. Most of those bits are not owned by my ISP, they belong to a third party. Yet my ISP feels it has the right to charge me an extra \$20-\$30 a month to allow me to use bits they don't own on a device other than my phone. This would be akin to forcing people to pay more if they wanted to print a webpage after they viewed it on their computer. The ISP is in charge of delivering me bits which they do not own; they have no legal standing to then tell me what I can and cannot do with those bits once they are in my possession. I can look at them on my phone, send them via a wire or over the air to my computer, or even print them all out and burn them if I so choose. The only reason that tethering for unlimited plans still exists is that the C Band auction fine against Verizon for blocking tethering apps on Android couldn't be applied to older plans. With these new N.N. rules, I feel that ISPs which require payment for tethering are blocking my access to my data from my computer to my phone.

2) Home servers. For years, I have had my own home servers, for acting as a personal web host, as a VPN server, an IRC logger, and a number of other tasks. Never has this usage been significant to any degree; I don't bittorrent, and I haven't used folding@home for years. But many ISP home user contracts ban hosting a server at home, even if the upload usage does not go beyond any existing plan datacaps. This would appear to violate these new rules, as this is the threat of throttling, blocking or plan cancellation due to destination or content of the traffic involved - it just happens to be upload traffic and not download traffic. As an aside, part of the peering agreement fights which have been occurring are due to these very rules - there isn't as much traffic from AT&T's network moving to Cogent or Level3 because most users are banned by AT&T from having their own server, and their upload speed is much lower than their download speed! Of course there is imbalanced peering between AT&T and Cogent, AT&T has contractually obligated its users to make sure this is the case!

P.S.: the current objection by the ISPs is that not allowing throttling is akin to a first amendment violation, as they are "publishing" third party content, and should be able to edit it. this argument fails on two levels: 1) they do not pay licensing fees to the creators of this content, so if they are "publishing" it, then they are violating copyright law. 2) If they are in fact publishing this content, then they would no longer be protected by safe harbor rules, and would now be responsible for all illegal content passing through their servers. If they *really* want to take on all that legal liability.....

[Ticket: # 424877 - Tethering Apps](#)

Date: 7/24/2015 4:07:16 PM

City/State/Zip: Ellington, Connecticut 06029

Company Complaining About: AT&T

Description

I have been trying to Use the app PDAnet+ as an alternative to the Paid M2M AT&T Tethering Service. But AT&T is Blocking It from Functioning. I am Using a AT&T Galaxy s5 Active Device.

Ticket: # 426507 - blocking "HBO Go" on the PS3

Date: 7/25/2015 5:57:51 PM

City/State/Zip: Houston, Texas 77006

Company Complaining About: Comcast

Description

Comcast / xfinity is blocking access to "HBO Go" service on the PS3 (and PS4) so i am unable to watch HBO Go on the PS3 even though i paid for HBO service.

[Ticket: # 429909 - Comcast Blocking of services](#)

Date: 7/27/2015 10:35:12 PM

City/State/Zip: West Chicago, Illinois 60185

Company Complaining About: Comcast

Description

Comcast is blocking access the application HBO Go on my Amazon Fire TV over their internet service, why because I don't have their TV, Nor will I ever have it. If I had anyone else other than Time Warner I could receive the service I desire with no issues over the internet for a nominal fee to HBO. I consider this a blocking of services that are freely accessible on the internet and feel that the cable monopolies need to be put in their place. Please help a guy who can really only get reliable internet through one provider, Comcast, receive a fair internet service. AT&T offers service at my address but it is horribly unreliable which is why I switched to Comcast in the first place. The lack of competition is truly hurting lots of Americans but that is an issue for another day.

Ticket: # 435643 - Comcast and Net Neutrality

Date: 7/29/2015 10:19:44 PM

City/State/Zip: West Linn, Oregon 97068

Company Complaining About: Comcast

Description

Comcast is presently, and has been for sometime, breaching net neutrality which can specifically be seen by their blocking the use of HBO GO on Sony Multimedia platforms (PS3 and PS4). I pay Comcast for their internet, cable, and phone services and am remorse to learn that for using their services and owning a Sony PS4 I am unable to fully utilize my HBO subscription. I understand headway has been made with regards to net neutrality and specifically Comcast within the last 6 months and for that I am grateful. I issue this complaint to further bring attention to the actions that Comcast perpetuates.

Ticket: # 439590 - Time Warner Blocking

Date: 7/31/2015 11:17:47 AM

City/State/Zip: Los Fresnos, Texas 78566

Company Complaining About: Time Warner

Description

Time Warner has an unwritten policy of blocking customers internet traffic when the customer logs onto a VPN. I work from home for Kellyconnect as a tier 1 tech for Apple product support and have to be logged into the VPN to take calls and perform my job. Their policy of blocking internet traffic has severely hindered my training and is going to cost me my job. I have spoken to them several times equal to several hours in fact and they have not complied with my multiple requests to cease blocking my internet traffic. I am file this complaint in the hopes that you can help resolve this for me asap. Thank you.

[Ticket: # 440954 - blocked hbo go app](#)

Date: 7/31/2015 6:27:42 PM

City/State/Zip: Knoxville, Tennessee 37920

Company Complaining About: Comcast

Description

I have Comcast internet and through Comcast I have an HBO subscription, and I also have a PlayStation 3, which gives me access to an HBO-go app. When attempting to utilize my subscription to HBO through the PlayStation app, it says to pick my internet provider and it provides a list to choose from, and Comcast is not on this list, so there is a link to click for if your provider isn't on the list, and it says that Comcast chooses not to allow access to the HBO go application through the Sony PlayStation specifically, but it allows access through the Xbox, which seems ridiculous. On your introductory page to explaining the open internet act, it specifically says, "For an Open Internet, broadband service providers cannot block or deliberately slow speeds for Internet services or apps", which Comcast is specifically doing by blocking an app.

[Ticket: # 441296 - HBOGo on Playstation 4](#)

Date: 7/31/2015 11:07:07 PM

City/State/Zip: Nashville, Tennessee 37212

Company Complaining About: Comcast

Description

How is Comcast's blocking of HBOGo for PS4 legal. This seems like a clear violation of net neutrality? I can't sign into an App who's service I pay for all because my console is made by Sony. Please do your jobs.

Ticket: # 442798 - Comcast blocking HBO GO access on Sony Playstation 4

Date: 8/2/2015 4:42:03 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10,000 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with

accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

[Ticket: # 448606 - Viacom blocking access from my isp](#)

Date: 8/4/2015 11:22:17 PM

City/State/Zip: Marion, Iowa 52302

Company Complaining About: Viacom

Description

I have Imon Communications as an ISP. They dropped carrying Viacom channels and Viacom is blocking access to shows which are available to watch for free without a cable subscription. For example, www.thedailshow.com, using my ISP I see a message saying that "Your TV provider has dropped Viacom channels". When I visit the same page using a connection through my Verizon Wireless account the video loads fine. This practice of blocking content to some ISPs and allowing it for others independent of whether the customer pays for cable TV, but based on failed cable TV negotiations seems contradictory to an open internet.

Ticket: # 450842 - Straighttalk Wireless blocking certain internet traffic, no transparency

Date: 8/5/2015 5:44:11 PM

City/State/Zip: Westlake Village, California 91361

Company Complaining About: Straight Talk

Description

StraightTalk wireless ("Straighttalk") is a leading broadband telecommunications service provider, specifically a Mobile Virtual Network Operator operating on the ATT Wireless 2G, 3G, and 4G networks that is engaged in Blocking LAWFUL services on the Internet and provides no transparency regarding its limitations of service or intent to block traffic. Specifically: the company prevents the use of Virtual Private Networking (VPN) necessary for accessing most secure corporate web sites, services, and email services.

As a mobile network operator, Straighttalk is subject to the Open Internet rules which specifies:

1) No blocking: broadband providers will not be able to block access to legal content, applications, services, or non-harmful devices.

2) Transparency: A person engaged in the provision of broadband Internet access service shall publicly disclose 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.

Straighttalk's Terms of Service are located here:

<https://www.straighttalk.com/wps/portal/home/h/legal/terms-and-conditions>

The terms of service do not state any limitations on Virtual Private Networking which is a well-known, legal, and non-harmful service of almost every corporation in the United States for its employees and trusted partners.

The evidence provided below was collected on July 26, 2015. The first text block is from an internet web service with public address xxx.xxx.xxx.xxx (digits removed for protection) that is attempting to RESPOND to a service request from a Straighttalk wireless phone properly configured per their instructions, with public address 173.209.212.147 which is within Straighttalk's domain:

-----evidence of service blocking by Straighttalk-----

Jul 26 07:44:50 router.lan syslog: 15[NET] sending packet: from xxx.xxx.xxx.xxx[500] to 173.209.212.147[500] (312 bytes)

Jul 26 07:45:00 router.lan syslog: 12[NET] received packet: from 173.209.212.147[500] to xxx.xxx.xxx.xxx[500] (400 bytes)

Jul 26 07:45:00 router.lan syslog: 12[ENC] parsed IKE_SA_INIT request 0 [SA KE No N(NATD_S_IP) N(NATD_D_IP)]

Jul 26 07:45:00 router.lan syslog: 12[IKE] received retransmit of request with ID 0, retransmitting response

-----end of Service blocking evidence -----

The last line indicates that the phone NEVER received the response to service, and the last message is repeated over and over as the web service attempts to respond to the request by the mobile phone, and the mobile phone, not having received the response, continues to re-transmit the same request.

By comparison, a successful transaction using the exact same phone from another wireless network (Wifi) looks like this:

-----example of successful service transaction -----

```
Jul 29 06:13:57 router.lan : 07[NET] received packet: from 98.112.217.124[500] to
xxx.xxx.xxx.xxx[500] (400 bytes)
Jul 29 06:13:57 router.lan : 07[ENC] parsed IKE_SA_INIT request 0 [ SA KE No N(NATD_S_IP)
N(NATD_D_IP) ]
Jul 29 06:13:57 router.lan : 07[IKE] 98.112.217.124 is initiating an IKE_SA
Jul 29 06:13:57 router.lan : 07[IKE] 98.112.217.124 is initiating an IKE_SA
Jul 29 06:13:57 router.lan : 07[IKE] remote host is behind NAT
Jul 29 06:13:57 router.lan : 07[IKE] sending cert request for "C=DE, O=xxx, CN=xxxx"
Jul 29 06:13:57 router.lan : 07[ENC] generating IKE_SA_INIT response 0 [ SA KE No N(NATD_S_IP)
N(NATD_D_IP) CERTREQ N(MULT_AUTH) ]
Jul 29 06:13:57 router.lan : 07[NET] sending packet: from xxx.xxx.xxx.xxx[500] to
98.112.217.124[500] (337 bytes)
Jul 29 06:13:57 router.lan : 09[NET] received packet: from 98.112.217.124[4500] to
xxx.xxx.xxx.xxx[4500] (1372 bytes)
Jul 29 06:13:57 router.lan : 09[ENC] parsed IKE_AUTH request 1 [ IDi CERT CERTREQ AUTH
CPRQ(ADDR MASK DNS DNS NBNS NBNS VER) N(INIT_CONTACT) N(ESP_TFC_PAD_N)
N(NON_FIRST_FRAG) SA TSi TSr ]
```

-----end of successful transaction -----

The above clearly shows that the same phone has received the response from the server and has processed it successfully.

