



## **What People Are Saying About Data Caps**

This document contains more than 600 consumer stories describing the impacts of data caps that were shared with the Federal Communications Commission. The consumers who submitted the stories included in this document gave permission for their stories to be shared on the FCC's website. These stories have been redacted to protect PII.

**To learn more, visit  
[fcc.gov/data-caps](https://www.fcc.gov/data-caps).**

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**Ticket: # 6964639 - Xfinity Data Caps****Date:** 04/14/2024 05:49 AM**State/Zip:** Illinois 60612

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**Description**

I am a veteran, and my girlfriend of 5 years is a graduate student at U-Chicago studying medical physics. Internet eats up a large part of our budget, with our bill running us \$120 a month. I work from home, and she spends a lot of time at home working on her proposal. Our data usage is very large, well past the 1.2 tb's that xfinity allows. With cloud based servers becoming preferred to locally saved files, that limit is easy to reach with just essential work tasks for us, and having to pay an extra 10 dollars every 50 gb feels predatory in that they know this limit is easy to reach given the ever growing reliance on WiFi. We rely on my income almost completely, and having to put that variable into our budget really takes a hit. Having to add another 30 dollars to our bill for that "unlimited option" feels like a hidden fee. And their quick implementation of these data caps is alarming as well, and there doesn't seem to be any end to them. Are they truly measuring the average amount of data a household uses? Will they adjust this limit as necessary? Or will they continue to keep it as is and exploit more customers as data demand grows larger? It feels hopeless in that sense, as a consumer I feel cornered by these companies and frustrated and would love to see elimination of these data caps, or at the very least, regulation to determine what "average usage" really is in a household, setting requirements for how it is determined (i.e. studies from an independent group), and regulation of cost. The internet has unlimited capabilities to grow your skillset, promote growth, fair access should be a right to everyone. Predatory actions from large companies really affect that, and they need to stop.



## **What People Are Saying About Data Caps**

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[fcc.gov/data-caps](https://www.fcc.gov/data-caps).**

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**Ticket: # 6967226 - Data caps**

**Date:** 04/15/2024 04:15 PM

**State/Zip:** North Carolina 27712

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## **Description**

I not have access to satellite internet and the data cap restrictions are draconian and put in place to extort more money for a service that isn't very fast or useful.

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**Ticket: # 6967450 - Data Cap is unfair**

**Date:** 04/15/2024 05:08 PM

**State/Zip:** Nevada 89084

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**Description**

I have been paying \$50 a month for unlimited data for many years. This is in addition to \$120 for my internet service. I watch all my content through streaming and I am made to pay for unlimited data otherwise I would be charged expensive overage fees. There should not be data caps. I think it's fair to be charged for faster speeds but not just data used.

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[Ticket: # 6968754 - Digital Redlining](#)

**Date:** 04/16/2024 10:54 AM

**State/Zip:** Wisconsin 54214

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## **Description**

My own 1000 Mbps Charter connection is being throttled.

My extensive testing of a dozen or so sites reveals that this is also true across Northern Manitowoc county at all speed tiers.

Testing is done the the Minneapolis and Chicago IXP locations.

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[Ticket: # 6970675 - Data cap](#)

**Date:** 04/16/2024 08:08 PM

**State/Zip:** Illinois 60642

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## **Description**

I have data caps that limit my free will to chose a tv provider that is not cable. How is this a feasible long term solution with 4k streaming taking so much data.

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**Ticket: # 6971153 - Data caps and Comcast**

**Date:** 04/17/2024 06:25 AM

**State/Zip:** Florida 32254

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## **Description**

Comcast charges an insane amount for the alleged data caps. My wife uses the Internet at home for work. I work out of the house. But mostly stream content. We had to upgrade so we don't hit this data cap we were warned twice. To avoid fees we upgraded but they are so sneaky. My Internet bill just went up another 10 dollars for some unknown reason



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**Ticket: # 6974696 - Internet and Cable**

**Date:** 04/18/2024 12:41 PM

**State/Zip:** Illinois 62249

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## **Description**

Since July 2023 I have been dealing with a lot of problems with Spectrum's Internet and cable services. I am paying for 300 megabytes of Wi Fi and consistently receiving 40 megabytes of Wi Fi. This is 90% less than what I am paying for. My cable service has numerous problems too. Guide is slow or not working, some channels are muted or coming in Spanish. Just to explain a few examples. Technicians have explained the main line is the problem and Spectrum is in the process of correcting these defect's. However, this is now ten months and still no corrections and I am still being billed 100% monthly and receiving 10% of the Spectrum service. I would prefer not to speak with Spectrum and talk directly with someone from the FCC. The mendacious communication from Spectrum is inexcusable. The Modus Operandi (MO) in my opinion is for no department or employee to be held accountable for previous discussions.

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**Ticket: # 6980040 - Straight Talk**

**Date:** 04/20/2024 08:58 PM

**State/Zip:** Illinois 61944

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## **Description**

My ACP benefit was continued but I was not told it was a reduced plan. 3 days later, I was told that I used all my high speed data and asked if I wanted to buy extra at \$5 per gig. I was told they would restore my service but they didn't so I called back. They said I was lied to so they could get me off the phone. Then told that I could google the phone numbers for safelink of their cooperate office because they did not have them. I asked how with no data. Its slowed almost to a halt now and my end date is at midnight today.

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**Ticket: # 6982018 - Data Caps are Immoral**

**Date:** 04/22/2024 11:47 AM

**State/Zip:** California 93427

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## **Description**

We are a family of 4 with both parents working from home. We stream an hour or two a day but nothing crazy and yet we are close to, or go over the data cap often. I work in IT and data caps frustrating me to no end. Need higher bandwidth? Sure! The pipe is only so big. But if I'm paying a certain amount for bandwidth and then to use that bandwidth I have an additional tax unless I rent their terrible modem that they use to have other people's data go through my connection? Really? This has made our life worse and stressed out each and every month. This need to end. NO data caps. They should be illegal.

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[Ticket: # 6985203 - Hit Data Cap with 10 days left in billing cycle](#)

**Date:** 04/23/2024 02:03 PM

**State/Zip:** Colorado 80022

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## **Description**

I have Xfinity comcast in Colorado. I had Xfinity comcast in Pennsylvania. I work from home and download large files as well as stream constantly. This is first month in new house with Xfinity. Essentially I am being forced to pay more for unlimited data or 10 dollars for every 50 I go over. Comcast does not have data caps in PA or other north east markets. Why is it okay for them to have data caps in the west? All it is is money grabbing from customers.

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**Ticket:** # 6985312 - Awful

**Date:** 04/23/2024 02:33 PM

**State/Zip:** Illinois 60640

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## **Description**

The data caps are a scheme to extract more money from customers whom often have no other options. With the workforce moving increasingly toward WFH it is imperative to make this behavior illegal. We saw during COVID that they ISPs can do without them with no detriment to their networks or other nonsense and lies they attempt to spin.

Personally I have seen them be incredibly sneaky to attempt to ensure you can't get out from under them.

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**Ticket: # 6989185 - Data Caps**

**Date:** 04/25/2024 02:56 AM

**State/Zip:** California 94584

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**Description**

Xfinity charging \$25 for equipment and locking uncapped data behind it should be illegal. Alternatively charging \$10 per 50gb over their arbitrary cap. There's zero qualification to justify the forced charges other than to run up revenue

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[Ticket: # 6990648 - Comcast data caps limit certain types of content](#)

**Date:** 04/25/2024 02:46 PM

**State/Zip:** Washington 98056

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## **Description**

I'm very limited in the type of content I can interact with online due to data caps Comcast imposes on my connection. High resolution video, video games, etc. are all very limited by data caps. When exceeded, the fees aren't even fair and there's no controls over further usage. Given that data caps are arbitrary and not based on technical limitations, I don't think they should even exist. Especially since they limit certain types of content.

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[Ticket: # 6990765 - Comcast's overage model makes it impossible to use what I'm paying for.](#)

**Date:** 04/25/2024 03:12 PM

**State/Zip:** California 93637

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## **Description**

My provider (Comcast) describes my plan as: "includes 1.2 TB of data". I pay my bill every month and I demand the right to use 100% of what I'm paying for.

Practically, this is impossible since it would take sophisticated hardware to track and disconnect internet on the consumer side before crossing the threshold.

I asked Comcast to suspend my service instead of adding charges if I go over my limit and they refused.

Customers who attempt to use what they are paying for are gambling with overage charges. Comcast makes it practically impossible for customers to use their full allocation which amounts to allowance theft.

Imagine if when you pre-paid for gas, the pump didn't stop as you approach your prepaid limit. Instead, going over by just an ounce caused your liability to increase by \$35 in fixed 1-gallon increments. Not using your limit causes you to lose remaining credit. (For me - the cost/GB above 1.2 TB is approximately 7 times the cost/GB below 1.2 TB).

This would rightly be regarded as egregious and would be crushed by the full force of the relevant consumer protection agencies overseeing the sale of vehicle fuel.

I urge you to please consider the following:

- force ISPs to provide an optional slow-down or limit that allows customers a meaningful opportunity to use what they have paid for;
- cap overage charges to the in-allowance rate, and pro-rate for actual usage rather than charge in blocks; and/or
- end data limits entirely (if possible without average users subsidizing the costs generated by high users).

Thank you



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[Ticket: # 6991384 - Data cap problem](#)

**Date:** 04/25/2024 06:09 PM

**State/Zip:** Maine 04401

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## **Description**

Lose data way to soon and then Lose phone service missed Dr appointment and other important things

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**Ticket: # 6991459 - COX Communications data caps are a cash grab and predatory**

**Date:** 04/25/2024 06:43 PM

**State/Zip:** Arizona 85339

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## **Description**

Overall, the decision by COX Communications to implement these data caps can be viewed as an attempt to capitalize on essential internet services at the expense of consumer welfare, especially in markets with limited competition.

1. **Economic Impact on Consumers:** The introduction of data caps significantly increase costs for consumers, particularly those who use their internet for high-bandwidth activities like streaming, gaming, or working from home. By imposing a cap at 1.25 TB, COX targets a large segment of high-usage customers, compelling them to pay more, either through overage fees or by upgrading to more expensive plans without data limits.
2. **Lack of Competition:** In many regions, COX Communications may be one of the few broadband providers available, limiting consumer choices. This lack of competition can make the data cap feel more predatory because consumers might not have viable alternatives and are forced to accept these terms to maintain internet access.
3. **Disproportionate Impact:** Data caps can disproportionately affect lower-income households and large families, who may find it more challenging to manage or offset the additional costs associated with exceeding these caps. This can be seen as predatory because it places a higher financial burden on already economically vulnerable groups.

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**Ticket: # 6991548 - Xfinity(Comcast) - Datacaps have not increased for over 10 years**

**Date:** 04/25/2024 07:10 PM

**State/Zip:** New Mexico 87110

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## **Description**

I am a customer of Xfinity(Comcast), and view Xfinity lack of increasing datacaps as they increase data speeds a form of neglect to all consumers. The only increase in datacap was only during the Pandemic to provide the working class more data allowance. The only increase was a 20% increase to total datacap in 10 years. Currently under services the ISP has managed to increase speed continually over a margin of maybe 300% on a course of 10 years to today. I have personally had service at rates of 50MB, 10 years ago, and stand today at 300MB of service. The continuity of streaming services and entertainment services advancements that require large amounts of data today that do not compare to services 10 years ago and Comcast avoiding the increase in datacap is a disservice to its customers. I currently feel that customers who cannot afford to remove the current cap are getting bottlenecked and pressured into increasing services. For proof you can google, when did comcast start data caps. <https://www.google.com/search?q=when+did+comcast+start+data+caps>

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**Ticket:** # 6991693 - Data caps experience

**Date:** 04/25/2024 08:23 PM

**State/Zip:** Arizona 85307

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## **Description**

When you put data caps on my ACP and safe line program when the data runs out I can't use my phone to get to work because I don't have the data I need to use the apps I need to get a ride to work. I'm barely getting by now but I have 2 children that needs me to take care of them. How am I supposed to support them if I don't have the data I need. I'm a single parent so the ACP program has really helped me and now you are capping the data, I can't afford WiFi, that's why I got into these programs to begin with.

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**Ticket: # 6991844 - Data Cap**

**Date:** 04/25/2024 10:17 PM

**State/Zip:** Florida 33437

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## **Description**

Ever since Comcast introduced data caps in South Florida, my online activities have been severely restricted, forcing me to either limit my usage or pay extra fees. There's simply no justification for these data caps. They don't enhance consumer experiences; they only serve to line the pockets of already wealthy corporations.

Unfortunately, Comcast is my only option for internet service in my area, and they're taking advantage of this monopoly by imposing arbitrary data caps on everyone. As someone who relies solely on internet streaming services like Netflix and YouTube for entertainment, as well as for work purposes, these data caps are a constant source of frustration.