This proves that Straighttalk wireless is BLOCKING this type of traffic on its networks.

I have attempted to contact the company repeatedly since July 26, 2015 to request clarification on their terms of service, and I have not received a response. Clearly Straighttalk is not only blocking service, but is not willing to provide any information regarding its blocking policies.

Thank you very much for your attention to this matter.

Best Regards,

██████████

Ticket: # 452155 - Charter Communications blocking internet streaming Roku channels

Date: 8/6/2015 12:26:07 PM

City/State/Zip: Beatrice, Nebraska 68310

Company Complaining About: Charter

Description

I recently lost BBC World News and CNN channels on Roku simultaneously. I contacted both companies, and they informed me they still provide their live broadcasts to users via internet streaming. I suspect Charter is blocking these services.

Ticket: # 453692 - AT&T blocks content, violates Net Neutrality

Date: 8/6/2015 8:11:33 PM

City/State/Zip: Katy, Texas 77449

Company Complaining About: AT&T

Description

I am a subscriber of AT&T DSL. The firm has blocked access of sports events as well as key political debates unless customers sign up for its more expensive U-verse.

I was unable to access March Madness basketball games from my computer. Signing it with my AT&T email id gave me a message that only Uverse customers could access it.

Now, an attempt to access Fox News to watch the first debate of the GOP candidates for the 2016 presidential election results in a requirement to sign up using one's email account provided by the ISP. However, AT&T permits only Uverse customers and has blocked out DSL customers.

AT&T already indulges in price gouging by charging me 37 dollars per month for just the DSL service. Any attempt to reduce the cost results in them trying to make me buy another service such as their land line or Uverse.

Blocking access to sports and political battles violates the Net Neutrality law. Given that AT&T is a monopoly and was gifted this status by the government, it is unfair that they indulge in price gouging and try to squeeze even more money from customers like me by forcing us to sign up for more expensive services.

I already complained to the office of AT&T's President back in March, but there seems to be no resolution.

I request that AT&T be prevented from price gouging, bundling additional services, and blocking content to force customers to purchase additional services from them.

████████

[Ticket: # 457771 - Comcast blocking HBOGO on Playstation](#)

Date: 8/9/2015 7:50:01 PM

City/State/Zip: Lancaster, Pennsylvania 17601

Company Complaining About: Comcast

Description

In violation of the "Open Internet Order". Comcast/Xfinity is knowingly and willfully blocking internet access to a paid subscription service delivered over the internet and presented to the viewer via the Sony Playstation3.

[Ticket: # 459975 - Charter Communications is blocking Bing.com](#)

Date: 8/10/2015 8:01:24 PM

City/State/Zip: Montgomery, Alabama 36109

Company Complaining About: Charter

Description

Every site works on my internet service (to include competitor Google.com) but bing.com. This cripples the use of "Cortana" on Windows 10. Charter Communications will not address the issue and seems to be willfully blocking bing.com from use while allowing other search providers.

Ticket: # 459997 - Comcast is blocking non-Comcast SIP traffic

Date: 8/10/2015 8:11:51 PM

City/State/Zip: Dover, Delaware 19901

Company Complaining About: Comcast

Description

Comcast is impeding non-Comcast SIP traffic on my business grade Comcast circuit. This can be proven by 3 facts:

1. SIP from Freedom Voice (my provider) works when a phone is taken home to an employee's residence, but has not worked since 8/7 on the business network.
2. SIP from a private Cisco Call Manager solution works when the call stream is encrypted, but not when the stream is unencrypted to the same source.
3. Skype landline calls work flawlessly (Skype calls are encrypted and proprietary - thus not being impeded by whatever is nerfing Cisco and Freedom Voice SIP traffic).

If encrypted traffic is fine, and unencrypted fails to be of usable quality, Comcast must be inspecting and altering the traffic in transit. After 5+ hours with their support people, they refuse to put us in touch with an engineer who has access to tools sufficient to troubleshoot the issue. Appeals to supervisors do nothing. My business has been without phones for 2 full business days.

It's obvious with Comcast's push into the SMB Phone sector that they are not playing fair with other vendors SIP traffic to gain competitive advantage and force businesses over to their solution.

I have no other choice for Highspeed Internet in my current location. Until they started blocking my phones, I did have a choice in phone providers, but that is being taken away from me.

Ticket: # 467144 - ATT U-Verse blocking port 25 SMTP

Date: 8/13/2015 5:28:16 PM

City/State/Zip: San Jose, California 95112

Company Complaining About: At&t U-verse

Description

Greetings.

As a network admin, for more than a few years I had been running a standard linux mail server on my home U-Verse data connection for personal communication and practice. While moving residences I asked the ATT representative if my service would remain exactly the same, and he said yes. But after two days of no service due to another snafu, my U-Verse service was back up, but blocking port 25 (SMTP). Attempts to rectify the situation have been wasted time, with ATT reps telling me that this is policy and nothing can be done. In order to run standard SMTP mail service from home, my TCP port 25 SMTP connection must be open, and not be arbitrarily blocked.

Strange thing is this port was not blocked for several years, until the reprovisioning of my U-Verse line after the change of residence.

[Ticket: # 470490 - Viacom is blocking internet content.](#)

Date: 8/15/2015 1:03:29 PM

City/State/Zip: Lubbock, Texas 79407

Company Complaining About: Sudden Link

Description

Viacom is blocking internet content. Our family has chosen to go with the better internet service locally (which there are only two), and because of this they are blocking all of their online content which is technically ILLEGAL due to the Net Neutrality Laws.. Fix This!

[Ticket: # 471474 - ISP Port Blocking](#)

Date: 8/16/2015 4:24:54 PM

City/State/Zip: Exton, Pennsylvania 19341

Company Complaining About: Verizon

Description

Verizon, Comcast, Charter, and Time Warner all block certain internet ports on their consumer internet access options. No blocking should happen at all. I've found incoming Ports 25, 80, and 443 blocked. In order to get these unblocked, one must pay more money for a business grade account. To me, this is a clear violation of net neutrality.

Ticket: # 471818 - Yahoo blocks inoffensive personal email without explanation

Date: 8/17/2015 2:30:21 AM

City/State/Zip: Folsom, California 95630-1921

Company Complaining About: Yahoo

Description

Yahoo blocks inoffensive personal emails at times with the error "554 Message not allowed - [299]". Their explanation, at help.yahoo.com/kb/message-allowed---numeric-code-sln5067.html, says that the reason for blocking them is a secret ("unable to disclose"), which is not very helpful. The two links provided in the explanation do not really address the issue. As the handler of both ends of the communication, they owe a customer better than that. (I was sending a message to an address in the yahoo.com domain from prodigy.net, which is handled by Yahoo as well.) I really do appreciate their effort to fight unsolicited commercial email, but the emails in question were not unsolicited, were not commercial, and contained nothing that could offend. A copy of the email is available on request.

NOTE: the questions in the form below do not really fit the circumstances of my complaint so please forgive the square pegs in the round holes.

Ticket: # 474109 - Blocking of Lawful Services

Date: 8/17/2015 9:54:00 PM

City/State/Zip: Temperance, Michigan 48182

Company Complaining About: Buckeye Cablesystem

Description

•Blocking: Broadband providers may not block access to lawful content, applications, services or non-harmful devices.

"SMTP traffic (mail clients): E-mail traffic (SMTP) directly from its Buckeye Express customers using dynamically-assigned IP addresses is allowed only through Buckeye's e-mail platform. This prevents SPAMMERS from exploiting these computers as a relay for illicit e-mail traffic. While these customers may receive e-mail into a client (i.e. Outlook Express) via POP3, they may not send outbound mail through another server."

From page 4 of

"http://www.buckeyecablesystem.com/downloads/BEX_docs/InternetAccessServiceDisclosures.pdf".

A service provider cannot block lawful services under the pretense that they may be used illegally.

Ticket: # 474995 - Comcast Blocking HBO Go on specific devices.

Date: 8/18/2015 12:57:45 PM

City/State/Zip: New Bedford, Massachusetts 02740

Company Complaining About: Comcast

Description

Comcast is openly blocking access to a service I pay them for, HBO Go, on a device I legally own, my Playstation 4. They have very openly stated in response to customer complaints that there is no technical reason for this, that it is a business decision. If there is no technical reason for it, they are unjustly punishing customers for nothing more than owning a particular viewing device. If I set up an XBox, the HBO Go streaming service works fine, indicating Comcast is favoring one device over another. While I can not speak to why they would choose one console over another, it's unlikely this is because someone at Comcast merely prefers the XBox. It is more likely that Comcast is using their position to extort money from the console manufacturers, requiring them to pay an additional fee for users to have access to the services they are already paying for.

Comcast does promise these services to their customers. HBO Go is an advertised feature of an HBO Subscription, the Comcast website clearly states I can use HBO Go to watch anywhere, anytime. Nowhere in their terms do they state that they will limit the devices I can access the service from beyond HBO Go's normal availability. Looking further into it, HBO Go is clearly advertised as working on the Playstation systems, and for all non-comcast customers that appears to be the case. However, Comcast customers are unable to fully utilize the service they pay for.

I've been unable to find anything in Comcast's terms that state they will limit my access to the internet based on whether Comcast is receiving additional money from the services I'm already paying for. I believe this means Comcast has breached their own terms that they've agreed to with their customers, and have been charging us all for a service they aren't actually providing. Not only should this practice be stopped, Comcast subscribers should be refunded an appropriate amount for the denied services.

[Ticket: # 476847 - Net neutrality](#)

Date: 8/19/2015 2:30:18 AM

City/State/Zip: Lakewood, Colorado 80232

Company Complaining About: Comcast

Description

Comcast/Xfinity blocking hbogo streaming service on playstation devices, i filed a complaint for the same thing a few months ago and never recieved notification from comcast about the issue, ive also noticed since my last complaint roku and amazon fire have been unlocked to use this service through comcast, i dont understand why myself and playstation users are being discriminated against and it doesnt seem like anyone is doing anything to help us....

[Ticket: # 484913 - Open internet](#)

Date: 8/22/2015 11:28:29 PM

City/State/Zip: Eureka, California 95503

Company Complaining About: Viacom

Description

Viacom is blocking access to online content from Suddenlink broadband customers

[Ticket: # 484923 - ATT Internet](#)

Date: 8/23/2015 12:09:29 AM

City/State/Zip: Lakeside, California 92040

Company Complaining About: AT&T

Description

My name is David Bosley and I reside in San Diego County, CA. I subscribe to Directv and also AT&T U-Verse internet. Directv has cancelled CBS 8 in SD over a fee dispute and now AT&T internet is blocking access to KFMB, CBS 8 website for ATT customers trying to find out what is happening in the negotiations, by freezing the page or continuously having to recover the webpage. I know this is AT&T's doing because it is the only website that I cannot access properly.

Ticket: # 485476 - open internet

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

City/State/Zip: Nashville, Tennessee 37212

Company Complaining About: Comcast

Description

Comcast specifically blocks all access to hbo related internet services on the playstation 3 system. Comcast specifically refuses to even acknowledge that this constitute blocking access to internet content from HBO as obtained via HBO go. They do not block this content for any providers besides for sony products. Furthermore, this is not the standard for virtually any other cable company. This is a text book violation open internet policies and net neutrality as well as constituting active anti competitive practices of Comcast against Sony by actively preventing consumer choice. Furthermore it is worth noting that the only devices which are actively blocked and prevented from accessing this content are Sony devices, which compete with the comcast conglomerate for content. This needs to addressed and resolved or the FCC is not actively enforcing true net neutrality and open internet.

[Ticket: # 486006 - isp censorship](#)

Date: 8/24/2015 11:12:19 AM

City/State/Zip: River Pines, California 95675

Company Complaining About: Rocky Ridge Wireless

Description

Filtering of all adult content/nudity, all sites deemed in bad taste by the isp owner, blocking access to sexual wellness/birth control info, isp owner has been actively spying on users and threatening service disconnections for people who visit sites he deems inappropriate, but are not already blocked.

Ticket: # 486662 - social website blocking content on a personal level and not on the same rights as what the social rights of freedom of expression is for in the first

Date: 8/24/2015 2:14:07 PM

City/State/Zip: Ogden, Utah 84401

Company Complaining About: Facebook

Description

Blocking content on a personal level when the content that is being defended has a reference to discrimination against blacks on subjects of matters of race relations in this country that are in rampant violation of discrimination federal law in the first place !

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: # 495658 - Comcast blocking access to Sony Playstation 4 and HBO Go Application

Date: 8/27/2015 10:11:23 PM

City/State/Zip: Fairmont, West Virginia 26554

Company Complaining About: Comcast

Description

"The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony PlayStation 3 (herein PS3) and PlayStation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10.00 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to

authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

[Ticket: # 495797 - Verizon is violating rules](#)

Date: 8/28/2015 12:44:29 AM

City/State/Zip: Spartanburg, South Carolina 29301

Company Complaining About: Verizon Wireless

Description

According to your agreement with Verizon they are not allowed to reject the wireless mobile broadband functionality by forcing a consumer to pay for their service instead. My paid app "Foxfi" has lost its functionality do to Verizon blocking use of its built in broadband feature within my galaxy s5. I am being controlled by them to pay for their service instead of the service I have already paid for not through them. -8/27/2015

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: # 498817 - Slow internet service blocking net flix](#)

Date: 8/29/2015 6:22:31 PM

City/State/Zip: Tigard, Oregon 97223

Company Complaining About: Frontier Communications

Description

Frontier communication provides internet service to my home. Frontier is blocking or slowing down the internet download speeds. Netflix downloads affected severely. Have called Frontier to complain about slow internet. It seems to be better for a couple of day and then the slow down of speeds returns on the Netflix downloads. I don't see Frontier abiding by the rules of net neutrality.

Ticket: # 499441 - Restricted Internet from Comcast**Date:** 8/30/2015 5:07:20 PM**City/State/Zip:** Livermore, California 94550**Company Complaining About:** Comcast

Description

Comcast is blocking most of the traffic on my internet connection. Every time i call them, they have standard answer, we are not blocking anything... really? I have opened a ticket # NA177691608 with them (Quality Assurance Department (ph# 1-888-565-4329) more then month now, they still do not have any answer for me and they never informed my with any status, i have to call them and ask for the status. This is regarding the port i am asking (tcp 43200) that is blocked but they told me that we are working on it, nothing is blocked from our side, we will let you know when we have any status but when? no one knows when.. i am very frustrated with them. They told me its been escalated internally, really then if escalations takes that long the normal request will take how long. I have asked for management contact information and they refused me. Is there any way this type of issue can be resolved? It seems they bully customers, no one can do anything, they can do whatever they want?

Can you please help on this. I want nothing should be blocked on my internet traffic, i will block what i need to block. i should have that control on my internet connection not Comcast.

Thank you

best regards,

██████████

[Ticket: # 499676 - Comcast blocking HBO Go on Sony Playstation 3](#)

Date: 8/30/2015 9:34:53 PM

City/State/Zip: Chicago, Illinois 60640

Company Complaining About: Comcast

Description

Comcast Xfinity is blocking access to the HBO GO app access via Playstion 3 (PS3) in direct violation of the Open Internet Rules adopted by the FCC.

[Ticket: # 505157 - Comcast blocking port 25](#)

Date: 9/2/2015 8:49:18 AM

City/State/Zip: Grand Rapids, Michigan 49508

Company Complaining About: Comcast

Description

Comcast is blocking port 25 on my home internet service, preventing me from running my own home email server. I have requested that they unblock port 25, which they say is only unblocked for business accounts, which cost much more than what my current service is. Also I am not a business, I should not need to pay additional money to make full use of my Internet service

Ticket: # 504876 - AT&T breaking NET neutrality by blocking Ports

Date: 9/1/2015 11:10:20 PM

City/State/Zip: Wishnottostate, Pennsylvania 19147

Company Complaining About: AT&T

Description

AT&T have been blocking port 8333 to limit Bitcoin farming.

As the FCC states "broadband providers may not block access to legal content, applications, services, or non-harmful devices. These rules will protect consumers no matter how they access the Internet, whether on a desktop computer or a mobile device"

They are using hidden firewalls in cable/dsl and possibly fiber to illegally block ports.

Sources:

https://www.reddit.com/r/technology/comments/3jaa60/att_has_effectively_banned_bitcoin_nodes_by/

<https://lists.linuxfoundation.org/pipermail/bitcoin-dev/2015-September/010798.html>

Ticket: # 505081 - AT&T Port Blocking Customers, Violating Net Neutrality

Date: 9/2/2015 6:54:53 AM

City/State/Zip: Orlando, Florida 32835

Company Complaining About: AT&T

Description

<https://lists.linuxfoundation.org/pipermail/bitcoin-dev/2015-September/010798.html>

AT&T is blocking port 8333 via a hidden firewall in their cable boxes, banning Bitcoin nodes. This is outrageous that a major international conglomerate should have any physical influence in America on what forms of wealth are okay for we the People to have and share.

[Ticket: # 505151 - Blocking of port 8333](#)

Date: 9/2/2015 8:46:51 AM

City/State/Zip: Dc, District Of Columbia 20850

Company Complaining About: AT&T

Description

AT&T is blocking port 8333 and perhaps many more.

Ticket: # 507325 - MetroPCS Internet Not working**Date:** 9/2/2015 7:32:20 PM**City/State/Zip:** Lewisburg, Tennessee 37091**Company Complaining About:** Metropcs

Description

Lately I've been having issues with my Internet where only Google Sites would load up but nothing else would. It would infinitely load for no reason what so ever. YouTube would be spotty as well regardless of the resolution I set it at and No other sites would work. I called to have it fixed and the only thing that seemed to work is when the did a reset. Figured after the first time it would be fixed. Nope still does it every few days and have to call to get it reset to get it to work. I called today to have it reset as they told me to call when this happens and they refused to fix my Connection to the Internet. I believe what they are doing is throttling and blocking my Traffic except for some Google services which is causing me to not be able to use my Internet Services. MetroPCS refuses to fix it even though I know for a Fact its on there end and not mine. This has gone on long enough and needs to be fixed immediately as I can't even use the service I played for at this point. It worked perfectly fine last month without any issue.

Something else I noticed was one day a bunch of settings on my phone were mysteriously changed back to default and this issue started. I do believe this issue was caused by some malicious software they pushed to my device as it messed up a bunch of settings.

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: # 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 [REDACTED] 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: # 512574 - Blocking of lawful internet traffic

Date: 9/5/2015 3:51:50 PM

City/State/Zip: Washington, District Of Columbia 20006

Company Complaining About: Rcn

Description

RCN blocks internet traffic over port 22 unless you pay a premium for a "static ip address." According to your new Open Internet rules, service providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind.

I require port 22 to simply SSH (connect) to my University's server to submit homework. By blocking this port they limit my right to fair use of the internet. I feel that restricting access to port 22 infringes on my rights outlines in the Open Internet rules.

I do acknowledge that they offer port 22 for people who subscribe to a static ip. However, the Open Internet rules do not state that they may block lawful traffic as long as they provide a more expensive alternative. It simply states that service providers may not block lawful traffic, which they are currently doing to me and many other people.

They claim it is for "security" issues, however, port 22 is no more vulnerable than any other port. The true reason, I believe, is to prevent people from hosting their own servers without paying a monthly premium. In preventing people from hosting their own servers, they are also preventing people like me from accessing any SSH server, which the Open Internet rules clearly forbid.

[Ticket: # 518025 - Comcast slowing data and blocking web sites](#)

Date: 9/9/2015 12:25:31 PM

City/State/Zip: Camas, Washington 98607

Company Complaining About: Comcast

Description

For the past several weeks, I have had numerous issues accessing particular websites. Interestingly, when it comes to commercial websites and social media, there is little problem. However, when it comes to news, academic sites and research sites, frequently the site will not come up at all - or they are extremely slow to load and I must reload several times.

I am not the only one in the area experiencing these issues. Interestingly, these issues started about the time that Comcast started trying to upsell us on "faster" speeds.

I have every reason to believe that Comcast is deliberately throttling my data stream and blocking certain sites.

[Ticket: # 533220 - AT&T blocking advertised phone features for unlimited data customers](#)

Date: 9/16/2015 5:27:39 PM

City/State/Zip: Westfield, Indiana 46074

Company Complaining About: AT&T

Description

AT&T is still blocking the use of the iPhone's advertised feature to create a WiFi hotspot. If I try to turn on the feature, the phone says to call AT&T and AT&T says they will not allow the feature for unlimited data accounts. Unlimited accounts are now limited to 22GB before being throttled but the use of that data is still limited by AT&T. This limitation was not described in the contract, and the advertisement for the iPhone 6 did not detail this limitation. Preventing certain types of data violates Net Neutrality.