It's unacceptable that I'm penalized every month for simply using going over a made-up data cap. These anti-consumer practices need to come to an end. ISPs should prioritize providing reliable and unlimited internet access to their customers instead of implementing restrictive measures that only serve to hinder our online experiences.

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**Ticket: # 6991846 - Data Caps**

**Date:** 04/25/2024 10:18 PM

**State/Zip:** Michigan 48103

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## **Description**

Despite the fact that Xfinity/Comcast continually raises prices on consumers without offering any additional features, the arbitrary data caps they impose on customers are ludicrous in this day when data costs just pennies per GB. Our bill has almost doubled in 3 years for the same service, with no upgrades to local infrastructure, and now with a post-pandemic reimposed data cap that they claim is "sufficient" for most users. We have no other option for internet service in this area and Xfinity knows this so they consistently price gouge us and hinder our productivity while offering us exorbitant morsels of extra data (10\$/50GB).

Please, please, reign in this defacto monopoly and help the average consumer have affordable unrestricted internet again, even if it simply means a datacap that is more realistic for 2024. Say, 2TB, or something like that. Thank you.

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**Ticket: # 6992128 - Anti-Consumer Data Caps**

**Date:** 04/26/2024 04:02 AM

**State/Zip:** Illinois 60435

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## **Description**

As a consumer who heavily relies on internet connectivity for both professional and personal activities, I have observed firsthand the adverse effects that data caps can have on my online experience.

The internet is no longer a luxury but a necessity. As the COVID pandemic taught us, the internet has become an indispensable tool for various aspects of daily life, including remote work, education, entertainment, and communication. However, the imposition of data caps by internet service providers (ISPs) limits the accessibility and affordability of high-speed internet, thereby hindering the ability of individuals and families to fully utilize and benefit from online resources.

One of the primary concerns associated with data caps is the restriction they place on the amount of data that consumers can use within a given billing cycle. This limitation not only curtails the ability to stream high-definition content, participate in video conferences, and download large files but also discourages exploration of new online services and platforms due to the fear of exceeding the allotted data allowance and incurring additional charges.

Furthermore, data caps disproportionately affect low-income households and underserved communities, exacerbating the existing digital divide and perpetuating socioeconomic disparities in access to information and opportunities. In many cases, these households are forced to make difficult choices between essential internet usage and other basic necessities, further underscoring the inequities inherent in data cap policies. In many of these areas, mine included, people only have the choice of one ISP making it so people have no option to avoid these data caps.

Moreover, data caps impede innovation and economic growth by stifling entrepreneurship and limiting the development of bandwidth-intensive applications and services. By imposing artificial constraints on internet usage, ISPs inhibit the emergence of new technologies and business models that rely on seamless and unrestricted access to data, thereby impeding progress and competitiveness in the digital economy.

Finally there is no justifiable reason for these ISPs to impose a data cap. Data, in and of itself, is an unlimited resource that will never run out, so there is never a risk that it will "run out" or starve others for data. For these companies the price they pay to deliver the data, excluding bandwidth costs, is exceptionally cheap. These costs are measured in fractions of a cent per Gigabyte, as far as we can tell since ISPs tend to keep these prices hidden at all cost.

The Commission plays a pivotal role in safeguarding consumer interests and promoting a competitive and accessible broadband market. Therefore, I implore the FCC to take decisive action to ensure that

all consumers have equitable access to affordable and reliable internet connectivity without arbitrary limitations on data usage.

Thank you for considering my perspective on this important issue. I trust that the FCC will prioritize the interests of consumers and take meaningful steps to address the adverse impact of data caps on the quality and accessibility of home internet services.

Sincerely,

A solid black rectangular redaction box covering the signature area.



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**Ticket: # 6993104 - Comcast Xfinity data caps are terrible**

**Date:** 04/26/2024 12:53 PM

**State/Zip:** Oregon 97232

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## **Description**

I live in a two person apartment. I sometimes work from home only 2 days a week, and both of us are technically savvy users who enjoy streaming shows on Netflix and other services, playing video games, watching Twitch gaming streams, etc. - all perfectly normal internet activities in 2024. Yet we are CONSTANTLY bumping up against Comcast's 1.2TB data cap nearly EVERY MONTH. A single new video game download these days can easily be nearly 100GB - instantly wiping out almost 10% the monthly data cap - not to mention the regular smart phone app updates all month, new iPhone/iPad OS updates, Windows and Mac updates - again perfectly normal internet use these days is often enough to pus us over the data cap and have to pay extra. Sure, Xfinity offers a \$30 add-on charge for unlimited data, but then that is nearly 50% more added on to my \$70-80/month bill. It shouldn't cost nearly 50% more just to avoid overcharges every month, it's ridiculous, especially when they don't use data caps in other regions they operate in, or on certain other plans.

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**Ticket: # 6994312 - Unfair Practices by GCI Communication Corporation**

**Date:** 04/26/2024 06:23 PM

**State/Zip:** Alaska 99507

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**Description**

Dear FCC,

I am writing to formally submit a complaint regarding the data caps experience imposed by my internet service provider, GCI Communication Corporation. As a resident of Alaska, I have encountered significant challenges due to the unfair practices implemented by GCI, which have severely impacted my internet usage.

**Data Caps Concerns:**

GCI enforces strict data caps that penalize users for exceeding their limits, resulting in detrimental consequences for consumers. The limitations imposed by these data caps hinder essential online activities and significantly degrade the quality of service provided. Data caps can be achieved in mere hours rendering the service practically unusable for the remainder of the billing cycle.

**Monopolistic Practices:**

GCI's monopolistic hold over many areas in Alaska leaves customers with limited alternatives for internet services, enabling the company to engage in predatory pricing practices and impose exorbitant overage fees.

**Broadband Speeds Discrepancy:**

Despite advertising their plans as broadband, some of GCI's offerings do not meet the minimum speed requirements outlined in the new broadband definition. This discrepancy misleads customers and undermines the quality of service they expect to receive.

**Impact on Consumers:**

The detrimental effects of GCI's data caps and service limitations extend to essential tasks such as streaming, video conferencing, and remote work, severely hampering the online experience for consumers.

I kindly request the FCC to investigate these unfair practices by GCI Communication Corporation and take appropriate action to address the concerns raised. Your intervention is crucial in ensuring a fair and equitable internet experience for all consumers in Alaska.

Thank you for your attention to this matter.

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[Ticket: # 6994931 - Data cap effects](#)

**Date:** 04/27/2024 10:12 AM

**State/Zip:** Florida 32303

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## **Description**

Our data cap has heavily restricted us. I live in a home with multiple people who upload and download lots of data ranging from general streaming and games, to machine learning datasets. Due to the nature of our data cap we have been limited in the way we can use our service and been charged extra fees on multiple occasions. I believe this to be predatory and have repeatedly considered switching away from xfinity which is the company that seems to do this the most.

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**Ticket: # 6995706 - Data cap of xfinity**

**Date:** 04/27/2024 08:04 PM

**State/Zip:** Illinois 60090

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## **Description**

I have xfinity comcast connection. Pay almost \$100 /month( first year discount to 70) for a gigabit connection. The reason I need gigabit extra connection is, I need higher upload speeds. Even with gigabit extra connection( which is the highest tier available), not only do i get only a measely 35mbps upload speed but also 1.2TB data limit, which i constantly run out towards end of month. I often have to limit or even turn off home internet and wifi (so that devices like alexa, google home etc dont trickle away data) last few days of the month to avoid exceeding limit and paying extra.

I am a self hoster - utilize a machine to host a private cloud and websites. The reason I do it is to avoid cloud hosting costs. This is in addition to regular usecases of streaming movies/games, always connected devices like security alarms on doors /windows etc.

A data limit (and that too as low as 1.2TB) is unacceptable. I am on a 1.2GBPS connection. So, theoretically, if i use my full connection speed( which will not happen), I can run out of data in 1000sec. How is this acceptable given the exhorbitant rates we are already paying?!. It is purely because of lack of meaningful competition that i am forced to use xfinity. They dont have this data limit in competitive markets, making it obvious this is NOT a infrastructure constraint.

Please do the needful to remove( or atleast raise floor of data cap limits). Also, please put provisions to force these providers to CLEARLY state BOTH upload and download speeds. They bury the upload speeds in fine print today.

Even developing countries like India have better and cost effective internet( atleast in urban areas).

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**Ticket: # 6996189 - Internet Provider Data Cap**

**Date:** 04/28/2024 12:33 PM

**State/Zip:** Washington 98660

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## **Description**

Working remotely as a commercial creative, I spend the majority of my time online. In order to my job efficiently connecting to my employer's server, I need to use gig speed internet which is exorbitantly expensive, on top of which I need to have unlimited data which adds an addition 30% on top of the exorbitantly expensive internet connection bill. If this was just the cost of doing business, and Comcast ---which has snuffed out essentially all real market competition, is charging what they charge to stay in business, it would be what it is. However, when I see record profits going up and up while my bill also goes up and up, but my buying powers continues to decline. Something is very off, and looks and feels like price gouging.

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**Ticket: # 6997617 - Data Caps**

**Date:** 04/29/2024 11:57 AM

**State/Zip:** Florida 33850

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## **Description**

I have physical limitations which keep me confined to my home for the vast majority of my time. A byproduct of this is that most of my entertainment is digital media, including movies, TV shows, and video games. Especially with the download sizes of modern video games and their updates, as well as high-definition/4K video that is default across streaming platforms, and work and school-from-home, it's almost a guarantee that I would breach my ISP's data cap. Because of this, I'm either required to pay for a much more expensive plan than I need or pay an additional \$30/month to my internet provider for the "Unlimited Data" add-on.

The ISPs removed their data caps during COVID and we never saw degradation of service. Data caps are simply a way to extract more money from consumers, especially those who have no other choice.

With XFINITY internet from Comcast, adding the Unlimited Data plan is a simple tap from their official app. Adding the plan is incredibly easy. If you ever want to remove the Unlimited Plan, however, you have to call their customer support where you will experience convoluted menus, extremely long hold times, and then finally a sales rep who will try to sell you on keeping the Unlimited Data or upgrading your internet speeds.

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**Ticket: # 6997677 - Xfinity Data Cap of 1.2TB**

**Date:** 04/29/2024 12:13 PM

**State/Zip:** Texas 77573-1861

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## **Description**

Currently Xfinity sets a 1.2TB data limit on customers in Texas. However, Xfinity does not set this data limit on customers in their Northeast markets. I think this is unfair.

Customers who use more than 1.2 TB of data in a month for the first time will not be billed for exceeding the limit. After that, blocks of 50 GB will automatically be added to your account for an additional fee of \$10 each plus tax. Charges will not exceed \$100 each month, no matter how much data you use.

If you utilize your own modem and router you can pay Xfinity \$30.00/month for unlimited data. This is on top of the cost already paying for whatever speed level of internet.

Another option is to rent Xfinity's xFi Complete for \$25.00/month that includes unlimited data, but it also means utilizing Xfinity equipment.

The 1.2 TB data plan is currently not applicable in Xfinity Northeast markets, including CT, DE, MA, MD, ME, NH, NJ, NY, PA, VA, VT, WV, the District of Columbia, and parts of NC and OH. This means the people living in those states don't have to pay these extra charges and are not limited on data usage.

As stated above I do not think it's fair for Xfinity to set data caps on particular markets and/or states. This seems to be an unfair process. I understand the reason behind data caps, as over usage can slow access for everyone. However, as companies like Xfinity increase speed and more and more electronic components utilize the internet for updates, tech support, data transfers, etc. it seems very unfair to set a data cap on particular markets and/or states. Also the move to streaming services versus traditional TV and/or cable TV causes higher data consumption. Consumers are being pushed to pay for these streaming services and then charged extra for the ability to utilize them if data caps are imposed.

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**Ticket: # 6997782 - I am against data caps.**

**Date:** 04/29/2024 12:47 PM

**State/Zip:** Illinois 60504

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## **Description**

I have had nothing but a bad experience with data caps. Xfinity/Comcast has used it as nothing more than a tool to make money and to inconvenience it's customers. They also have not raised the data cap of 1.2TB in my state in over 2 years and they have got me to pay fees almost every 3 to 6 months in fees that range an extra \$10 to \$40 per month. Each time I work with Comcast they basically are forcing me to use their modem and pay extra for the unlimited plan. I do not like the data cap and there is no reason for them to have it because if there really is an issue with people using too much data they should throttle the users or have it so that the data cap is raised every year by .5TB. Keeping it at 1.2TB is absurd and all Comcast has done is use this as a way to make even more money and abuse their customers.



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**Ticket: # 7000606 - Total By Verizon Unlimited Data Plan not unlimited.**

**Date:** 04/30/2024 01:44 PM

**State/Zip:** South Carolina 29630

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## **Description**

Total by Verizon's unlimited plan advertises unlimited connectivity with a 300 GB high speed allowance and 2g speeds afterwards. Unfortunately data stops altogether and internet access is cut off. This has caused headaches, I tried to have tried to contact them and get it fixed but I simply went in circles, only ever being asked to restart my device with no real solution.