Ticket: # 534092 - Comcast blocks free internet TV shows

Date: 9/17/2015 9:47:36 AM

City/State/Zip: Vero Beach, Florida 32962

Company Complaining About: Comcast

Description

I have basic TV from Comcast as well as full internet service. Basic does not include CNN. On 9/16/15 @ 8:00PM I used my computer and internet connection to watch the GOP debate and once the URL went to the live broadcast of the debate, a Screen popped up blocking (Stopping) the viewing asking to login into my Comcast account. I tried and Comcast came back and said I do not have this channel in my lineup in Basic and I need to call them and upgrade my TV package. However CNN's site clearly stated that this show was available and free to everyone with an internet connection. I pay Comcast for internet without restrictions, I was not trying to watch this on the TV cable. Their pop up screen was disguised to appear that CNN was asking which TV provider we had. Comcast Blocked the free streaming URL. This is how they expect to stop people from getting TV off the internet.

Ticket: # 535360 - Verizon Blocking Internet Access

Date: 9/17/2015 3:31:52 PM

City/State/Zip: Yelm, Washington 98597

Company Complaining About: Verizon Wireless

Description

Verizon is not supporting Samsung Pay (S-Pay). S-Pay allows for a phone that supports Magnetic Secure Transmission or MST to make payments at almost any terminal that support swiping of a credit card. This differs from the NFC method. In the case of S-Pay it supports both NFC and MST payment technology. Currently Verizon is blocking this service. It should be noted that S-Pay has nothing to do with Verizon. It is a means of sending information between the terminal and bank via the Internet. Any phone that is compliant with MST is not using anything that is carrier specific. The only purpose of the carrier is to transmit the information via the internet connection. By blocking this application, Verizon is in violation of Net Neutrality.

Ticket: # 536587 - HBO GO Access On Playstation 4

Date: 9/18/2015 1:56:55 AM

City/State/Zip: Renton, Washington 98055

Company Complaining About: Comcast

Description

To whom it may concern:

Per the FCC's rules regarding Open Internet, Comcast is in direct violation of the first of the Bright Line Rules, specifically the following:

"No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices."

Comcast is and has been charging for access to Home Box Office (hereinafter referred to as HBO) as part of a paid subscription package. Sony, the makers of Playstation 4, allows a user the ability to download a legal application published by HBO, called HBO GO. HBO's application works with the Sony Playstation 4.

Comcast/Xfinity is the only major cable provider that blocks access to HBO GO using the Playstation platform. There are over 100 cable companies that allow a user to be able to access this. (For a complete list please visit www.hbogo.com/activate and select Playstation 4)

Comcast argues in their complaint response that they simply cannot authenticate every user on every device out there, and that they provide other ways to access HBO, such as the internet, Apple TV, Google Chromecast, etc.

This argument however severely lacks credibility, as even the smallest cable providers in this country provide access to HBO GO via Playstation 4. Sony Playstation 4 is the number 1 selling game console in the world, outselling even Xbox. Comcast's argument does not hold up, as with the popularity of Playstation and the fact that every other cable provider out there was able to authenticate a user, Comcast has a duty to provide the same access as non Comcast subscribers. In Comcast's own words, they are a "industry leader in TV Everywhere solutions" (see FCC File Number 411492 for their response dated July 22, 2015.)

If what they say is true, than as an industry leader they should outperform their competitors, and be able to at least provide the same access or better, or else they are not an industry leader.

Lastly, even if their argument had merit, which it does not, it does not invalidate the fact nor excuse them from the FCC's explicit rule that a broadband provider may not block access to legal content, applications, services, or non-harmful devices.

They are blocking access to legal content provided by HBO, they are blocking an application (HBO GO) they are blocking a service (HBO Subscription) and they are blocking a non harmful device (the Sony Playstation 4) from accessing this content which a subscriber pays for (specifically myself in this example)

Therefore, I appeal to the FCC to levy a fine against Comcast sufficient enough to secure compliance with the FCC's rules. Their argument that they provide other ways to access HBO GO is not listed as an acceptable solution by the FCC. The FCC is very clear that a broadband provider may not block the aforementioned items, not that they can block some of them if they provide other ways. Comcast is dictating that I as a consumer must purchase a computer, or a different brand of product to access HBO GO. This is a thinly veiled attempt by them to force HBO or Sony to pay them a large sum to "flip the switch".

This is a clear cut violation, and an example of a large corporation bullying other corporations and consumers simply because they think they can. If this matter is not resolved (this is my second complaint regarding this issue) I will seek out legal counsel to look into options regarding a class action lawsuit for the blatant violations of Comcast in reference to these rules established by the FCC.

Respectfully,

██████████

Ticket: # 539879 - Comcast blocking HBOGO on Sony devices

Date: 9/20/2015 2:15:45 AM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: Comcast

Description

HBOGO is available on numerous devices including the Xbox 360, PlayStation 3 and 4.

If I use my xbox, Comcast allows me to use HBOGO.

If I use my Sony device, Comcast does not allow it.

They are restricting their customers from using Sony devices to access the same content available on another manufactures device.

This is the equivalent of Comcast blocking CNN if you are using a Vizio TV. I say that because IPTV is IPTV.

[Ticket: # 540509 - Comcast blocking hbogo on ps4](#)

Date: 9/20/2015 10:24:18 PM

City/State/Zip: Hartford, Connecticut 01108

Company Complaining About: Comcast

Description

Comcast is blocking the use of the hbogo app on the ps4 which violates net neutrality

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,

██████████ CT12(IDW) USN

Ticket: # 552216 - AT&T Blocking use of ATT Uverse Subscriptions over Internet

Date: 9/25/2015 3:57:20 PM

City/State/Zip: Cedar Hill, Texas 75104

Company Complaining About: AT&T

Description

My mother has paid for a AT&T U450 subscription and would like to watch her subscriptions when visiting my home. The AT&T agent informed me that my mother cannot watch her subscriptions at my home because they are blocking the subscription viewing because I also have AT&T. If I had a different Internet provider than AT&T, my mother would be able to watch her AT&T subscriptions at my home on my Network.

[Ticket: # 555381 - Verizon - Samsung Pay](#)

Date: 9/28/2015 11:34:42 AM

City/State/Zip: Decatur, Illinois 62526

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is blocking Samsung Pay. This is a new mobile payment method that is made from Samsung for customers with Samsung phones. Why should Verizon have the right to tell me what I can and can't have on my phone? Other carriers release Samsung Pay today. This is bogus.

Ticket: # 556772 - Verizon Wireless Blocking Samsung Pay

Date: 9/28/2015 5:41:54 PM

City/State/Zip: New Windsor, New York 12553

Company Complaining About: Verizon Wireless

Description

Samsung Pay, a mobile payment transaction application is being blocked by Verizon Wireless. They are supporting Android Pay, which they are a clear affiliate of, since they sold ISIS/SoftCard to Google. This is a violation of the rules that are partitioned with the 700 MHz Block C, in which no applications could be blocked. It is further a violation of Net Neutrality laws since not only are they blocking lawful content, they are blocking it in favor of an affiliate of Verizon, and in concert with Google in order to support Google Wallet and Android Pay. Every other major carrier is allowing Samsung Pay, but Verizon continues to block access to lawful content.

[Ticket: # 557269 - Verizon blocking Samsung Pay app](#)

Date: 9/28/2015 9:16:31 PM

City/State/Zip: Chula Vista, California 91911

Company Complaining About: Verizon Wireless

Description

Verizon is blocking the new Samsung Pay app for the new Samsung Galaxy phones.

[Ticket: # 557443 - Verizon Wireless actively blocking the use of Samsung Pay on Android devices](#)

Date: 9/28/2015 11:56:16 PM

City/State/Zip: Louisville, Kentucky 40241

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is actively blocking the release and subsequent installation of the Samsung Pay application on Android mobile devices. When sideloaded to circumvent these blocks, the application fails to run normally, as Samsung is unable to obtain Verizon's support with its release. As this is a marketed feature of the device, and the device is sold and marketed by Verizon Wireless, this is an active attempt to stifle consumer choice about which mobile payment system they wish to use, especially one that includes built-in hardware on a consumer-purchased device.

[Ticket: # 560774 - Verizon Wireless Blocking Samsung Pay](#)

Date: 9/30/2015 12:45:23 PM

City/State/Zip: New York, New York 10011

Company Complaining About: Verizon Wireless

Description

Hello, I am a Verizon Wireless Subscriber. It appears that Verizon is purposefully blocking the ability of me and other customers to utilize the mobile payment solution called "Samsung Pay". Even though Verizon has purposefully not made the software available to its customers, I was able to download it from an alternate source. However, Verizon appears to be blocking activation of payment cards. We believe Verizon is doing this to stifle competition in favor of the payment solution that it sold to Google (Softcard, aka Android Pay)

Ticket: # 565454 - Verizon Wireless, Net Neutrality, and Mobile Payments**Date:** 10/2/2015 11:06:02 AM**City/State/Zip:** Gadsden, Alabama 35901**Company Complaining About:** Verizon Wireless

Description

Verizon Wireless is blocking the ability of Samsung Pay a new mobile payment system from Samsung. Devices sold through Verizon's store possess the necessary hardware but they are limiting the software. They are allowing Apple Pay and Android Pay to do the same exact thing. Is this not a breach of Net Neutrality? Is this not a breach of Verizon's agreement to open terms on the 700 mhz spectrum a few years back? Not only are they showing preference to other services, if it is mentioned they quickly point people to Android Pay as an alternative. Android Pay does not possess the same technical abilities of Samsung Pay AND Verizon has a financial stake in people using Android Pay. So Verizon is not only playing arbiter of content on their network, they are showing preference toward a company that benefits them financially.

Samsung Pay is available on all of the other large US carriers. I think it's pretty clear that this is yet another case of Verizon choosing to do something that is unethical and currently illegal based on Net Neutrality rules. They know that they are the biggest player in the mobile game and they continually make decisions that are hostile toward the consumer.

We the people own the airwaves. They are profiting off of natural resources that they lease from us. It's time they acted like it.

Ticket: # 565676 - Verizon blocking use of Samsung Pay electronic payment system

Date: 10/2/2015 12:18:13 PM

City/State/Zip: Vancouver, Washington 98662

Company Complaining About: Verizon Wireless

Description

Verizon Wireless is blocking the use of the Samsung Pay electronic payment system by claiming they are "evaluating" it. But every other carrier in the country has no issues and doesn't block its use. Because Samsung Pay is the only electronic payment system that can be used on MST card readers it is acceptable everywhere not only on NFC card readers. There is no valid reason for Verizon Wireless to block its use on their system especially in light of their agreement on net neutrality with the FCC

[Ticket: # 569239 - Verizon blocking access to samsung pay](#)

Date: 10/4/2015 4:52:54 PM

City/State/Zip: Pinckney, Michigan 48169

Company Complaining About: Verizon Wireless

Description

I own my phone and verizon wireless is telling me what apps I can and can't use. They are pushing android pay. The software is installed on my phone but there blocking the connection to the servers.

Ticket: # 578615 - Cox Communications

Date: 10/8/2015 2:40:32 PM

City/State/Zip: Tempe, Arizona 85282

Company Complaining About: Cox

Description

Cox installed internet in my apartment home on September 24th.

I had some billing and bandwidth issues with my previous provider, Century Link, and decided to go with Cox after their salesperson told me how it's so much better than Century Link. Upon using Cox internet, I immediately began having issues viewing licensed streaming video that I have either purchased or subscribed. I did not have these problems with Century Link and do not see issue when streaming this content over mobile broadband from AT&T or T-Mobile.

I complained to Cox and on Sept 27 they sent out a tech and replaced my Cisco router with a new Netgear that has known issues with my streaming video device (AppleTV). I learned this from a Cox phone technician.

I requested that Cox replace the router with one that will work with my device, and they have thus-far refused, and they state that they are unwilling to address what seems to be very blatant content blocking because 'other customers do not have this issue'.

I've spent a total of 4 hours on the phone and 3 hours in online chat trying to resolve these issues with Cox and they simply stonewall and are focused on running out the clock (staying engaged with me until I run out of time) and do not seem to be tracking the issue with a trouble ticket.

From my point of view, Cox is both blocking content I've already paid for -and- they are not interested in investigating other issues, including not being able to use (or connect to) major internet sites like Google, Twitter and Facebook.

Every time I have connectivity issues on Cox, I'm not seeing the same issues with mobile internet. I do not have bandwidth issues with Cox WHEN I CAN CONNECT, but I am seeing multi-second latency across Cox's WAN and they will not address the issue.

I do not know what else to do other than file this complaint. I feel that Cox's technical support is focused on 'call control' (getting people off the phone and/or chat) and not actually resolving technical issue.

I also feel that Cox is BLOCKING paid content to frustrate people into purchasing their video services. I need reliable internet to be employed, and thus far I'm not getting any assistance from Cox.

At this juncture, I feel that Cox is trying to intimidate me in to leaving their service because they don't want to support me -if- I don't subscribe to their video or telephone services.

[Ticket: # 583411 - Viacom blocks Cableone](#)

Date: 10/11/2015 9:23:55 AM

City/State/Zip: Sherman, Texas 75092

Company Complaining About: Cable One

Description

Viacom is blocking access to any content via CableOne internet.

Ticket: # 582138 - Open Internet Order Comcast Violation

Date: 10/9/2015 9:03:45 PM

City/State/Zip: Katy, Texas 77449

Company Complaining About: Comcast

Description

Comcast Xfinity blocking access to HBO go app on certain devices stating it is a business decision and is in violation of net neutrality ruling.

Ticket: # 582356 - Comcast blocking HBO Go app on PS3**Date:** 10/10/2015 2:17:40 AM**City/State/Zip:** Philadelphia, Pennsylvania 19128**Company Complaining About:** Comcast

Description

The Comcast Corporation has been blocking access to HBO streaming services (HBO Go) on the Sony Playstation 3 (herein PS3) and Playstation 4 (herein PS4) since HBO Go became available on the platforms. For reference, HBO Go launched on PS3 on March 4th, 2014, and on the PS4 on March 3rd, 2015. Since it's adoption of February 25th, 2015, the FCC's Open Internet Rules and Order have laid out three "bright-line" rules: No Blocking, No Throttling, and No Paid Prioritization. Comcast has been actively blocking the authorization of HBO Go streaming services on the PS3 and PS4 since those services were introduced. HBO Go functions on both platforms, so long as the consumer does not subscribe to Comcast. Given these practices, the Comcast Corporation is in blatant violation of at least two of the Open Internet policies.

Namely, the "No Blocking" and "No Paid Prioritization" rules are being willfully broken in this case. There is content available, platforms to view it on, and payments are already being made by consumers for access to said content. Comcast is Blocking access to it. They are refusing to provide simple authentication to their consumers, including myself, to view content that is being paid for. Comcast has issued a myriad of responses to this issue, including, "HBO Go availability on PS3 (and some other devices) are business decisions and deal with business terms that have not yet been agreed to between the parties" [posted by a Comcast representative to a forum on February 18, 2015], or "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue – it is not an Open Internet issue. The fact is, Comcast authenticates more than 90 different programming networks on 18 devices and authenticates HBO Go, in particular, on the HBO website, the iPhone and iPad, Android smartphones and tablets, Kindle Fire, Xbox 360, Apple TV, Samsung smart TV, and Roku devices. Besides this, Comcast provides its customers with authenticated access to HBO and dozens of other programmers on multiple devices through its robust Xfinity Go app, which allows customers to get all their programming in one safe, easy to use, and familiar app. And in any event, Comcast's authentication of HBO Go isn't remotely related to the Open Internet requirements, which address how Comcast provides broadband Internet access service to its retail customers, not whether Comcast shares its cable customers' credentials with third parties. Even more important, the issue has no connection to this transaction at all," [posted to Comcast's official blog].

Comcast's argument in both cases begins with the nature of this issue being business and/or commercial, and therefore outside the purview of the Open Internet Rules. The third rule in the Open Internet Act is "No Paid Prioritization." Paid prioritization, that is, the exchange of money for the prioritization of internet content, is a commercial transaction, by definition. Commerce is the buying and selling of goods and services. If an agreed upon term is not met, those goods and services may be withheld. For example, if I wish to buy a new car for \$10,000 USD, a car dealership may withhold selling me a car until I meet a desirable price point, and this would be a Commercial decision. Again, that is a decision related to commerce. I refer to Comcast's own statement: "The issue relating to authenticating HBO Go on Playstation 4 is nothing more than a purely commercial issue." The authentication, that is, using the Comcast database to approve login credentials associated with

accounts that have access to HBO services, is a commercial issue: an issue related to the buying or selling of services. This is the very definition of Paid Prioritization. Comcast is refusing to provide authentication, which it points out that it provides on "...90 different programming networks on 18 devices..." because of a "commercial issue." I cannot state this point any more clearly: the Comcast Corporation is blocking access to services that its customer have paid for because of issues related to "commerce." In this regard, it combines the issues of "No Blocking" and "No Paid Prioritization" in that Comcast is demonstrating that it will "Block" services that it has not been paid to "Prioritize." As for their argument that the sharing of credentials is not an issue of Open Internet, it is simply a semantic debate. Authentication of credentials occurs every time a person logs into their e-mail, or their Facebook page. It is a fundamental component of access to the internet. Comcast's refusal to provide authentication for HBO Go services on the PS3 and PS4 is a refusal provide access. It is Blocking. Comcast has a history of this behavior, such as blocking access of HBO Go on Roku Streaming players for THREE YEARS before finally reversing its position after a FCC complaint, blocking access to HBO Go on Amazon Fire TV for over six months until finally allowing authentication just a few weeks ago (services were blocked from Decemeber 2014 - May 20th, 2015), and similarly blocking access to HBO Go on AppleTV and Microsoft's Xbox One.

As the governing body charged with the oversight and regulation of telecommunications entities such as Comcast, I implore the FCC to act on this violation and enforce the policies laid out in the Open Internet Act.

[Ticket: # 582598 - ATT asking me to pay more to fix my internet service. Their peering partner throttling.](#)

Date: 10/10/2015 11:47:21 AM

City/State/Zip: Columbus, Indiana 47203

Company Complaining About: AT&T

Description

I am having problems accessing my hosting provider's website in the evening. It appears to be a traceroute problem with an ATT (my ISP) peering partner Cogentco. I can access other websites, but not my hosting provider fatcow.com. FatCow has told me that they have thousands of ATT customers with the same problem. In the evening, I can stream netflix but I cannot get to Fatcow. I like to work at night. This is not a Fatcow problem. By analyzing my traceroute, it appears that ATT's peering partner is throttling or blocking some traffic at night. Today ATT asked me to pay for premium service to fix the problem. I refused. I don't believe I should have to pay to fix this issue. Since I am paying for a service that is not working like it is supposed to, I believe they should fix the problem. I can provide more traceroute screenshots if you need them.

Ticket: # 586250 - Armstrong Cable - Blocks Incoming Ports

Date: 10/12/2015 11:04:50 PM

City/State/Zip: Cranberry Twp, Pennsylvania 16066

Company Complaining About: Armstrong Cable

Description

Armstrong Cable blocks incoming ports. This blocking is censorship and I believe it to be a violation of open internet. Competition (which they do not have - currently a monopoly) does not filter ports.

<http://armstrongonewire.com/support/internet/articles/port-filter.aspx>

Ticket: # 586823 - Google's Project Fi violates no blocking and no paid priority rules

Date: 10/13/2015 11:30:00 AM

City/State/Zip: Alexandria, Virginia 22309

Company Complaining About: Google

Description

I write to you over concerns about Google's Project Fi – a new wireless broadband Internet access service (BIAS) offered by Google, which sends most of its “calls” through Wi-Fi, and if that type of network isn't available, routes its traffic via LTE through the resold carrier services of either Sprint or T-Mobile.

As you know, with the passage of the Commission's Open Internet / Net Neutrality rules, the FCC has banned the blocking of devices, as well as paid priority agreements, for both wired and wireless BIAS services. To this end, I believe Project Fi violates these provisions of the agency's rules, as well as 47 U.S.C. §§201(b) and 202(a), which prohibit unreasonable practices, discrimination and preferences by common carriers.

Though some portion of the Fi service gets delivered via Wi-Fi, Google markets Fi as a competitive alternative to other mass market retail wireless BIAS options. Its terms of service explicitly note, however, that “You may only use the Services with supported devices.” While similar technology is available, or can be made readily available in the marketplace, Google's Nexus 6 phone is the only such device allowed for its Fi offering. Consequently, it unreasonably interferes with, or disadvantages, the end-user's choice of non-harmful, “Carterfone” devices, which could materialize if its network were open.

The FCC's reasonable network management exception to the Net Neutrality rule does not apply here. The Fi network appears configured in a closed / proprietary manner to specifically exclude other non-Google affiliates or businesses, and thus does not serve as a legitimate network management technique.

Added to this, Fi's arrangement with its Nexus affiliate looks like a proscribed paid priority agreement. Paid prioritization occurs when a broadband provider accepts payment (monetary or otherwise) to manage its network in a way that benefits particular content, applications, services, or devices. In this regard, Fi gets a unique device upon which its BIAS can flow; the Google parent / affiliate sells that exclusive device, maintaining operational / commercial control of the device and network; and competing “Carterfone” devices have been locked-out, creating only a closed, “priority lane” between Fi and its affiliate.