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**Ticket: # 7003320 - Data caps**

**Date:** 05/01/2024 02:36 PM

**State/Zip:** Nevada 89119

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## **Description**

We currently have COX Cable and having a data cap is completely wrong. I understand that they need to make money to keep it running but when the cable company only gives you 1.5 Tb each month its not enough. I work from home and i am constantly downloading and uploading files. My kids watch netflix Disney hulu etc everyday and we go through the cap in 2 weeks. Now instead of having an affordable bill i have to pay almost \$160 which includes unlimited internet for \$50 bucks more which. Could go towards my kids linches or the light bill. Im ok paying my fair share for unlimited internet but forcing us to pay more unlimited is not ok on any level.

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**Ticket: # 7003850 - Data Cap Experience**

**Date:** 05/01/2024 04:49 PM

**State/Zip:** Illinois 60016

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## **Description**

I started service with Xfinity in April 2021 with a 2 year contract, and as soon as the 2 year contract ended, my data usage seemed to go over the limit. I then had to purchase an unlimited data option at an additional \$30/month. Xfinity claims to have the fastest network, yet has very low data caps that betray their messaging about how advanced their network is.

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[Ticket: # 7004069 - Data cap](#)

**Date:** 05/01/2024 06:06 PM

**State/Zip:** California 94710

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## **Description**

It's May first and they never restored my data to zero qlink didn't give me any data for the month of May

I can't check my email do online banking etc.

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**Ticket:** # 7004618 - Data caps cox

**Date:** 05/01/2024 11:32 PM

**State/Zip:** California 93110

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## **Description**

I have cox communications as my provider with no real options besides them in my area. The data caps are ridiculous and are easy to hit with a 5 person family. 4k movies and TV can easily take up a good portion of that data and video games can also easily take up a good portion of that. Fiber is still not available and the cost keeps going up pretty much every year.

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**Ticket:** # 7004758 - Comcast data caps

**Date:** 05/02/2024 07:06 AM

**State/Zip:** South Carolina 29492

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## **Description**

Please see this reddit link with hundreds of comments by users of Comcast and the unfair use and antiquated data cap totals.

[https://www.reddit.com/r/Comcast\\_Xfinity/s/mEYwisqz3b](https://www.reddit.com/r/Comcast_Xfinity/s/mEYwisqz3b)

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**Ticket: # 7005861 - Data Caps**

**Date:** 05/02/2024 02:08 PM

**State/Zip:** Oklahoma 74137

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## **Description**

I currently use Cox Communications for my internet. My plan only allows me to use 1.25TB of data per month before charging \$10 per 50GB of data. I am constantly on the edge of going over my data cap every month, which puts a strain on my family during the final few days of the billing cycle. I work from home and am in IT, which involves me transferring large files which consumes my data cap. I find it puzzling that these caps were put in place to ensure that there is no over utilization of the ISP's network, but during COVID, all data caps were removed and we didn't see a single issue with over utilization. Data caps are anti-consumer and are used as profit assurance by large ISPs that know we don't have other options. This can be seen by sharp price decreases and data cap removals on the rare occurrence another ISP enters an area with competitive offerings.

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**Ticket: # 7007148 - No More Data Caps**

**Date:** 05/03/2024 12:56 AM

**State/Zip:** Illinois 62246

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## **Description**

I am a Nonprofit Professional Christian Poetry and Music writer for FAME Focus Attention on Motivation for Efficacy

I am a [REDACTED] with over 27 million Views on Google Maps, I am also a [REDACTED]

[REDACTED] and many many more. Being a Beta Tester Non profit Even Though I should be paid for this and Non Of The Companies And apps I Work as a Beta Tester Do I get Paid For at all. The Average Beta Tester Makes 61k USD to 110k per Year and I Get not a dime from any of them. When Doing this As Beta Tester My Applications update a lot and take up Massive amounts of data and The 15 GB Data Cap doesn't meet my Qualifications to even Keep doing this With out being paid or with this data cap. I would like the Data Cap to be Raised to 35 GB Data With a Hotspot Data Cap of 15 GB Data Cap With Only 10 GB Data Cap or 15 GB Data Cap depending on the Service Provider, I Think That The Data Cap should be Raised More up to 35 GB with 15 GB for The Wifi Hotspot. I appreciate your time for reading my Message and Would like to think you for you consideration to Hear My message and Help continue to use my Talent to Keep Inspiring others using my Talent and skills to Help continue to improve the Human Race By showing Love Peace and happiness always,  
Signed [REDACTED]

[REDACTED]  
[REDACTED]  
05/02/2024



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**Ticket:** # 7009040 - Data Cap from Cox

**Date:** 05/03/2024 05:18 PM

**State/Zip:** Arizona 85304-3427

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## **Description**

I currently have Cox HSI and work from home as a computer engineer, and almost every month I hit the datacap, ridiculous. I have to tell the wife and kids not to stream stuff close to the end of the month so we don't go over the datacap

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[Ticket: # 7009486 - Please ban data caps](#)

**Date:** 05/03/2024 09:45 PM

**State/Zip:** Arkansas 72751

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## **Description**

We have had to unplug our modem to prevent going over our data cap. We have to take our kids to find public wifi to complete their school work. We can't afford \$190 a month for unlimited internet.

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## Ticket: # 7009498 - Tracfone Data Cap Blocks Access to A-GNSS (Concerns Enhanced 911)

**Date:** 05/03/2024 10:11 PM

**State/Zip:** Idaho 83642

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### Description

Hello, there is an issue affecting me (and possibly consumers using other cell service providers) regarding data caps and Assisted GNSS (A-GNSS), which is crucial to the FCC's Enhanced 911 requirement. Basically, whenever I run out of data, my device can no longer obtain GNSS Assistance data (actually, it only ever downloads GPS ephemeris, even if I have not reached my data cap, so Tracfone can only be called Assisted GPS (A-GPS) compliant, however assistance data for GLONASS and GALILEO is not necessary to obtain a cold fix). A-GNSS protocols (SUPL being the common one) are crucial to the Enhanced 911 system, which automatically provides a caller's location to emergency services. If someone in desperate need of emergency services, incapable of determining their location, were to call 911 on a device which lacks the sufficient data to do a warm start (obtaining a GNSS fix with old almanac data) and have reached their data cap, the device would be unable to determine its precise position, which may be crucial for safety-of-life, especially in urban environments where the location accuracy is low and the search radius is wide, emergency services may not be able to locate an individual in need of life-saving assistance if the only location the device provides is within a very wide radius around the connected cell tower. Thankfully, I think this is a rare issue, however it's really irritating since A-GNSS's development was rapidly accelerated by the FCC's Enhanced 911 requirement, what good would it serve to someone who has reached their data cap if their device lacks any sort of pre-existing GNSS assistance data?

GPS Test is an Android app which displays the device's current GNSS status (e.g. what satellites the chipset is tracking, quality of fix, and what is important here: the flags indicating what GNSS satellites have Almanac (A) and Ephemeris (E) data). I have attached normal-Screenshot\_20240502\_071521\_GPSTest.png, a screenshot under normal conditions (data cap not yet reached), and it can be seen that all tracked satellites have Almanac data, and all GPS+GLONASS sats have Ephemeris data. Note that none of the Ephemeris for GLONASS was downloaded using A-GNSS systems. Almanac data is usually enough to get a decent location fix, however it requires that a device has access to A-GNSS (the issue at stake) or some old data leftover (which may not be persistent across reboots depending on the device).

I have also attached data-cap-reached-Screenshot\_20240503\_145435\_GPSTest.png, a screenshot taken after the data cap has been reached, and it can be seen that no Ephemeris has been downloaded for any satellite, not even for GPS, which indicates that Tracfone (MCC/MNC 380 411) blocks Secure User Plane Location (SUPL) (or possibly some other A-GNSS protocol) when a subscriber has reached their data cap, meaning that if no Almanac data is available it could take upwards of 12.5 minutes (the time it takes for GPS's Navigation Messages to cycle) to obtain a GNSS fix, potentially leaving 911 operators with a search radius the size of the connected cell towers' signal propagation.

I have attempted to check whether or not A-GNSS data can be downloaded many times, it almost always works when I have data with Tracfone, and has never worked after I have reached my data cap, which leads me to have undeniable certainty that the data cap blocks access to A-GNSS.

P.S. (I know anything after this point is best left to a consumer complaint, which I may end up writing in the future, I just wanted to throw it in for context regarding my cell service provider) Tracfone charges \$10/GB for data, which is absurd, I don't know if the FCC has any regulations about overcharging for services, but at optimal 4G LTE speeds (50 Mbps) that comes out to a cost of \$0.0625/second! Also they advertise 5G service and upon asking said "If your device is 5g capable, you should be able to have high speed access," which my device is very well capable of using the bands of Verizon's 5G NR cells in the area, however I have NEVER, EVER seen my device connect (or even find) a NR cell. Their customer service has also dropped me three times after talking to their first representative, and after being transferred I hear a bunch of customer service agents' voices in the background for a few seconds before it drops my call and plays the line disconnected tone, so I have never been able to get any real customer support. Regardless, as a consumer who is able to squeeze by on 1 GB of mobile data per month (it can be hard to use that little in today's world sometimes) Tracfone is still cheaper than the next in price cell service provider. Also it's kinda weird that resellers such as Tracfone are allowed to get by without reporting any of their coverage information to the FCC (Tracfone doesn't show up on the FCC Broadband Map, and even though they use Verizon's network, the speeds and coverage are different because Tracfone is deprioritized), but I digress. The issue at stake is the data cap and Assisted GNSS.

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**Ticket: # 7010176 - Satellite data cap and erroneous locations**

**Date:** 05/04/2024 03:19 PM

**State/Zip:** New Mexico 87015

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## **Description**

I am a Viasat internet service subscriber. It seems to me that the delay by a second going 25K miles up to the satellite and back down has caused frequent drops by many sites I visit due to "impatience" on the servers themselves waiting for the satellite.. It seems to me that most servers are optimized for fiber, cable, DSL connections while relaying satellite to the second tiers or whatever.

Also, Viasat is unable to fix my location which I need to obtain weather , news, and other store websites..... Often I was assigned to a location in other states far away from where I live which mean I have to reestablish my location at every website that obtain erroneous locations .. This is time consuming and very aggravating!!

I had filed similar complaints before and I am doing this again.

I dont know if similar satellite internet providers have similar situations and I urge you to check on them as well.

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**Ticket: # 7010893 - Data Caps**

**Date:** 05/05/2024 11:27 AM

**State/Zip:** Nevada 89178

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## **Description**

I have experienced data CAPs at several phone companies. Tmobile, Ting, Tello. USmobile and others. All these companies offer unlimited plans but they are NOT unlimited. They have a CAP, and the details of those CAPS are very important, but often hard to find.

Rather than single out who is bad etc its best to say they are all bad, some worse than others. Selling data is a racket, important information is excluded. The FCC is not protecting customers. There should be a legal requirement to clearly state the following. Not in small print buried 10 pages down but clear and concise on th first page. Several of these Telcos are false advertising. Here is the minimum of what we need

1. Unlimited is unlimited, that word should not be allowed. They should all say CAPPED DATA at xGB
2. When the CAP expires the speed after the CAP must be clearly displayed. Some companies cut off data , others give such a low speed 128K/s its useless, This is very important
3. Tethering CAPs should be clearly displayed along with the Tethering speed after th CAP is used.
4. All restrictions on lines, data thats restricted, voip that's blocked ETC. Very important I know the restrictions
5. What data streams are free Netflix etc
6. Details of the plan, monthly (Tmobile is very rigid) or can i renew the plan any time, as with Tello.
- 7 Price for adding data in the monthly cycle is rigid
8. If there are restrictions for Tethering etc then the Telco must allow the customer to see how much tethering is used. Tello is very abusive here.  
A hidden Tethering rule and no way for the customer to know how much tethering was used. When you do too much tethering they come down on you hard.
9. The speed of the connection. This is abused there needs to be a MINIMUM speed. In my case i am told LTE at 1.5Mb/sec is OK. A joke right, no they can say and do anything they wish. There needs to be both minimum and maximum speeds stated in the contract. I am paying for data the connection speed is important. What the point of 35GB data if the speed is so slow i cant use it.
10. The word 5G is abused. There are three 5G bands LOW band, Mid Band , High Band. They need to say what 5G is being provided , the speed and the bands needed on you phone to support this service. Again its a black box of double talk. Abusive.
11. Telcos are creating two markets Home internet and Cell phone internet. They are determined to make you pay twice for DATA. This is the racket. At the end of the day i just need data. All these restrictions are to simply extract \$\$ from us, I only need one data pan. In the USA we pay too much money for data. As the speeds and band widths increase the price should come down very quickly. This is why tethering is very restrictive. If they suspect you use your cell data for home use they cut you off. Its not allowed..period.

Navigating thru these contracts is beyond time consuming and at the end of the day we never get something simple. Way too many gotya's Consider this cell phone companies brag about the ability to download at 1GB/sec. So i can use up my 35GB of data in 35 seconds. Wow then what i spend another \$50 for another 35 seconds of data. Yea great..