As a consequence of its closed / proprietary offering, Fi's device blocking / “priority lane” runs afoul of §201(b), which prohibits unreasonable practices in connection with common carrier services; and §202(a), which prohibits any unreasonable discrimination in practices or services, “directly or indirectly, by any means or device,” as well as any agreement that makes or gives “any undue or unreasonable preference or advantage to any particular person or class of persons...”

I urge the Commission to expeditiously address these concerns so that other competing devices on Fi may emerge, giving effect to the Commission's Open Internet Order.

Thank you.

[Ticket: # 588856 - PPTP Port 1723 Closed By ISP](#)

Date: 10/13/2015 10:53:15 PM

City/State/Zip: Clinton, North Carolina 28328

Company Complaining About: Star Communications

Description

My ISP is blocking inbound access to PPTP port 1723. If it was my firewall blocking access a port scan would show "Timed-Out" and not "Closed."

Ticket: # 591211 - Restricted internet access

Date: 10/14/2015 7:12:44 PM

City/State/Zip: Fort Collins, Colorado 80524

Company Complaining About: Myhouse Property Services

Description

My partment complex provides access to the internet, paid along with our monthly rent. A couple weeks ago I notices access to YouTube had been blocked. I called and verified with my rental company that they had instituted a block on Youtube specifically, because 'someone was streaming too much.'

The company representative then said that in our rental agreement, we pay only for 'basic internet.' I response I asked, 'Am I to understand basic internet means every site except YouTube?'

She then transferred me to a voicemail, saying that she was going to put me in touch with someone who knew more about it. They never notified me, or as far as I know, anyone else in the complex about the website block. I'm currently awaiting a response from the company regarding the issue. The voicemail I left said that I either need full access to the internet, as per our rental agreement, or a severe discount on that fee.

As far as I can tell from the following section of current FCC regulations, they are in violation by blocking access to the third most popular website in the world.

<http://www.gpo.gov/fdsys/pkg/FR-2015-04-13/pdf/2015-07841.pdf> .

15.No Blocking. Consumers who subscribe to a retail broadband Internet access service must get what they have paid for—access to all (lawful) destinations on the Internet. This essential and well-accepted principle has long been a tenet of Commission policy, stretching back to its landmark decision in Carterfone, which protected a customer's right to connect a telephone to the monopoly telephone network. Thus, this Order adopts a straightforward ban: A person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not block lawful content, applications, services, or non-harmful devices, subject to reasonable network management

Ticket: # 594167 - Verizon is hurting consumer experience and ILLEGALLY VIOLATING NET NEUTRALITY by blocking key security / functionality updates to my phone

Date: 10/15/2015 7:05:23 PM

City/State/Zip: San Francisco, California 94103

Company Complaining About: Verizon Wireless

Description

Verizon is hurting consumer choice and user experience by still not releasing the Samsung Pay OTA security / functionality update for my Samsung Android phone by actively BLOCKING the app functionality of Samsung Pay (as highlighted by APK tests). This crippling of the device I purchased with an OS and hardware that Verizon has no part in, given that my bank and credit card companies approve of the security, just highlights how extortionist and uncooperative and middle-finger-to-the-consumer Verizon is being.

They state that they will "support" Samsung Pay through an undetermined, some time far in the future OTA update, but continue to stall despite providing FULL SUPPORT to Android Pay of similar functionality. Perhaps because they have the largest equity stake in Isis / Softcard, which Google had to pay extortion money for (err, "acquire partial equity stake") to finally get mobile payment support from Verizon (even though their technology was getting hacked all throughout the summer of 2014, putting consumers at even greater risk when there was a far safer product available).

At a higher level, why is my mobile network continuing to hold the privilege to VIOLATE NET NEUTRALITY and hurt my consumer experience by deciding what apps my non-Verizon OS and non-Verizon hardware phone is allowed to use?

Look forward to getting this resolved so I can honestly just use the phone I paid for. Simple as that. It's honestly incredibly frustrating that Verizon has been and continues to get away with their own skewed, misaligned, and illegal priorities at the expense of the consumer.

My Verizon number is the number linked for communication purposes, although I expect Verizon will just shove it under the rug as always. Hopefully this is righted soon.

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: # 594155 - VERIZON VIOLATING NET NEUTRALITY

Date: 10/15/2015 7:01:25 PM

City/State/Zip: San Francisco, California 94103

Company Complaining About: Verizon

Description

Verizon is hurting consumer choice and user experience by still not releasing the Samsung Pay OTA security / functionality update for my Samsung Android phone by actively BLOCKING the app functionality of Samsung Pay (as highlighted by APK tests). This crippling of the device I purchased with an OS and hardware that Verizon has no part in, given that my bank and credit card companies approve of the security, just highlights how extortionist and uncooperative and middle-finger-to-the-consumer Verizon is being.

They state that they will "support" Samsung Pay through an undetermined, some time far in the future OTA update, but continue to stall despite providing FULL SUPPORT to Android Pay of similar functionality. Perhaps because they have the largest equity stake in Isis / Softcard, which Google had to pay extortion money for (err, "acquire partial equity stake") to finally get mobile payment support from Verizon (even though their technology was getting hacked all throughout the summer of 2014, putting consumers at even greater risk when there was a far safer product available).

At a higher level, why is my mobile network continuing to hold the privilege to VIOLATE NET NEUTRALITY and hurt my consumer experience by deciding what apps my non-Verizon OS and non-Verizon hardware phone is allowed to use?

Look forward to getting this resolved so I can honestly just use the phone I paid for. Simple as that. It's honestly incredibly frustrating that Verizon has been and continues to get away with their own skewed, misaligned, and illegal priorities at the expense of the consumer.

My Verizon number is the number linked for communication purposes, although I expect Verizon will just shove it under the rug as always. Hopefully this is righted soon.

Ticket: # 598213 - Xfinity/HBO Go

Date: 10/18/2015 12:43:55 PM

City/State/Zip: Flint, Michigan 48504

Company Complaining About: Comcast

Description

I find it absurd that Comcast Xfinity is still allowed to block HBO Go from my PlayStation 4. They are breaking many rules set by the FCC!

"No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices.

No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.

No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind—in other words, no “fast lanes.” This rule also bans ISPs from prioritizing content and services of their affiliates."

[Ticket: # 598702 - Open Internet/Net Neutrality](#)

Date: 10/19/2015 1:54:28 AM

City/State/Zip: Flagstaff, Arizona 86005

Company Complaining About: Sudden Link

Description

Not able to watch shows that are supposed to be free to all internet users due to Viacom blocking the website to Suddenlink users only.

Ticket: # 599522 - Charter Cable script injection while browsing websites

Date: 10/19/2015 1:42:38 PM

City/State/Zip: Elizabethton, Tennessee 37643-4789

Company Complaining About: Charter

Description

Hello, I have been doing some research and would like for you to tell me if you can do anything about this. Please see the attached image where Charter Cable Internet Service Provider has suddenly started injecting scripts above websites that I browse. At first I thought one of my business contacts had a virus on her website and I told her she did. This is highly embarrassing to find out that that wasn't the case. I then thought I had a browser attack because I saw the same thing happen some days later but it was on a website that I actually built for one of my clients. I looked at the source code of the website and there was no virus affecting the code. I then used Firefox's "Firebug" program to view the page that was corrupted, and that's where I discovered what was going on.

Charter Cable is injecting javascript that pushes the website down and into an iFrame and inserts their spamming messages above the website. In the image attached, you will see their spam at the top, a portion of the top of the website I built, and at the bottom the Firebug results where I have arrows and text on the image explaining the three sections.

I did some more research trying to figure out how this "Trojan" got on my computer and I came across this website page where someone is discussing exactly my issue.

https://www.reddit.com/r/AskNetsec/comments/3gcz7m/charter_injecting_scripts_into_my_browser/
=====

On the page it says

FCC-15-24A1 Protecting and Promoting the Open Internet GN Docket No. 14-28 Report and Order on Remand, Declaratory Ruling, And Order Adopted 2/26/15..... ..

A person engaged in the provision of broadband Internet access service, insofar as such person is so engaged, shall not impair or degrade lawful Internet traffic on the basis of Internet content, application, or service, or use of a non-harmful device, subject to reasonable network management.

With the no-throttling rule, we ban conduct that is not outright blocking, but inhibits the delivery of particular content, applications, or services, or particular classes of content, applications, or services.

272 Likewise, we prohibit conduct that impairs or degrades lawful traffic to a non-harmful device or class of devices. We interpret this prohibition to include, for example, any conduct by a broadband Internet access service provider that impairs, degrades, slows down, or renders effectively unusable particular content, services, applications, or devices, that is not reasonable network management.

We emphasize, however, that to be eligible for consideration under the reasonable network management exception, a network management practice that would otherwise violate the nothrottling rule must be used reasonably and primarily for network management purposes, and not for business purposes.

No-Unreasonable Interference/Disadvantage Standard. In addition to these three brightline rules, we also set forth a no- unreasonable interference/disadvantage standard, under which the Commission can prohibit practices that unreasonably interfere with the ability of consumers or edge providers to select, access, and use broadband Internet access service to reach one another

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Isn't this illegal?

I have been embarrassed by this and had to apologize to a possible website client/contact/referral source. I have spent time researching this. If you cannot do anything about it, please let me know who to contact that would take this case on in a court of law. I am not willing to let this go, as this seems to be a new "attack" that Charter will continue to do if they can continue to get away with it.

Thank you

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Ticket: # 602805 - Invasion of Privacy and Threat of Identity Theft

Date: 10/20/2015 5:15:45 PM

City/State/Zip: Saint Louis, Missouri 63118

Company Complaining About: Washington University S Tudent Access Computers

Description

This is against Facebook.com whose attitude and habits are a long-standing offense to me as a US Citizen protected by the Constitution.

First, years ago, Facebook intervened in a conversation I was having with my girlfriend, Muna Said, before I could complete arranging an alternative means of contact. They have refused to allow me to re-contact her all these years since. This offense was around 2010. Instead, what they have done, is offered me membership in their particular dating services at a ridiculous price which I refuse to pay. But if my Sister Muna is a member of that service, I would pay the price. But of course, I have no way to know.

Far more serious is their long history of promoting such things as pornography services to me. From the very first time that I used Facebook for anything, they cluttered all kinds of pornography to my religious and political blogs.

What is more disturbing still is their promotion of Homosexual values. Recently, they have flagged me twice for making statements which they apparently deemed offensive to sexually immoral people, including and mainly homosexuals. I have tried to avoid offending homosexuals without endorsing their behavior. But this seems to irritate Facebook even more because I have made it very explicit that I will never endorse their behavior.

Even worse is their arrogance in blocking certain news items which they do not approve. I am not the author of any of those articles. But Facebook claims that the site from which they are published are not secure. So, I found alternative sources for the same identical articles and republished them on Facebook.

A few days later, I was notified that my account was being suspended "temporarily" due to a post that I made a long time ago which I do not really remember well. But someone issued a threat against President Obama. So my response was an attempt to defuse that threat. Somehow, homosexuality was a side issue. But the main issue was the threat against Obama.

I can live with that. But a few days later they told me that I would have to send them a copy of my state ID to have my account re-opened. That is not something that I am willing to do. It seems that they are looking for ways to ask me to do something that no reasonable person would do. No reasonable person would expose himself to Identity Theft through a website known for invasion of privacy as in the case in which they blocked my contact with my girlfriend Muna Said. Plus, this is over the internet in which hackers can easily pick up IDs information. Not even the government asks for state ID info such as social security numbers except over secure links. I know Facebook as unethical, arrogant and untrustworthy. They will not receive my state ID any time soon. I think they are thieves or potential thieves. They should NEVER ask anyone for a state ID. That is entirely beyond what any normal internet interaction would require.

Facebook is a publicly traded company. It must be required to comply with federal laws and norms and standards.

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.

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This will be my last transmission with this ISP.

Ticket: # 604065 - Internet Complaint with Comcast/Xfinite

Date: 10/21/2015 11:58:40 AM

City/State/Zip: Alexandria,, Virginia 22304

Company Complaining About: Comcast

Description

Everytime I turn my Computer on {MacBook Pro} and try to go to my Google net site, I constantly get an Xfinity block. I have called Comcast, and I have Emailed the proilley, professionally, and now vulgarly. They never respond, or if I call they waist my time with "not my department, I'll switch you over" {and nothing is ever done}, or "Are you sure you do not want our superior services".

I keep telling them, every time {now over 8 times in the past 2 weeks} that I DO NOT WANT XFINITY, period, paragraph. They refuse to help, or offer a solution to stop the blocking web pages from coming into my system.

I DO NOT WANT XFINITY/COMCAST ON MY SYSTEM WHAT SO EVER. I WANT THIS STOPPED.

How can I get it stopped? Comcast/Xfinity is a total offense. I do not want their services for Internet connections at all.

[Ticket: # 605359 - Questionable legality of my school filtering my home internet access.](#)

Date: 10/21/2015 6:36:58 PM

City/State/Zip: Columbia, South Carolina 29205

Company Complaining About: Comcast

Description

My school is currently blocking many websites on my home network. I am using a school issued laptop to browse the internet. My e-mail account is blocked as well as YouTube and many other websites. I was wondering whether or not it was illegal for the to block websites on my home network.

Ticket: # 616410 - Southwest plane based WiFi violating net neutrality via blocking

Date: 10/27/2015 5:46:51 PM

City/State/Zip: Irvine, California 92617

Company Complaining About: Southwest

Description

As seen in the attached picture, Southwest is allowing limited access wifi to a small collection of sites, both their own and too a few messaging services, particularly whatsapp and iMessage and Viber. You can pay to get access to more sites. This seems like blocking.

[Ticket: # 619667 - Comcast blocking lawful content](#)

Date: 10/28/2015 10:57:18 PM

City/State/Zip: Ypsilanti, Michigan 48197

Company Complaining About: Comcast

Description

Comcast is blocking access to HBO Go, which is a service I pay for through Comcast. My choice of device, Google Nexus Player, is not allowed while Apple and Amazon devices are. This is a violation of the open access of lawful devices and services. I find this especially egregious since it's a service that I'm specifically paying Comcast to provide.

Ticket: # 628810 - Comcast extorting customers in south florida with artificial data caps

Date: 11/2/2015 6:56:36 PM

City/State/Zip: Southwest Ranches, Florida 33330

Company Complaining About: Comcast

Description

Comcast is trialing a new bandwidth cap of 300gb per month in the South Florida area. As a consumer, I am being forced to use a service that I cannot get elsewhere because the FCC has allowed internet companies to sell internet services at open market prices. Internet connections need to become common household utilities, like power or water. I am already paying over \$100 per month for internet and TV bundle, but I do not even own a TV. Why am I doing this? Because getting a fast internet package would cost me even MORE money than I am paying with the bundle, all due to the way comcast bundles their services to force me into a cable subscription, to keep their advertisers happy. Now with an artificial 300gb data cap, I am paying over \$100 of my money each month to a company that wants to sell me FAST internet speed and then CHARGE me when I use more than the artificially chosen 300gb cap that they are imposing in my area. This is extortion, and the FCC needs to wake up, step in, and kill off these monopolies destroying the households of America and lining the corporate pockets. It's sickening. I will be promptly cancelling my Comcast service after the data caps are in effect, and switching to AT&T U-Verse. But how long will the FCC wait until U-Verse has data caps too? The internet is already widespread but controlled by a few greedy giants. I believe the FCC should reclassify consumer broadband service under Title II of the Telecommunications Act, and blocking the Comcast-TW cable merger was a good first step for Mr. Wheeler and the FCC, but ultimately he used to work for Comcast and is in bed with them. I firmly believe the other members on the FCC board need to do their duty and stop the 10+ year rape of the American household.

Ticket: # 633250 - COMCAST Unjust, unreasonable data caps

Date: 11/4/2015 1:18:00 PM

City/State/Zip: Calabasas, California 91302

Company Complaining About: Comcast

Description

I am eager to understand why these selective data caps on Internet don't classify as unjust and unreasonable. Not only have the caps been applied selectively by location, they imply that Comcast is under some extra burden from excessive data use that somehow justifies selectively blocking certain users and extorting extra money from them for continued use of Internet services, services that are not limited in other markets. What is the financial burden of proving these services past the data cap? These are obviously practices intended to discourage streaming and is therefore in violation of FCC mandate. I hope you will address this blatant disregard for your authority both quickly and publicly. Thank you!

██████████

██████████

[Ticket: # 635105 - Unfair Comcast Data Caps](#)

Date: 11/4/2015 6:07:17 PM

City/State/Zip: Bellevue, Washington 98006

Company Complaining About: Comcast

Description

Data caps on internet imposed by Comcast are unfairly blocking me from watching TV shows on streaming services like Netflix and Hulu. Comcast is the only viable ISP available in my area, and they are using their monopoly to unfairly harm the companies that compete against their TV subscription offerings.

Ticket: # 635539 - Peet's Coffee and Tea are blocking my Verizon MiFi Jetpack

Date: 11/4/2015 7:36:58 PM

City/State/Zip: Petaluma, California 94952

Company Complaining About: Peet's Coffee And Tea

Description

Peet's Coffee and Tea are blocking my Verizon MiFi Jetpack. Once I am in premises of the coffee shops, apparently Company use an auto block mechanism on its Wi-Fi and I am no longer able to use my Jetpack to get a Wi-Fi signal. This happens at the Peets's store in Pleasant Hill, Concord, and Novato California. Most likely the block it nationwide. The company force me to use their Wi-Fi for internet access after a lengthy document pop-up on line and I need to be agreed upon. The company than use the browser to push numerous advertising adds which I am not interested.

Ticket: # 637531 - Verizon Not Allowing Text Messages to be Sent (iOS 9.0.1)

Date: 11/5/2015 2:14:07 PM

City/State/Zip: San Diego, California 92117

Company Complaining About: Verizon Wireless

Description

Verizon Wireless has restricted multiple subscribers, including myself, from sending text messages unless they are updated to iOS 9.1. I personally have sent messages through the forums, and have not received a response from Verizon as of yet.

(<https://community.verizonwireless.com/mobile/mobile-access.jspa#jive-content?inbox=true&content=%2Fapi%2Fcore%2Fv3%2Fcontents%2F2184003&anchor=%2Fapi%2Fcore%2Fv3%2Fmessages%2F1364692&mentionType=none&jiveUpdateUrl=%2Fapi%2Fcore%2Fv3%2Fcontents%2F2184003%2Fread&inboxId=2-1364683&fromStream=true>)

They are refusing to acknowledge the fact that some subscribers do NOT want to upgrade to iOS 9.1 due to the fact that it causes performance issues on older devices. Blocking text messages, which are considered data, or traffic, is a clear violation of the new Open Internet law.

Ticket: # 640670 - Our company is under a spam email attack

Date: 11/6/2015 12:02:50 PM

City/State/Zip: Caldwell, Idaho 83605

Company Complaining About: Centurylink

Description

My company, Nature's Indulgence, has had all of our email addresses under our domain "@naturesindulgence" spammed by hundred of these emails from this sender for weeks now. It has become damaging to our company.

We have tried to block the sender, however every email comes from a different address, we have even tried blocking the entire Top Level Domain such as .XYZ or .BIZ, but it seems every other day the sender change that as well. The opt out does not work, and using it results in more spam. We know this is the work of one individual as the mailing address provided is " PO Box 1960 #22445 Wilmington, DE 19899 " on every email.

[Ticket: # 642693 - Data Caps](#)

Date: 11/7/2015 4:05:31 AM

City/State/Zip: Eagan, Minnesota 55123

Description

[jump to content](#)

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Facebook is blocking any link to Tsu.co on every platform it owns, including Messenger and Instagram. It even...deleted more than 1 million Facebook posts that ever mentioned Tsu.co...Tsu is a new social network that claims to share its advertising revenue with its users.

6991

ComcastLeak of Comcast documents detailing the coming data caps and what you'll be told when you call in about it. (self.technology)

submitted 1 day ago * by M00glemuffinsx3

Last night an anonymous comcast customer service employee on /b/ leaked these documents in the hopes that they would get out. Unfortunately the thread 404'd a few minutes after I downloaded these. All credit for this info goes to them whoever they are.

This info is from the internal "Einstein" database that is used by Comcast customer service reps.

Please help spread the word and information about this greed drive crap for service Comcast is trying to expand

Documents here Got DMCA takedown'd afaik

Edit: TL;DR Caps will be expanding to more areas across the Southeastern parts of the United States. Comcast customer support reps are to tell you the caps are in the interest of 'fairness'. After reaching the 300 GB cap of "unlimited data" you will be charged \$10 for every extra 50 GB.

Edit 2: THEY ARE TRYING TO TAKE THIS DOWN. New links!(Edit Addendum: Beware of NSFW ads if you aren't using an adblocker) Edit: Back to Imgur we go. Check comments for mirrors too a lot of people have put them all over.

<http://i.imgur.com/Db1pw3h.jpg>

<http://i.imgur.com/G1kvxCG.jpg>

<http://i.imgur.com/quf68FC.jpg>

<http://i.imgur.com/kJkK4HJ.jpg>

<http://i.imgur.com/hqzaNvd.jpg>

<http://i.imgur.com/NiJBbG4.jpg>

Edit 3: I am so sorry about the NSFW ads. I use adblock so the page was just black for me. My apologies to everyone. Should be good now on imgur again.