Telcos are beyond abusive..Period.

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**Ticket: # 7011688 - Data Cap Interference**

**Date:** 05/06/2024 03:02 AM

**State/Zip:** Minnesota 55350

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## **Description**

Data cap and inability to purchase data add on seriously interferes with my ability to stay connected. When I don't have high speed data through my provider everyone dialing me by landline gets notice that I am out of service lack of data should not interrupt my phone service. Ever since adding my ACP to my phone bill, I have has numerous complaints from customers of my own and government agencies that they can't reach me!



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**Ticket: # 7016853 - Data caps and my experience**

**Date:** 05/08/2024 01:55 AM

**State/Zip:** Texas 77423

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## **Description**

My experience has been more than frustrating. I live in a rural area of Texas. Due to health issues I currently don't work outside of home. Even though it is a rural area it is currently becoming more suburbanized. Since I moved in August of 2023. I have had the worst experience in getting Internet service in my area. I received SNAP benefits. Have a pending SSI/SSDI claim pending. Im eligible for programs for low income families. I had Xfinity essentials at my previous address in Cypress, TX. That was and is a exceptional program. I had no problems. I would pay 5-6 months in advance. At the price of \$9.95 it was a bill that I could manage. I enrolled into the ACP program when it first started. Unfortunately for me when I moved. Finding a provider that has a blueprint in my area has been more than difficult. I now have Internet service (barely) with T-Mobile. The plan I have costs \$65 a month. Which I have struggled to pay. Right now my bill is set up with 2 payment arrangements. I'm scheduled to pay \$43.92 on the 15th. My statement shows a balance of \$117 is current charges due. I have only had service since April 2024? I don't understand how my last months payment was made. Correct me if I'm wrong, but it appears that I've been billed for the coming month of June that's not even here yet. Now that my account shows I have a payment arrangement set up to pay Mays charges. Which the month of May has just started. I also have charges for June due. I have not been able to connect to my Internet without having to restart my gateway several times. Or restart my phone to be able to do nothing productive. Because my phone sits spinning trying to load browser. It takes forever to get connected. Service is slow or freezes up. So needless to say it has caused my anxiety disorder to be off the charts. I can't look for work from home jobs. If I had a job I certainly wouldn't be able to make any deadlines or get any work submitted to employer or potential clients due to these daily issues with Internet service. I suffer from bipolar and depression. All triggered by not being able to accomplish much needed tasks I need to do. Why cap a person's data anyways. Or slow their service only making it even harder to find employment. I have no problem not using these services. In this world we live in that is not even acceptable to expect. So many people rely on these technologies today. When you slow the service or make the cost of using these services not within a budget of someone that is low income. That is called oppression. And that is what it is. You are allowing these corporations that make billions of dollars to suppress and oppressed people like myself from ever moving forward. Either in receiving benefits they are eligible for. Or by them trying to better their life and circumstances. So that they are no longer low income and a more productive individual in society. Breaking people down and keeping them from being allowed to succeed in life. Is why we have crime that continues to escalate. People start to revolt when you do this. Maybe not all will submit. Accept the way you say their life should be. Majority will not surrender and be held to these degrading, demoralizing tactics. These resources are necessary in today's society. They need to be provided free of cost. Obviously the greed of men and political egotistical narcissistic individuals won't allow this. This issue has caused not only financial burdens for me. It has made my health problems worsen. And not being able to get to doctors and be treated for my health issues. I can't do a teleadoc appointment. My service is not reliable enough. Actually my services will most likely be

disconnected. Reason for my complaint. Hopefully it don't fall on deaf ears. I'm sure it will though.

Sincerely [REDACTED]

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[Ticket: # 7021544 - Data cap forced me to switch to "unlimited"](#)

**Date:** 05/09/2024 11:34 PM

**State/Zip:** Florida 33025

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## **Description**

Xfinity has been scamming me for a long time with my limited data and i has to upgrade to unlimited because i kept surpassing it, there should be no data caps specially for the prices they are charging

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**Ticket: # 7023600 - Data Caps in Areas with a Monopoly**

**Date:** 05/10/2024 07:07 PM

**State/Zip:** California 92027

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## **Description**

Cox communications has a data cap for the internet only in areas where they have a monopoly. In Virginia for example, there are no data caps, and their customers receive unlimited data for free. In my area, unlimited data through Cox is \$50 extra per month. The internet plan I have is \$90 a month already. My family cannot afford to spend \$140 on internet service, and we regularly go over the cap every month, resulting in fees at \$10 per 50 GB over. The four members of my household all play online games and stream youtube and music and watch shows. The cap of 1250GB is way to small for us. The reality of families spending more time online shows that these companies need to get rid of the data caps. I am hoping that the FCC will abolish data caps for all internet providers. Thank you for your time.

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**Ticket: # 7026144 - Data cap / Extra charges on grandfathered Plan**

**Date:** 05/13/2024 10:49 AM

**State/Zip:** Texas 77073

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### **Description**

I have Verizon Wireless and have had them for 16-17 years . The complaint I have is that my internet slows down in certain hours. Also , I'am grandfathered in a plan that was 50.00  
When I started and I want to keep the plan I have been charged 2.00 because I have the plan I don't feel that right

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**Ticket: # 7028104 - 1.25TB Data Cap a month not enough for ONE individual**

**Date:** 05/13/2024 10:18 PM

**State/Zip:** Arizona 85286

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## **Description**

I am a single man living in an apartment with a 1.25TB data cap from my ISP, Cox. I work from home on Monday, Thursday, and Friday and am frequently not home during the weekends. I have an Archer AX6000 router and keep a tight control on connected devices through the app called Tether. In the 8 months I have lived with this plan I have used only 5 total devices: my phone, my personal computer, my work laptop, my phone, and the apt's Nest thermostat. Somehow I am frequently ALWAYS at my data limit with Cox, and have gone over my allotted data limit twice, both times on the last 2-3 days of the billing cycle. I do not play games online or download large files, and apparently just working from home, watching YouTube videos, and Twitch streams is putting me over my data limit that I pay \$100 a month for. With the increase in data traffic in everything yet having the data limit be stagnant for FOUR years is utterly inexcusable.

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**Ticket: # 7028105 - Cox Data Caps**

**Date:** 05/13/2024 10:19 PM

**State/Zip:** Florida 34475

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## **Description**

I recently moved to Ocala, Florida from Covington, Louisiana. In my new neighborhood, the only internet service that can be classified as broadband is provided by Cox Communications. Compared to my previous ISP, AT&T, I was shocked to see how costly the plans for Cox are, \$110/month for 1 Gbps download and 100 Mbps upload compared to \$75/month for 1 Gbps download and 1 Gbps upload for AT&T. I opted for the even more costly plan to at least get a proportionally similar deal \$150/month for 2 Gbps download. However, with the 1.25 TB data limit this tier of internet is pointless. I will likely be going to a lower plan even than the 1 Gbps tier just because I will likely need to purchase additional data usage per month which is an additional \$50 a month. I am 17% through the month and using at this time 19% of my monthly data usage. I am currently in the process of moving and do not even have my televisions hooked up for streaming. This is also for only a household of two. My partner works from home and needs high speed access for work vpn and uses a good bit of data during the day.

By my calculations, a 2 Gbps connection with a 1.25 TB data limit can only be saturated at that speed for around 11% of a day (2.7 hours) per month before reaching the data cap. That seems astoundingly low and out of date for modern needs. I would need to spend \$200/month to get the true use of the plan which is approaching business plan price levels.

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**Ticket: # 7028283 - verizon usb tethering feels like dialup in 1998**

**Date:** 05/14/2024 05:14 AM

**State/Zip:** Ohio 45403

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## **Description**

The way I connect to the internet on my home desktop computer at this time. is by connecting my mobile phone to it with a usb cable, then tethering the mobile data connection.

I am limited to 10 gigabytes (Gb) per month on my plan through verizon. After that 10 Gb is used, according to the plan details, the speed is then reduced to 700 kilobytes per second (kb/s) at maximum, equivalent to 0.7 Mb/s if I am correct in understanding the conversion. I believe this is in contradiction to the recent FCC action of reinstating net neutrality, specifically the throttling, prioritization and fast lane rules.

In my testing the speed is actually reduced to at least an order of magnitude slower than stated. It is difficult to provide an accurate average speed however. Speed testing websites frequently time out instead of providing me with results. I tried a few apps and sites which gave results shown in megabytes per second (Mb/s used here, some sites used Mbps with the same meaning) but were rounded to the nearest tenth of a megabyte (Mb), which ultimately showed 0 Mb/s which indicates less than 0.05Mb/s.

The tests which I achieved quantifiable results on my desktop were librespeed.org at 0.04 Mb/s, testmy.net with 0.041 Mb/s and speedtest.net was 0.028 Mb/s. All speeds in this message are download speed only, for simplicity, none are for upload speed. Uploading is not a priority for me but downloading is critical. Simple images like pictures that people share, that are an average size appropriate to that of a cell phone camera, will take upwards of 45 seconds to load and sometimes will take more than 3 minutes or not load at all and time out instead.

To ensure that there was not another issue causing the reduced speed, I ran speedtests on the browser on my phone. These are using the same connection to the internet from Verizon as the previous tests but on the phone, so not through tethering. Librespeed.org gave 44.8 Mb/s, testmy.net shows 44.8 Mb/s and speedtest.net has 48.3 Mb/s. These are acceptable speeds.

To check if the cable was causing a bottleneck, I moved some files onto the phone using my desktop computer, then also off of the phone and onto the same computer. A 2.8 Gb file I created, consisting of randomized text data, took approximately 2 seconds to transfer off of the computer onto the phone, then two seconds to transfer off of the phone and back onto the computer. This was done while still connected via usb cable and still tethering internet. To me this indicates the cord is functioning properly but if further tests are needed I have plenty of cords to use and other computers to test them on.



I have a system update for my computer I started shortly after midnight. An estimated time to complete appeared on the update interface after about a minute. It said the 2.8 Gb sized update will take approximately 536 minutes to download. This does not include the time to install it after it has completed downloading.

This update has been downloading the entire time I did these tests and while composing this complaint. I realize that will skew the results, since my phone is not updating while I ran the speed tests on it, likely making the speeds there higher. Since the difference is more than 2 orders of magnitude I don't feel that matters. I tried to run the tests on my phone while updating the phone, but the updates it needed were downloaded and installed faster than any of the speed testing sites were able to load on the phone's internet browser.

I cannot afford any other companies at this time, now that I no longer receive the ACP benefit. This is not a complaint about the ACP at all however, it is about Verizon throttling my internet or deprioritizing it or slow laning it or what term they come up with next to circumvent regulations for profit. The plan is part of my mom's family plan and paid for by her. It's called "Unlimited start" and claims to offer unlimited 5g internet and 10 Gb hotspot data.

The way I recall things, the plan was sold as part of a package which included a phone, a Samsung Galaxy a10e. The plan required paying for the phone in installments, ultimately causing the \$200 MSRP phone to be paid for with \$600 of my moms money. It also required keeping the associated phone line for 2 years. The phone is not capable of using 5g. I find it despicable that my mom was sold a 4g phone under contract with a 5g plan it cannot actually utilize. I might be wrong with these details however. I am admittedly biased against Verizon for many reasons, beyond what I describe here. I have no way to find the historical information out with any certain accuracy. I am also disabled with developmental disorders and sometimes I do not think or see things clearly or accurately. Being disabled also means I am on a fixed income, otherwise I would not be reliant on my mom's generosity of paying for the plan.

It is now 5am and my system update has 367 minutes remaining. If a fiber connection were available where I lived and I could afford it, the download could potentially have taken less than 2 seconds. I feel this is a perfect example of what the digital divide looks like and one of the things net neutrality is supposed to prevent. I'm supposed to be studying for my amateur radio technician's license test that I plan on taking next weekend but this frustrated me enough that I'm writing this message instead.

Feel free to contact me with requests for any additional information and I will do my best to assist in any way. I did provide my phone number but calls are not recommended because I have no teeth and am difficult to understand over the phone.

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**Ticket: # 7035555 - Data Cap Issues**

**Date:** 05/16/2024 07:30 PM

**State/Zip:** California 95472

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## **Description**

Comcast in Northern CA has data caps on our service. If we go over 1000GB in a month they can charge us up to \$50 for just a few more GB. Normally we don't hit those levels, but when my kid tries to download a game on his PC and it fails and he needs to do it again, some of these games are 150GB in size. He can download off peak times as well but it makes no difference, we will still get charged by Comcast if this type of large download puts us over the top. The thing is, Comcast doesn't own the data getting transmitted over their lines, and if we do it off peak, this type of large download should have no effect on network performance. Yet, it's included in these 'data caps' which means we might have to pay for it. It's just a way for them to find a way to charge more. Please make this type of thing illegal.