Edit 4: TORRENT HERE IF LINKS ARE DOWN FOR YOU

Edit 5: Fixed torrent link, it's seeding now and should work

Edit 6: Here's the magnet info if going to the site doesn't work for you: Sorry if this is giving anyone trouble I haven't hosted my own torrent before xD

magnet:?xt=urn:btih:a6d5df18e23b9002ea3ad14448ffff2269fc1fb3&dn=Comcast+Internal+Memo+leak&tr=udp%3A%2F%2Ftracker.openbittorrent.com%3A80&tr=udp%3A%2F%2Fopen.demonii.com%3A1337&tr=udp%3A%2F%2Ftracker.coppersurfer.tk%3A6969&tr=udp%3A%2F%2Fexodus.desync.com%3A6969

Edit 7: I'm going to bed, I haven't got jack squat done today trying to keep track of these comments. Hopefully some Comcast managers are storming around pissed off about this. Best of luck to all of us in taking down this shitstain of a company.

FUCK YOU COMCAST YOU GREEDY SONS OF BITCHES. And to the rest of you, keep being awesome, and keep complaining to the FCC till you're blue in the face.

Edit 8: Morning all, looks like we got picked up by Gizmodo Thanks for spreading the word!

3199 commentsshare

top 200 commentsshow 500

sorted by: best

[–]BobOki 2432 points 1 day ago*

Thanks, it is awesome to see this posted, and the verbiage used is pretty important, I especially like the part where they NOW say it is no longer about congestion management, which was the de-facto reason they originally did this. Now it is fairness, you know you paying more is more fair to them.

Mirror: <http://lookpic.com/O/i2/610/O7aVv1dT.jpeg>, <http://lookpic.com/O/i2/1245/SYLx1d70.jpeg>,

<http://lookpic.com/O/i2/1092/T3fvaxvc.jpeg>, <http://lookpic.com/O/i2/1191/9fQIYHK.jpeg>,

<http://lookpic.com/O/i2/97/Bk6UZ2VJ.jpeg>, <http://lookpic.com/O/i2/1381/Nn78t8Yt.jpeg>

permalink

[–]M00glemuffins[S] 1282 points 1 day ago

Because nothing screams fair like making things suck in a few places around the country and then making it suck everywhere so nobody feels bad.

permalinkparent

[–]ThuperThilly 371 points 1 day ago

You know what would be fair? For them to discount \$10 for every 50GB under the cap you use.

permalinkparent

[–]Nightfalls 179 points 1 day ago

Well then they'd just drop the cap to 100gb.

permalinkparent

[–]poieurty 106 points 1 day ago

"It's only fair"

permalinkparent

load more comments (1 reply)

load more comments (3 replies)

load more comments (15 replies)

load more comments (141 replies)

[–]gesy17 187 points 1 day ago*

Thank God for that 3 overage grace period, it's very kind of them. Needless to say I'm either switching or going to spend hours upon hours on the phone bitching until I get what I want. This is total bullshit and I wish goggle fiber was in the Twin Cities area

Edit - 3 overages not the whole 3 months, after 450 gb you're paying \$10 every 50 gb over.

permalinkparent

[–]SickZX6R 35 points 1 day ago

I also desperately wish Google Fiber were in the twin cities. Howdy from the SW burbs.

permalinkparent

load more comments (16 replies)

[–]funkballzthachurlish 22 points 1 day ago

Centurylink?

permalinkparent

load more comments (10 replies)

[–]Xzillationer 37 points 1 day ago

Do you guys not have many choices?

I'm considering moving there in a couple years, and I know I'd miss my sweet Vermont gigabit fiber.

permalinkparent

[–]AlphaLima 102 points 1 day ago

I think you may be surprised at how spoiled you are. In most areas with Comcast the list of providers goes like this

Comcast

Go fuck yourself

Sometimes you can add in ATT DSL which lets be honest, is a joke. A whole 10Mb/s.

permalinkparent

load more comments (16 replies)

[–]chair_boy 105 points 1 day ago

so many places in america don't have reasonable choices. It's usually something like Comcast, or the alternative shitty company with speeds slower than 10mb/s.

permalinkparent

load more comments (19 replies)

load more comments (27 replies)

load more comments (29 replies)

[–]openzeus 340 points 1 day ago*

What the fuck. Paying for "the certainty of knowing exactly what your bill will be each month" is how they're phrasing the \$35 option. They're also told to forward any customer asking to remove the charge directly to their retention department.

What a scummy company.

Edit: And it's not about congestion management, according to them. That is the only reasonable excuse to cap or throttle usage to manage a congested network, and here they are saying that is not the reason for the caps.

permalinkparent

[–]TricksterPriestJace 73 points 1 day ago*

"The ce

Ticket: # 643300 - Comcast

Date: 11/7/2015 2:35:16 PM

City/State/Zip: Brooklyn, New York 11225

Company Complaining About: Comcast

Description

Ah, Comcast. Comcast is singlehandedly hindering the business growth of America for their own greed. We could be more prosperous and connected with the Internet but Comcast is blocking competition and overcharging customers with arbitrary throttles and silly caps on data. In South Florida, Comcast tells customers that they can't go past 300GB a month. There is no reason that their equipment can't handle 301GB per customer per month. Comcast just wants to hinder people that don't want cable any longer because there are better options. Rather than competing with Netflix and Amazon and Google, Comcast blocks their service and charges customers more to use the service. It's outrageous and ILLEGAL. Please fix it. I have faith in you, FCC.

Ticket: # 650656 - Facebook inaccurately blocking competitor

Date: 11/11/2015 4:28:21 PM

City/State/Zip: Philadelphia, Pennsylvania 19139

Company Complaining About: Facebook

Description

Facebook is blocking links to a competitor, Tsu.co . Tsu.co is based in New York City.

Facebook claims that Tsu is promoting spam on Facebook. However, even if this is true, the message Facebook shows users is false and misleading. it states that "The content you're trying to share includes a link that our security systems detected to be unsafe".

Even if Facebook has a problem with Tsu users' posts on Facebook, that is not evidence that visiting Tsu.co is in any way "unsafe". It is also clear that there was manual intervention in this case, and it is not an automated response by "security systems".

[Ticket: # 657580 - Yahoo cripples email if you block ADs](#)

Date: 11/16/2015 10:13:17 AM

City/State/Zip: Sharpsburg, Maryland 21782

Company Complaining About: Comcast

Description

If you use an AdBlocker with your browser, Yahoo cripples all email functionality.

Firefox (or other browsers) that use AdBlock Plus (or others) and block any URL with */ads/* which lead to 3rd party advertisements will cause the browser to not function with "clickable controls" items in mail.

This can be duplicated with IE, Firefox, Chrome, and Safari.

You must also have Flash & Java installed and accompanied with the browser as plug in for web based mail to work.

Of concern, is that if you want to have yahoo mail function in your browser, you must be subjected to their advertisement bombardment. Personally weeding or blocking (even at the firewall) prevents all functionality of services.

Again, this is a Yahoo problem and not my provider (Comcast) problem!

[Ticket: # 670947 - Verizon blocking wifi tethering](#)

Date: 11/22/2015 5:44:43 AM

City/State/Zip: San Antonio, Texas 78264

Company Complaining About: Verizon Wireless

Description

Blocking for unlimited customers is idiotic. I use the same apps hotspotting i would on the phone, just with a keyboard or a tv view. This is a pure greed move. I live in the country with no other options.

Ticket: # 692778 - T-Mobile's "Unlimited" Data Services are secretly Throttled @ 512GB

Date: 12/5/2015 10:51:18 AM

City/State/Zip: Carnation, Washington 98014

Company Complaining About: T Mobile

Description

Dear Sirs,

I would like to file a formal complaint with the FCC regarding T-Mobile's Unlimited Data Services.

Upon reaching 512GB of data in a billing cycle T-Mobile is throttling customers back down from LTE speeds to GSM(Edge) connectivity only.

This is exactly what AT&T was recently fined \$100M by the FCC for doing to their customers.

I want the FCC to force T-Mobile to QUIT throttling customers or fine them exactly the same way that AT&T was fined for this same illegal behavior.

<https://www.washingtonpost.com/news/the-switch/wp/2015/06/17/att-just-got-hit-with-a-100-million-fine-after-slowing-down-its-unlimited-data/>

To quote Chairman Wheeler on this deceptive corporate transparency practice:

"By not properly disclosing the policy to consumers who thought they were getting "unlimited" data, the company violated the FCC's rules on corporate transparency, FCC Chairman Tom Wheeler said in a statement.

"Consumers deserve to get what they pay for," Wheeler said. "Broadband providers must be upfront and transparent about the services they provide. The FCC will not stand idly by while consumers are deceived by misleading marketing materials and insufficient disclosure."

Further, I believe that any attempt by cellular companies to either throttle or discriminate by type of data being sent from attached devices is a Network Neutrality Bright line Violation.

<https://www.fcc.gov/openinternet>

"February 26, 2015, the FCC's Open Internet rules"

Bright Line Rules:

- No Blocking: broadband providers may not block access to legal content, applications, services, or non-harmful devices.
- No Throttling: broadband providers may not impair or degrade lawful Internet traffic on the basis of content, applications, services, or non-harmful devices.

- No Paid Prioritization: broadband providers may not favor some lawful Internet traffic over other lawful traffic in exchange for consideration of any kind—in other words, no "fast lanes." This rule also bans ISPs from prioritizing content and services of their affiliates.

<http://money.cnn.com/2015/08/31/technology/tmobile-data-theives/>

John Legere, CEO of T-Mobile, has vowed to throttle unlimited customers whose overall data usage exceeds some undisclosed threshold. This is in direct conflict with the Open Internet rules both on throttling and on discrimination based on services.

“Legere said that some customers are using special software to skirt past T-Mobile's data limits. He said if they continue to abuse the network, they'll be kicked off T-Mobile's unlimited data plans.”

~~~~~  
~~~~~

Upon requesting usual LTE data services after 512GB:

Code: 0X00060026 - NETWORK_FAILURE

Details: This ESM cause is used by the network to indicate that the requested service was rejected due to an error situation in the network.

This error description can also be saved as a text file. That would enable you to send it to the customer supporter via email.

Result

Wireless Status

| | | |
|---|------------------|---------------------|
| 1 | PLMN: | |
| 2 | Service Status: | Restricted services |
| 3 | Bandwidth(kHz): | 10000 |
| 4 | Cell ID: | 399 |
| 5 | Signal Strength: | 3 |
| 6 | RSRP(dBm): | -95 |
| 7 | RSRQ(dB): | -7 |
| 8 | Roam: | YES |

Upon requesting any data service after 512GB: (throttled to EDGE)

Status

| | |
|-------------------|--------------|
| SIM card status | PIN disabled |
| Network mode | GSM (EDGE) |
| Connection status | Connected |