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**Ticket: # 7037922 - Urgent Call to End Unfair Data Caps Imposed by ISPs**

**Date:** 05/17/2024 06:46 PM

**State/Zip:** Louisiana 70503

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## **Description**

I am writing to express my deep frustration and anger regarding the data caps imposed by my internet service provider (ISP). These data caps are not only unnecessary but also detrimental to consumers, and I urge the FCC to take immediate action to address this issue.

Data caps are an arbitrary and unjust restriction that serves no legitimate purpose other than to maximize the profits of ISPs at the expense of consumers. In today's digital age, internet access is essential for work, education, communication, and entertainment. Limiting data usage with caps hampers our ability to fully participate in modern society.

One of the most frustrating aspects of data caps is the lack of transparency and fairness. Many ISPs fail to provide clear information on how data usage is calculated and monitored. Consumers are left in the dark, often experiencing unexpected overage charges that significantly inflate their monthly bills. This practice is exploitative and unfair, especially when data usage can vary greatly depending on the number of devices and users in a household.

Moreover, data caps disproportionately impact low-income families and individuals who rely on the internet for remote work, online education, and accessing essential services. In a time when reliable internet access is more critical than ever, data caps create unnecessary barriers and exacerbate the digital divide. It is unacceptable that those who can least afford it are penalized for simply trying to meet their basic needs.

The argument that data caps are necessary to manage network congestion is a myth. Technological advancements and infrastructure improvements have made it possible to handle increased data traffic without imposing arbitrary limits. Data caps are a relic of the past, used to justify overcharging consumers and stifling competition.

I urge the FCC to investigate the practices of ISPs regarding data caps and take decisive action to protect consumers. The Commission should enforce regulations that prevent ISPs from imposing unreasonable data limits and ensure that all Americans have access to affordable, reliable, and unrestricted internet service. It is time to hold ISPs accountable for their exploitative practices and prioritize the needs of consumers over corporate profits.

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**Ticket: # 7039385 - Data Caps**

**Date:** 05/19/2024 01:56 AM

**State/Zip:** Illinois 60653

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**Description**

I don't appreciate Comcast Data Caps being set at 1.2 TB monthly. With 4k content and streaming, it does not seem realistic to be set so low let alone even have an artificial cap.

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[Ticket: # 7039387 - Anchorage Alaska Internet companies a dystopian joke, and they laugh all the way to the bank](#)

**Date:** 05/19/2024 02:03 AM

**State/Zip:** Alaska 99504

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## **Description**

Internet data caps in an area that has at best two carriers who choose to provide service raise prices 3-4x more than comparable plans in other cities. Should a basic internet plan cost 135\$? Should you be capped after a few zoom meetings and streaming shows? GCI thinks so. The service is not only expensive, it's forced with bundles that no one wants. Give me exactly one thing and that is a hardwire of internet to my house, keep it online, and don't touch my speed or my data arbitrarily in order to extract more money. Shameful.

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**Ticket:** # 7042706 - Cap Hotspot

**Date:** 05/20/2024 06:42 PM

**State/Zip:** Ohio 43112

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## **Description**

Due to insufficient internet air service from AT&T I have been forced to use my hotspot on my phone, which was recommended by AT&T. Now they are slowing down my speed of my cell phone and hotspot service. This lag in service is only due to their issues with their Internet Air Pod, so I am being punished again by slowing down my hotspot and cell phone performance.

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**Ticket: # 7046924 - No Data Cap**

**Date:** 05/22/2024 01:43 PM

**State/Zip:** California 94954

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**Description**

This is the first step in the wrong direction, I'm paying the ISP for internet in the same way I pay for TV, we don't put a restriction on how much TV I can watch, don't cap the amount of internet I can access without fees. Data caps are nothing more than a money grab. Unlimited data exists around the world, this is only corporate greed.

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**Ticket: # 7051598 - Tracfone Unlimited Data**

**Date:** 05/23/2024 04:01 PM

**State/Zip:** Ohio 44437

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## **Description**

On Jan. 10,2024 I purchased a Tracfone and a 1 yr. plan with unlimited data, talk and text. In April I received a text message stating that I was about to reach my data limit and needed to purchase more. I wasn't sure if it was a scam since I could never get onto my account online. (that's another story). So, within 2 weeks I stopped being able to use my phone with anything data related. Upon calling, I was told over and over that Tracfone never sells an unlimited data plan. I spent over 2-3 hours trying to get someone to listen. I was told by Catherine that someone would call me back but never did. When I asked for a manager, I was told by Rodsheldan that no one else could help me just him. They are all trained to say the same lines and do anything to get you to hang up. I even tried twice to talk to someone on their website with no help. I ended up purchasing a 1GB plan for \$10.00 just to tie me over. I will never use Tracfone again. Also, lesson learned about buying a 1 yr. plan. On 5-2-24 I did finally get someone (Jose) to listen a little bit and he reinstated my data and told me it was an unlimited plan that I bought. But after finally getting into my account online, it is only showing I have 25GB that has been reinstated. So, I will be calling again to fight some more. I wish something could be done to make this right. Thank you, [REDACTED]



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**Ticket: # 7056077 - Data caps**

**Date:** 05/25/2024 05:25 PM

**State/Zip:** Arizona 86413

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## **Description**

Last I moved to a little town in Arizona. Its close to Laughlin so I wrongly assumed tech would be up to date. I feel like I live in Bedrock! The local broadband company yes broadband is hit an miss usually miss so since we only stream online any tv programing we needed something more reliable. I saw a sign for HughesNet. The sign said 30 bucks a month which was laughable when I signed up for service. More like 150 a month! But I thought it was important so I agreed to pay 10x more than I've ever paid. I previously had Frontier in California wonderful service no bog downs for aroind 30 month. Well for 150 I didn't get a month of internet i got 100gbs! Never paid that way before and the only data caps Id heard of was when you used too much 5g internet and they put you down to 3g not much of a difference. I noticed when Hughesnet bogged down. I got no internet. So I called and learned I used up my 100gbs of fast internet and while I still had unlimited which is only what I remembered being told I bought. I couldn't believe it! Less than 2 weeks of internet for that much money? How does that company stay in business? I'm scared that all companies are gonna start doing this. I know they originally tried but congress got them to wait 5 years before doing it again. That was over 5 years ago! With Spectrum buying up all the other companies we may not have the option of competition to get a lower price anymore. What will people like my husband and I do on a fixed income? Its sad that social security isn't fueled with the inflation everything else is and our dollars go less and less every month. Rural communities need more internet options I am currently on waiting list for t mobile and verizon they cap how many they serve in a area. I can't afford the equipment for Starlink which I hear is awesome. So I have only patchy broadband or Hughesnet with their very high prices and data caps!

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**Ticket: # 7056519 - Data caps and general malicious practices by ATT**

**Date:** 05/26/2024 02:41 AM

**State/Zip:** Mississippi 39194

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## **Description**

Please hold ATT for the horrible misuse of funds from the government. They were supposed to extend high speed internet to rural areas, such as fiber. Im sure at many homes, justlike my own they would do the bare miniumun and not send the fiber line all the way down the road. The fiber line was stopped barely 800 yards from my home so i can not use it. I am forced to deal with ATT's lies of unlimted hotspot internet on my cell phone. Which they constantly data cap, turn off the signal, and worst of all they are doing it on purpose to abuse us poor rurals citizens of this great country. ATT knows we have no other options so we are forced to over pay for sub par internet that only works when they allow it, not when the bill is paid. Please, can anyone from the FCC help me.

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[Ticket: # 7057099 - Data caps are bad](#)

**Date:** 05/26/2024 05:31 PM

**State/Zip:** Washington 98204

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## **Description**

Comcast has a 1.2tb data cap in Washington, this is readily reached because I work from home and use data all the time. They overcharge for more data and it's a flagrant abuse of their services for more profit, I already pay a premium for fast stable internet. In fact tax payers paid comcast to roll out technology for gig internet across the country and they stole that money from tax payers and never upgraded their network. Please do away with data caps and force them to provide what they should've years ago with our tax money.

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**Ticket: # 7057170 - Data caps from Xfinity**

**Date:** 05/26/2024 06:58 PM

**State/Zip:** Texas 77373

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## **Description**

Xfinity just brought service into our area. Which of course isn't fiber. Anyway, I opted to move to their service from spectrum because it was less expensive. Spectrum isn't fiber either. Xfinity caps my service at 1.2TB. In today's society we all know that's not near enough. So, their solution was to charge me more for unlimited data. This is ridiculous considering it doesn't cost the provider any more.

It's my understanding from a local government network administrator that service providers were given an amount of money to install fiber and provide better service from the federal government? It doesn't appear it's being used for that?

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**Ticket: # 7062579 - Bait and seitch**

**Date:** 05/29/2024 01:56 PM

**State/Zip:** California 95112

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## **Description**

When I signed up with this SafeLink they offered unlimited everything 2 months later they shut my data off after so many megabytes I called they fixed it that month they said oh yes I can see that you're on unlimited plan then they took my unlimited plan off and made it 6 GB a month when I called to complain they said that I had to have both lifeline and ACP in order for it to cover it so I would have to fill out for both you and the acp. I said no I went in on the plan that was all included unlimited data talk and text they said well they changed it I said you can't change it that's why I signed up with you anyway they never changed it now they're trying to put a cap at 25 MB I am haven't user of the internet don't even get slow speed after the data cap no speed is what I get and I would like them to guarantee at least the lower class of Internet speed if they're going to catch me at 25 MB this is an ongoing issue with several people that I've encountered they did it sign me up for two things I never even signed up for lifeline I only signed up with ACP and then they at me they signed me up over for lifeline so I think that's fraud on their end because I only signed up for ACP anyway you have my number you can reach me I hope something is done with this because this is ridiculous I'm going to try to change providers if they don't give you my unlimited plan back but I'm stuck with them for now because I'm low income and that shouldn't matter

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[Ticket: # 7063951 - Complain](#)

**Date:** 05/30/2024 12:41 AM

**State/Zip:** Texas 78214

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**Description**

I have a lot of problems with my data speed because I Have a big family.

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**Ticket: # 7070237 - Xfinity data cap**

**Date:** 06/01/2024 02:38 PM

**State/Zip:** Washington 98056

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## **Description**

My family does not subscribe to cable TV, and instead utilize the Xfinity home internet to stream TV contents to our main TV, and various other devices such as computers and phones. The usage is primarily limited to streaming media, and is not spent downloading. Normal everyday usage should NOT be affected by the data cap, but unfortunately it is.

On an daily basis, the daily usage ranged from a low of 20GB, up to a peak of 120GB. The daily average is somewhere around 40 GB per day. When accounting for 40GB per day, that is just below the allowed data cap.

Every month I'm faced with a hard choice. Limit usage, or pay the ridiculously high overage prices, which could equal \$10/day, up to \$100.

In May and current, I'm needing to utilize LTE hotspots to supplement data for my family. This is ridiculous. The data cap needs to be increased to at least 1.5 TB just to not struggle every month. I feel 2TB is reasonable.

Xfinity refuses to grant the grace month per year that they say is available, and often over report data usage. I was disconnected twice today from chat support just for asking for one.

I'm not directly accusing Xfinity of fraud, but whenever the data usage is well below the cap, the month rolls over and resets normally. Whenever the data use is near or exceeding the cap, the cap stays in place incurring more costs than normal into the next month. A call to support is required to correct the billing. Otherwise they would get away with overcharging. Currently its June 1st 11:27am PDT, and the data cycle has not yet reset. It has been showing the end is May 31s with 0 days left for the past 2 days. Support says its fine, but it is never fine.

Xfinity charges \$30/month for unlimited. with the data cap so low, this is really intended for the everyday user, not power users!

It doesn't help that there are no alternatives. Xfinity is a monopoly in my area.

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**Ticket: # 7072267 - Data Caps**

**Date:** 06/03/2024 11:23 AM

**State/Zip:** Kentucky 42048

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## **Description**

My phone plan changed without warning. I called SafeLink and found out my plan changed from unlimited data to 10 gbts which was supposedly used up in one day according to them. So I had to purchase more data and I am disabled and need to have more data. It's not right they changed my whole plan without telling me, including the date my plan starts. I understand Congress did not approve an extension but that is no excuse that SafeLink did not inform me. Instead I got a text saying I met my data limit and my phone wouldn't work after that. They have done this to me at least three times now and it is irresponsible and detemremental to my safety that I can communicate through my service.



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[Ticket: # 7072781 - Xfinity 1.2tb internet data cap](#)

**Date:** 06/03/2024 01:35 PM

**State/Zip:** Texas 77573

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## **Description**

I recently ended by Xfinity TV services due to the high cost and I've switched to streaming services. However, with the switch to streaming, I'm now exceeding Xfinity's 1.2tb data cap. I do not see how any family that switches to streaming would not exceed this data cap. I think it's unfair that Xfinity sets a data cap in my state/region, but does not have data caps in other parts of the US. I must pay Xfinity \$30.00/month for unlimited data to avoid high overage charges.

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**Ticket:** # 7079607 - Data lifeline ACP rip

**Date:** 06/05/2024 09:39 PM

**State/Zip:** Washington 98144

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## **Description**

Forced to add a line when imalifeline customer. No device is free. Minutes are rolotoo low considering therapy doctor scheduling contacting agencies, banking et Al.

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**Ticket: # 7083088 - DATA CAPS**

**Date:** 06/07/2024 01:06 PM

**State/Zip:** North Carolina 27260

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## **Description**

Good afternoon, I understand that everyone is in need of data and phone services, however it should be illegal to cap my data or slow down my usage to when my bill remains the same price. Also, phone companies should make it a protocol to notify consumers of network problems or prescheduled maintenance. We shouldn't have to hear that our phones are the issue, and we are given the option of buying a new phone and the prices for them are outrageous. When asking a customer service rep where or how to file a complaint beyond the services that they have provided, we are told there isn't anyone higher to complain to or to further assist us.

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**Ticket: # 7085923 - ISP Data Caps, Throttling and Fraudulent Speed Advertisement**

**Date:** 06/09/2024 04:17 PM

**State/Zip:** California 95603

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## **Description**

I urge you to look into Astound Broadband in Auburn. They advertise gigabit speeds however it seems like they pre-emptively throttle customers before customers even reach data caps, and it seems if you stream regularly they pre-emptively throttle you without warning before you ever even hit your data cap.

I have also noticed they throttle certain streaming websites while allowing full speed on others, for example they throttle dailymotion but allow youtube. I tested this by switching my laptop to my arguably slower hotspot to run dailymotion as I had tried to run it on my laptop using the internet connection provided and it ran like a dream, back to my internet connection and it immediately froze but all other websites were running as expected, they merely targeted that one. If I'm not mistaken these practices are illegal once again.

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**Ticket:** # 7087007 - Xfinity data usage

**Date:** 06/10/2024 12:34 PM

**State/Zip:** Illinois 60002

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### **Description**

I average 300 gbs per month but in April, 2024 I received a notice that I was close to going over my monthly allowed of 1229. I freaked out because I have never received this notice. I see there are several people with the same complaint. I just wanted to add another one to your investigation.

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**Ticket: # 7087506 - Data Caps are Textbook Price Gouging**

**Date:** 06/10/2024 02:35 PM

**State/Zip:** Arizona 85281

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## **Description**

To Whom it May Concern:

I have an internet plan with the mega-ISP, Cox Communications. I live in a major metropolitan area next to a large University. My account has been in effect for over a decade; my latest service plan was last updated maybe 5 years ago.

Recently, Cox started "enforcing" data threshold fees, that are exorbitant and far too easy to surpass with normal family and business use of their "even faster" internet-service plan. My household streams on one device as it always has, while also using the internet to make video calls and proceed in normal modern work-from-home business operations.

Yet now, every month I run at risk of paying Cox outrageous fees for going over a measly 1280 GB data limit, with a huge \$10 per tiny overage of 50 GB. The alternative is a mob-like protection plan, an additional \$50/month for "unlimited data." The fees do not match the cost of service. If it wasn't so crooked, it would be laughable.

It would be one thing if these data caps were hard to surpass without the extreme-utilization of internet service. What is going on is clear price gouging by an effective telecommunications monopoly to extract unreasonable profit from an already overburdened public.

The FCC and Federal government should act immediately to limit ISP data caps and better regulate these virtual monopolies.

Best,



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[Ticket: # 7093238 - verizon wireless throttles all data to zero](#)

**Date:** 06/12/2024 04:42 PM

**State/Zip:** Florida 33602

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## **Description**

verizon wireless throttles and data caps all wireless data all day this weekend in washington dc where data did not work anywhere from 12pm to 8 pm

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**Ticket: # 7093320 - At&t/Comcast/Google**

**Date:** 06/12/2024 05:05 PM

**State/Zip:** Indiana 46901

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## **Description**

I write this after waiting 10 minutes for a Google search of "wireless provider no data cap," and came across a link to this website, which I waited another 10 minutes to load on my \$1200 Galaxy device through my \$300 per month AT&T wireless plan. Nearly every month for the last 4 years of my life, I've shelled out thousands upon thousands for what these companies have described and advertised to me as 'unlimited' plans for both cell phone service as well as home internet service, having great speeds for a short period of time, only to be smacked with a brick wall, aka the data cap that is somehow without failure never mentioned upon signing contracts and agreeing to plans. So it's either deal with 10 minute per click web browsing, or shell out another months payment on top of your regular payment for more "unlimited" internet experience. At&t being the worst of them all in failed to mention charges and fees, I truly believe they should be investigated company wide for robbing the public for 50 years plus. Xfinity should be next in line, although offering the best service for the price, yet still capping "unlimited" internet demanding more money for more 'unlimited' service. It's all a massive scam, and the devil is in the details, they all know this and reap billions in benefits for taking advantage of people, knowing we can do nothing about it. I've broken phones, laptops, etc out of frustration for these companies and their practices, thinking, "how many more billions is needed before you can stop the fraud and just be a decent company with honest values?"



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**Ticket:** # 7094005 - Overage charge

**Date:** 06/12/2024 11:37 PM

**State/Zip:** California 91932

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## **Description**

I applied for connect assistance. I saw commercials on TV that said that it was unlimited data for \$30 a month. I was approved. I received an email saying that my bill was going to be one 8934. I was charged two 2731 last night. When I called I spoke to Antoinette yesterday and she said she did not see a charge for 227. She saw a charge for 189 and \$.34 that is not what happened. She also told me that Overage occurred with data and that I was going to be charged \$100 over next month. This is false advertisement according to Cox.

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**Ticket: # 7095193 - Unecessary Caps**

**Date:** 06/13/2024 01:49 PM

**State/Zip:** Georgia 30071

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## **Description**

A household of 4 that has two remote workers. I pay \$130 month for just internet, not even fast internet, in a low cost of living state. The data caps have been set to 1.2TB for years and have not kept up with size of data that's transmitted. Video, data, software, have all grown in size but Comcast still insists 1.2TB is enough for an entire month. One person in the house is a gamer and most game downloads can be 100GB. It's almost necessary to have to pay the extra \$30 a month to make sure you don't go over, otherwise it's \$10 for every GB you go over. Before paying for the cap allowance, we tried to limit internet usage, and we just come under but it takes a lot of cutting usage to keep under the limit (why am I paying so much for this then?), but that's not always possible because I have to work. This feels like I'm being penalized for using a service I already pay for. We don't excessively use data, but treated like we abuse the network.

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[Ticket: # 7096543 - Paying an extra \\$30 to not have data caps](#)

**Date:** 06/14/2024 12:06 AM

**State/Zip:** Michigan 48033

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## **Description**

I have to pay an extra \$30 a month to not have a low data cap. My total bill for internet alone is \$151 a month. This is absolutely ridiculous. ISPs have free rein in the US to abuse consumers.

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**Ticket: # 7097742 - Comcast Data Caps Experience****Date:** 06/14/2024 02:03 PM**State/Zip:** Washington 98133

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**Description**

I recently got approval to work from home, and got lucky with a gift of a gaming computer I'm installing games on. Both will increase my data usage up to what it used to be before my last gaming pc broke. Comcast insisted on the phone I only use 500GB now, so why would I ever need more than that in the future? I explained that I don't want to have to shape my future data usage or ANY of my consumption based on what I happen to financially be able to own. What if I want to start a business that uses internet? What if I get WFH approval? What if I get offered a fully remote job but am afraid how it will affect my bill or if Comcast will allow me enough bandwidth to do the job? These are all questions consumers should not have to ask themselves. Data caps should be completely illegal, and completely excluded from the definition of "tiered services". If I re-arrange my files on dropbox so I'm backing up tons of data to the cloud, why should consumers being safe and secure be punished? What if any of my housemates got a wfh home job, or a job with different hours that would allow them to be home streaming video while I work?

All reasons data caps are predatory, and fees with them hit low income consumers hardest. Why can comcast have a data cap at all on hardware that US taxpayers paid for so that Comcast can rent them to us? Where in their 30+ billion in 2023 profit are they investing in faster internet for existing users, or cheaper plans for lower income users, or providing access to rural areas they pocketed the taxpayer funds for in the first place?

If Comcast can't afford to shoulder these costs of doing business, why would consumers be able to, and why would they be responsible for doing so? They have a monopoly so that I cannot go to a competing ISP because they do not exist in my area. Internet is a need to have for employment, so why do we allow them to push down on struggling Americans so much?

Nationalize comcast, or break it up into multiple regional companies.

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[Ticket: # 7098073 - Arbitrary data caps](#)

**Date:** 06/14/2024 03:21 PM

**State/Zip:** Arizona 85248

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## **Description**

In our area, Cox Cable adds data caps to home internet connections. In a world where the amount of data that is moving is constantly increasing, our ISP is just using it as a way to make more money through junk fees. Every single month we end up paying about 20% more than the regular internet price. We watch TV (Via internet, not cable), play videogames, and always end up over the data cap. This is just another junk fee in the world that should be eliminated. The base price of cable is not representative of the true price of the service.

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**Ticket:** # 7098879 - Q link wireless

**Date:** 06/14/2024 09:43 PM

**State/Zip:** Washington 98499

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## **Description**

I purchased a unlimited data data plan through Q Link Wireless after thy switch to allow 4.5 GB a month I ended up using 14.30 GB and now they want me to purchase more data even tho I already purchased the unlimited, they're playing it off that they are throttling my data speed but I'm unfortunately in no data whatsoever so they keep recommending I purchased more data they won't explain to me what the data cap is for unlimited and it's just very frustrating.

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[Ticket: # 7098995 - Cox charges extra \\$50 a month in areas where they have a a monopoly](#)

**Date:** 06/15/2024 02:07 AM

**State/Zip:** California 92027

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## **Description**

In areas where Cox has a monopoly they charge customers a \$50 per month extra fee for unlimited data. My friend in Virginia says she gets unlimited data from Cox for free included in her plan because they have many options for Internet there. Here in Escondido, CA, there is no other option but Cox. They charge this fee just because they can. I have two teenage boys and a husband. All of us stream videos and play video games online every day for hours. I am bipolar and it is one of the ways my therapist recommended dealing with the depressive episodes. Without internet, I go to a dark place. It's imperative that I have unlimited data but we can't afford the extra \$50 a month charge on top of the \$60 we pay already. Especially in this economy.

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**Ticket:** # 7102387 - Spark light Data Cap

**Date:** 06/17/2024 05:25 PM

**State/Zip:** New Mexico 87124

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## **Description**

Sparklight's data cap is too low for my family. It sits somewhere around 1.3TB/month. In order to have that high of a data cap, I'm required to purchase the fastest internet speed offered. On top of that, I have to pay either \$10/100GB over my cap, or \$40 extra/month to make my data cap 5TB/month. So the advertised price of \$75/month become \$115. It is unfair.



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**Ticket: # 7102453 - Data Caps**

**Date:** 06/17/2024 05:45 PM

**State/Zip:** Arizona 85284

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## **Description**

Data caps should not be a thing in 2024. Many people, like myself, spend a lot of time working from home and using streaming services for entertainment. Data caps were put in place at a time when only a small percentage of people were streaming low resolution content that required significantly less data transfer. They are an antiquated policy that only serves to enrich the ISP's, many of whom already have a monopoly in many areas. During Covid ISP's removed data caps and everyone's internet worked perfectly fine. Let's get rid of data caps. While we're at it, let's break up the big ISP's and start treating internet access like a utility since it is a necessity in modern life.

P.S.

Thanks for reinstating net neutrality.

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[Ticket: # 7102930 - Data cap qlink](#)

**Date:** 06/17/2024 10:49 PM

**State/Zip:** Massachusetts 02026

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## **Description**

This phone barely work. Very very slow and lagging. Won't load simple apps like Facebook And youtube. Slow Google. Threatening and unrelenting texts saying my government benefits are ending and to act not to buy plans and better phones. This happens on text and email. They were supposed to switch my number and they never did which raised my metro T-Mobile bill by 30 while this phone is garbage

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[Ticket: # 7105312 - Automatic throttle by Qlinkwireless](#)

**Date:** 06/18/2024 10:37 PM

**State/Zip:** Arkansas 72756

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## **Description**

Qlinkwireless automatically throttles, even when they say that my plan has been refilled. 2.5 years ago i had to change my internet providers for the EBB(ACP) i switched it to my lifeline carrier qlinkwireless. But not one time has my data been even close to usable. Half a megabyte speed, ive filed complaints with 0 response from Qlinkwiress.

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**Ticket: # 7107126 - Eliminate Data Caps please Xfinity**

**Date:** 06/19/2024 09:15 PM

**State/Zip:** California 94132

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## **Description**

As a Xfinity customer, my internet plan is subject to 1.2TB per month. With technology use continuously growing, it's inevitable that data usage will continue to increase. Our household of 4 use the internet like most others these days - online streaming, school, and work. I hardly consider our use excessive but we have reached the data cap several times within the past year. Many ISPs provide unlimited data without additional cost and I hope Xfinity can do so as well!!

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**Ticket: # 7109708 - Data**

**Date:** 06/21/2024 02:07 AM

**State/Zip:** California 92262

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## **Description**

It's incredibly frustrating to already be in the position where you qualify for these benefits to begin with but then to see just how easy it is to abuse and then you realize that there is only one goal, keep replacing phones, cancel and switch if a new phone is needed, and under no circumstances do vendors ever respond or do more that try to do the previous. If you ask me the damage phones should be collected and repaired and then reconditioned phones could become an option as well the constant game of changing numbers needs to stop. Porting should be done always or as a rule because it serves no one in most cases to keep having number changes. There should always be a paid replacement option available at a reconditioned or fair price by profitable for vendor for anytime a replacement phone is needed and I'd argue there should always be an upgraded phone offered as well so that the program doesn't have to be a new phone every 60 days like it seems to be for most. Providers are the ones that know and create the abuse and waste, ver6 rarely can you find an option that I mention above and when I have like my current situation it's buying one for cash off of a tent worker and now I'm struggling to get everything taken care of as he ran off with the money and I don't have a way o contact him nor does any representative of safelink. Overall the program can have a really positive result but it's causing someone like me lots of problems with data caps and slowdowns during important situations like interviews, metro directions for first day on the job, and straight up data caps after one day of use. There must be away to set up data to always allow some core activities like I've mentioned and regulate or require other extravagant streamings etc. there's got to be an app for that. I appreciate what's done with this program but I'd like to be able to fix the issues. Some carriers have awesome durable phones that have repair options etc but no good plans and others have amazing unlimited everything but their phones break so easy and there are zero to way more than the cost of the phones to fix. There must be cost effective ways to handle these issues. I'd even go so far in saying that paid unlimited plan for even a 20 extra price point would be a popular option and I'd bet would bring in a lot more money than nickeling and dining and might reduce the constant swapping plans or a one time benefit available to anyone that buys a device or wherever needs to be done to help save the benefit funding. A free everything is nice but let's be honest and realistic most people can afford to pitch in and while providers need to make money both should be able to balance out and prevent abuse or canceling of benefits.

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**Ticket: # 7113050 - Unnecessary overcharges**

**Date:** 06/22/2024 09:39 PM

**State/Zip:** California 92630

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## **Description**

My mother in law has been charge \$50 extra every month to be able to remove data caps from her service. She does not want to worry about family coming over specially with everything moving to Internet based. It is ridiculous that even their own ISP devices are one of the top uses from here own bill statement. She has been paying this for years without knowing that she never really needed it but she got upselled at some point and they never extended her ways to save on this. In 2024, where everything is Internet based, this should not even be allowed for hardwired services like Cox and she no one should be worrying about whether they will go over. Even cellular plans offer unlimited plans, even when they slow down the service, and they use way more complicated and expensive equipment and technology than the decade year old technology cable has done. Not to mention, the monopoly on her area does not allow for fair competition for her to have options. Cox is the only one that offers up to date speeds and they have complete freedom to charge and practice how they please due to that. I helped her get rid of this and took a whole week of constant calls and chats as they did not make it easier for her.

Please enforce ISPs to no longer apply data caps for hardwired services, this is unheard of in even other countries where the Internet is harder to come by.

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**Ticket:** # 7113393 - Home internet data cap

**Date:** 06/23/2024 01:20 PM

**State/Zip:** Colorado 80015

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## **Description**

I recently canceled my cable because of forced contracts and over-priced television packages. I couldn't afford \$317 a month for tv and internet. Streaming live was a huge cost saving option. I kept my home internet with Xfinity just find out that they have a data cap. I have a family of four in my household, in which members work from home and have school using the internet. I have checked for other isp's in my area and there are not any available. I'm therefore forced to stay with Xfinity and pay for additional costs to avoid the data caps. Xfinity doesn't have data caps in all states but does in my area. I'm a teacher trying to save money and allow my family to function reasonably with internet use. Xfinity is forcing our hand and forcing us to pay their high prices. This is not right.

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[Ticket: # 7118925 - data cap on T-Mobile network](#)

**Date:** 06/25/2024 09:39 PM

**State/Zip:** Colorado 80020

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## **Description**

I had Sprint and when T-mobile took over, my service plan was changed to poor quality product and customer service. Even with unlimited data, text, voice and mobile hotspot, the network connectivity is at a slow crawl. I do not stream, just check email and occasional web browsing. It seems my data is throttled even before reaching their set data cap.



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**Ticket: # 7124217 - Cricket Unlimited Data Cap**

**Date:** 06/27/2024 11:01 PM

**State/Zip:** Arizona 85373

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## **Description**

Due to finances, I'm currently on my sister and brother in law 's phone plan with Cricket. It's the highest plan that they have with unlimited data and Hotspot of 15GB.

Due to ACP ending and internet no longer being affordable for me, I now have to use my cell phone for data and the internet. I remember doing this 4 plus years ago for 3 months, but I don't recall having the same amount of problems that I've had the past 18 days.

In just about 2 weeks I hit Cricket's data cap of 22GB. Since I had always used my wifi connection at home and not my cellphone provider for data connection, I was very surprised to see all the notifications for getting close to this magical number. Here I thought unlimited data but never needed to understand about the dirty little secret that these companies hide from us when pushing their service.

Also I didn't understand how hard on the battery it is using Hotspot on my phone. So I'm going through GB's like crazy, thinking something seems off on the numbers but I can't prove anything. On top of that, my phone and battery are overheating and I don't know if it's because of the hardware (Samsung Galaxy A54 5G phone bought through Cricket Sept 2023) that the battery is this way or a software issue with Samsung or Cricket or operator error.

Just frustrated because I had used my cellphone to Hotspot before and I didn't have all these issues and I don't appreciate getting hounded that I've exceeded an arbitrary number that I don't recall ever seeing before of 22 GB.

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**Ticket: # 7126577 - ATT prepaid cell purposely slowing internet service**

**Date:** 06/28/2024 08:35 PM

**State/Zip:** California 94131

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## **Description**

I don't know how long this has been going on, I noticed my cell internet not loading web search results on occasion and unable to make calls to the point I have to go home to use my landline or my desktop at home. I'd try different browsers when this happens, no change in results. I don't use my cell internet a hell of a lot so I'm pretty sure I haven't reached monthly max. Today, I tried to load a page at home and it took 7 minutes but while I waited I went to my desktop and it loaded the same page immediately...yet was still waiting for my cell to load the webpage. This has been happening more and more and I believe ATT might be treating prepaid customers differently DESPITE not reaching close to max internet usage. Knowing they purposely slow speeds (seems for greedy reasons) and want to get out of the landline business are particularly scary reasons for low income ppl such as myself on fixed incomes. They might say they slow speeds during high peak use but if I don't use the cell internet all that much why am I being penalized and slowed down for others high peak usage to the point calls can't be made and internet can't be used? It's also a problem that we as customers have to figure this out while it's happening and no notifications are given or alerted to us when the blocking starts or stops on these cell phone carriers because they don't want us to know they're purposely slowing and blocking access so we might default to thinking it's something we should be fixing when in reality we have no control over it. I can only imagine how badly this negatively impacts older ppl who WILL think it's them not knowing how to use a cell phone but don't want to tell anyone out of fear they'll be thought to be incompetent. It's infuriating.

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Ticket: # 7126765 - Phone company's forcing you to stay with them by locking your phone so you can't take it to a different service provider for 12 months

**Date:** 06/28/2024 11:44 PM

**State/Zip:** California 92501

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## **Description**

My experience with qlink and boost mobile and metro PCs has been nothing short of a night mare especially for the life line program they did not provide you with data at a normal speed you constantly have to top it up and the top ups go even quicker then even if you purchase your phone from them outright when you purchase your plan or it was free with the service they will lock the device making it impossible to switch service unless you buy a whole new phone I just experienced this with boost mobile and that is wrong cause I paid for that phone and I can't even switch from their crappy service cause they locked my phone and refuse to unlock it in a attempt to stop me from going to another service provider.

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**Ticket: # 7127114 - Data Caps**

**Date:** 06/29/2024 11:30 AM

**State/Zip:** Utah 84020

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### **Description**

We used to do just fine until Comcast/Xfinity lied about our bill and what we would be losing. So we dropped the TV and went to just Internet. But now that we've switched to YouTube TV in the middle of the month, our data has shot through the roof. I really wish there were more options.

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**Ticket: # 7128672 - Unlimited Plans but with a Data cap?????**

**Date:** 06/30/2024 06:08 PM

**State/Zip:** Washington 98250

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## **Description**

No matter what telecommunications company I use, after exceeding my data gb cap limit on an Unlimited Plan, the download speeds are so slow to non-existent that I cannot even get an email? This is unacceptable at any level and needs to be fixed! They are forcing me to purchase more add on data at extravagant costs.

BTW, there are no reasonable internet isp's anywhere in my area. Eg. to view a local tv station here costs about \$200 a month. (\$80 plus to \$175 a month for internet access then \$100 plus a month for satellite or streaming services!

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[Ticket: # 7131051 - Unlimited data](#)

**Date:** 07/01/2024 06:20 PM

**State/Zip:** Colorado 80249

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## **Description**

I had unlimited data and when I got a new phone and service going again I have limited data...

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[Ticket: # 7133055 - data caps are illogical](#)

**Date:** 07/02/2024 03:36 PM

**State/Zip:** Illinois 60618

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## **Description**

Hello, Comcast imposing data caps is as unfair as wireless companies charging for SMS. There is no reason this should be allowed, especially when they use it as leverage to put their devices inside our homes.

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[Ticket: # 7140122 - Data Cap and access to OneDrive and similar backup services](#)

**Date:** 07/06/2024 06:06 PM

**State/Zip:** New Mexico 87015

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## **Description**

I have a data cap of 40 GB through Viasat and this means that I have limited access to OneDrive provided by Microsoft or others from Google , etc. Also, it appears that my anti virus software through McAfee has been gobbling up my data for no obvious reason which cause rapid rundown on my data limit.

Not everyone has access to limitless cable internet or fiber internet which they are assuming ..



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**Ticket: # 7141355 - Throttling and billing issues**

**Date:** 07/08/2024 06:46 AM

**State/Zip:** Iowa 52627

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## **Description**

Us cellular my cell and isp provider has been completely making my internet all but unusable after my data cap is reached. I have reached out numerous times to seek a solution with my provider; however, each time I was quite curtly told there is nothing than can be done. My bill for both cell and internet service is over 400 dollars per month. Worse still despite my billing cycle ending on the 12th of each month i am forced to pay by due date of 7th each month. Lastly, I firmly believe this is unfair. Please know full documentation and copies of chats and voice conversations are available if required. Thank You

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**Ticket: # 7145171 - Hello Mobile fraudulent business practice**

**Date:** 07/09/2024 02:16 PM

**State/Zip:** Georgia 30349

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## **Description**

I moved to an area Xfinity didn't service so I called Hello Mobile to ensure coverage and specifically asked how many GB are included in their "Unlimited plan" before data gets capped and they told me on 2 different calls that there was no cap at all. I went through the hassle of porting my number over to them and noticed the next morning that my data slowed down to speeds slower than 2G, meaning it literally takes 20seconds for a basic page to load IF it loads. So I called them back and asked what's going on and why my data is capped, they instructed me to go to a website called "ismyinternetworking.com" and the site showed that while I was connected, my data was being throttled. When I confronted them and asked yet again why they're capping my line, I was again told no such thing and that they don't have a cap at all. The weird thing is their website pulls up immediately but any other site or app is ridiculously slow to load, to a point where the entire service is useless. I seriously thought about why no one is holding this company accountable for the misleading advertisement and corrupt business practices. Upon searching online I found tons of other people complaining about the same issues so I'm hoping filling this complaint triggers an investigation of their devious tactics. I took a screenshot to see at what GB my data was capped and they slowed my connection down at 2(!)GB on a so-called unlimited plan. Absolutely ridiculous. Had they not falsely advertised their service I would've never signed up and ported my number to begin with. Please feel free to reach out with any questions, I'd greatly appreciate if someone could pursue disciplinary action not just for me but the thousands of other customers they screwed with their lies. Thank you

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**Ticket: # 7148064 - Cox Data Cap**

**Date:** 07/10/2024 02:53 PM

**State/Zip:** Nebraska 68112

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## **Description**

The monthly Cox data cap of 1280GB is ridiculously low. I work from home. If I have a single television on during my workday for research (CNBC) or simple background noise, I go over my allotted data cap. According to the Cox website, a single television consumes 5GB of data hourly. Ten hours a day @ 5GB = 50GB multiplied by 30 days in a month = 1500GB data and that's without using any other device or data on my plan. It's a ridiculously low number. To move to unlimited data, I have to increase my monthly bill by 71%. It's such an insane principle. I pay for a service and then I'm expected to pay MORE just to simply use that service. It's like leasing a car with an annual mileage expectation of 100 miles. It's simply unrealistic. Please enforce the removal of all data caps or make them much higher to accommodate a normal household usage of data.

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**Ticket: # 7152029 - Standup wireless**

**Date:** 07/12/2024 05:51 AM

**State/Zip:** Pennsylvania 18102

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## **Description**

I have had nothing but problems with this company since day 1, since the beginning my service was always, in every category "system non responsive either close app or wait" this went on for days sometimes, I called spoke w several employees and they all were at a loss until one did a hard reset which shut my phone down for two days then it worked normal for a frw days all to go back to its same behavior, now my friend has the same company his does the same. The phones do whatever they want even turn on and off text and call people. It's quite amazing to watch but was told they would trade but I would have no phone approximately 2 weeks I have serious health problems but at this point I don't even think I can dial 911. Since the beginning I had unlimited everything, a few months ago unknown to me they changed it . I hadn't used my phone in about two weeks it was off as a matter of fact bc it was acting up again and I was at a friend's where it would not work. I left ,got home almost 2 weeks later to have the company message me that I had used up all my data and had to wait more than two weeks till they top up my account!!! I barely used it this month, then I found out they changed my plan!! Now I can't get any messages from my doctor's and I'm waiting to have vascular surgery I called and asked for a supervisor and was put on hold for thirty minutes

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[Ticket: # 7154411 - Data cap limit](#)

**Date:** 07/13/2024 12:08 AM

**State/Zip:** Arizona 85301

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## **Description**

We are a family of 6 and limited resources we have kids in school and 1 in high school that requires a lot of online work also some of our work requires remote work and with a data cap is difficult to budget it in we are force to use cox aince its the only provider we have in my area and forced to pay for unlimiyed or otherwise get penalised to use more data

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Ticket: # 7155383 - I am no longer to use my phone because of the provider restricting my account for making too many phone calls on unlimited service

**Date:** 07/13/2024 10:30 PM

**State/Zip:** Florida 33827

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### **Description**

so my phone randomly stopped getting service because apparently i made too many phone calls on an unlimited plan which makes no sense i have straight talk wireless and they completely scammed me for having to buy a whole new phone they blacklisted this phone so i could no longer use another service provider. This is not right i payed way to much money for all this.

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**Ticket: # 7165640 - Cox - Unlimited Data / throttled service and interruptions in service**

**Date:** 07/18/2024 02:43 PM

**State/Zip:** Nevada 89134

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## **Description**

Cox in Las Vegas has priced residential services (unlimited) at \$150 a month, an increase from \$67 14 months ago. Service has been interrupted every day (day and night, as long as an hour each time) for 8 days, and they have no explanation when I call. Despite charging me the highest rate they publish (locally), they throttle my service so it is slow despite my paying for the "internet ultimate 500" plan. I am single woman, there are not 4 people online here. There is no alternate provider that offers the same speeds and Cox's predatory pricing and poor service reflects that they know it.

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**Ticket: # 7168458 - Falsely Advertised "Unlimited High-Speed Data"**

**Date:** 07/19/2024 04:28 PM

**State/Zip:** Alaska 99709

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## **Description**

GCI's most expensive residential "red Unlimited" plan is falsely advertised with "Included high-speed data: UNLIMITED" when they actually only include 4TB of high-speed data "per internal policy". Just like all their cheaper plans that actually specify a limit for high-speed data, when you reach this limit they cut your service to their "Basic Level of Service" of 10mbps/3Mbps for the remainder of your billing cycle. This "internal policy" contradicts their advertising and is not supported the Terms & Conditions of their service. Also, unlike the cheaper "limited" plans, once you have used the 4TB of high-speed they have decided to allow on the "red Unlimited" plan, you cannot upgrade plans or purchase additional high-speed data. You are simply stuck at their Basic Level of Service for the rest of your billing cycle. This feels like an incredibly unfair business practice.



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[Ticket: # 7173735 - Slow internet speed](#)

**Date:** 07/22/2024 04:23 PM

**State/Zip:** New York 11791

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## **Description**

Optimum is constantly lowering the speed of the internet so that it's so slow. In addition they keep changing the total cost of services TV, Phone and internet each and every month. They keep telling me that they will honor one price for a year and then they change it the next month.

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[Ticket: # 7177038 - Data cap and available service](#)

**Date:** 07/23/2024 03:56 PM

**State/Zip:** Wisconsin 54210

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**Description**

Only available service through cell phone no hard wire

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**Ticket: # 7178282 - Xfinity Data Limits****Date:** 07/23/2024 10:36 PM**State/Zip:** Michigan 48167

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**Description**

These data limits by Xfinity (Comcast) has been a struggle. When the ACP got canceled I already had to pay an increase and every month with barley hitting the cap each month. If i want to get around it I have to pay another \$30 a month that I don't already have. I also do a lot of zoom meetings and even dealing with it in court with no way around but have to use data. I have to pay for a higher plan because they are stingy with upload speed unless you pay for a higher plan. One thing that makes zero sense is the fact that they do provide a cheaper unlimited data plan but you are REQUIRED to use THEIR equipment. They have to do away with equipment rental fees if you own your own equipment but I have to pay more for an unlimited plan if I use my own equipment. Xfinity's equipment is not always reliable because its just community property being passed around from house to house and when there are defects they still get recirculated into play. I went through 4 modems and I got lower speeds then what I was paying for and it was always spotty at best. I bought my own equipment and save money each month, plus my internet service has been much better. A zoom call for 1 hour just saying in court is around 3mb's for every 2 or 3 seconds one way. If you have to stream your camera you are using upload speed and to view other cameras in the application you have to use download speed. That is around 6mb's every second and that adds up quickly. If you want to have any type of quality of life you would use the internet not just for business but for personal use streaming or gaming as an example. Most games now a days do not have physical copies anymore. The store fronts have encouraged digital sales over physical using sale discount tactics and because of that if you want to play a game you have to download it. Most new generation games are 80 to 130gb's per game and that goes well over 15% of your data limit just to download one game. I attached a picture of a single game download and look how much the game is to even download. that is close to 20% of my data limit for a single game for the whole month. Watching a movie on Netflix, a 2 hour film is at minimum 14gb of usage. If you have more then one person in your house watching movies simultaneously it just doubles and 2 movies is easy 30gb's which is 1/3 of a game download. Monitoring your data for the average person can be hard because many are unaware on how to measure it or even aware of it in the first place.

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**Ticket: # 7180146 - Data Caps**

**Date:** 07/24/2024 02:46 PM

**State/Zip:** Louisiana 70578

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## **Description**

Data caps needlessly punish customers who depend on an internet connection for their jobs. I often work at home, and my kids are homeschooled. Data caps will severely hinder my ability to do my job, as well as my kids ability to do school work, as the large files I transfer to and from my clients, and them watching their teachers presentations, over the internet will quickly put me over the data cap enforced by ISPs. There is absolutely no reason why these need to be implemented - if there was, we would have had these data caps implemented from the very beginning. Using more data does not cost the ISPs more money, but is simply a new way to make more money.

Finally, given ISP's record of lack of infrastructure investment (look around rural America), improvement, or expansion, I do not trust that the money ISPs will be taking in from their new data cap program will benefit their customers in any real way.

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**Ticket: # 7184002 - Cox Scam**

**Date:** 07/25/2024 05:30 PM

**State/Zip:** Louisiana 70809

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## **Description**

Cox is overcharging for their internet service in addition to having data caps. My parents is address only 12 miles away. They have Cox with UNLIMITED data 1gbps for \$69.99 per month. Why don't they have to pay for unlimited data? At my current address we would need to pay an additional \$50 while already paying over \$100 for the SAME SPEED they're getting (1 gig).

Not to mention, when I tried to get a lower rate they lowered my bill by \$3.80 while SECRETLY downgraded my service to 500mbps. They apologized for the "miscommunication" but failed to rectify the situation. So now I'm paying over \$100 for slower speeds. This is ridiculous.

In addition, at our previous address we were paying only \$80 a month for AT&T Fiber which has the download/upload matching speeds AND it comes with unlimited data. Cox is fake fiber and charging more for itâ€¦

Plus their website is deceitful. It advertises a plan for \$150 for 1gig speeds and unlimited data. However, when you add it to your cart it's actually \$170.

This can't be acceptable or legal.

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[Ticket: # 7184269 - Data Caps](#)

**Date:** 07/25/2024 07:09 PM

**State/Zip:** Nevada 89130

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## **Description**

People in the US pay more for internet than most of the world.  
This form is directly targeting the negative effects of data caps

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**Ticket: # 7184652 - Data Cap vs Unlimited Data**

**Date:** 07/25/2024 10:38 PM

**State/Zip:** Michigan 48059

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## **Description**

I signed up for Verizon Wireless "Unlimited Data" but slows my internet down to a molasses crawl once I hit 150gb, and completely stops at 153gb; it won't work at all. I am not able to access data to use my tv or laptop. Speeds are currently running at 0.498mbps. The representative with Verizon Wireless tried to reassure me by telling me my data usage "resets" in 3 days. Why does it need to reset if it's unlimited?

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[Ticket: # 7184681 - Wifi Data caps should be criminal](#)

**Date:** 07/25/2024 10:59 PM

**State/Zip:** Utah 84404

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## **Description**

I just experienced a xfinity data cap. In my opinion it should be criminal for wifi companies to take advantage of their users by implementing these caps.



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**Ticket: # 7186890 - Plan Choice Not Honored/Acknowledged**

**Date:** 07/26/2024 05:37 PM

**State/Zip:** South Carolina 29488

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**Description**

SafeLink Best Value Plan Add-On to Lifeline Unlimited Talk, Text, Data (no specific high speed data caps in \* explanation)not honored after choosing and paying for it online. Rep said there is no such plan and refused to acknowledge the plan is advertised, refused to acknowledge I chose the plan. After exhaustive week-long contacting and explaining, was able to at least get a refund. The plan costs (add tax etc to) \$20.00

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**Ticket: # 7194186 - Google Fi Simply "Unlimited" Plan**

**Date:** 07/30/2024 11:34 AM

**State/Zip:** Pennsylvania 17013

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## **Description**

I signed up for Google Fi's Simply Unlimited cell phone plan every month for \$50 for 1 person but they neglected to notify the customer that this plan is really not unlimited but only will allow you to use 5 G of Internet speed until you go over 31 GB on your plan then you automatically get dropped down to 2 G or have the option of buying 1 GB for \$10 each to receive the 5 G of Internet speed again. So I'm confused how they can claim you are receiving unlimited data a month for \$50 when that is absolutely untrue AND they claim you use an astronomical amount of data a month too like they said I used 43 GB in 3 weeks when that is absolutely untrue because all my other old cell phone bill from Xfinity state I only used around 11GB a month consistently every single month with them . And then want to charge you \$10 for every 1 GB you use. And when I did pay the \$10 for the extra GB it said I instantly and immediately used 2 GB 30 seconds after I bought the extra GB for an additional \$10 which is literally impossible to do. To use 2 GB in less than 30 seconds of Internet time . And they said my case is being escalated to the higher level of care but 2 months have passed with no resolution in near sight .

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[Ticket: # 7201120 - Data cap](#)

**Date:** 07/31/2024 11:43 AM

**State/Zip:** South Carolina 29847

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## **Description**

Have been traveling since retirement and using data because no internet access.our plan says unlimited data yet I know they turned it down because we get messages that they did and they denied it.??

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**Ticket: # 7203090 - Comcast Data Caps Bad**

**Date:** 07/31/2024 02:52 PM

**State/Zip:** Texas 77055

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**Description**

Comcast has implemented data caps for their internet service. My quite elderly father often falls asleep while streaming a show. As a result, his data "allocation" can be used up pretty quickly each month. As near as I can tell, data caps exist for no technical or resource management reason but rather purely as a way to increase profit.

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**Ticket:** # 7209080 - HughesNet

**Date:** 08/01/2024 08:05 PM

**State/Zip:** Texas 75103

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## **Description**

HughesNet claims to not cap data, but DOES cap data and then turns around and offers "priority" data on top of the service it is already suppose to be offering.

They cutoff about 7-10 days before the billing cycle and start sending their advertisements to upgrade to get more "priority" data with the service knowing there are no other providers (which is a monopolyâalso an issue).

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[Ticket: # 7210372 - Data caps](#)

**Date:** 08/02/2024 12:12 PM

**State/Zip:** North Carolina 28037

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## **Description**

Consumer cellular advertise that "may experience slower speed" when I reach my data cap limit which is 50GB.

My "regular speed" is about 40mps, but they claiming is 14mgs. Under that pretent my "reduced speed" should be 1.4 mps (10%) but it is not even that.

I don't have even 1 mps under the "reduced speed" cycle.

I believe that "reduced" definition is "smaller" and "smaller" doesn't mean none

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**Ticket: # 7213921 - Data Cap Complaint with Insufficient Warning from Cox**

**Date:** 08/04/2024 11:22 AM

**State/Zip:** Louisiana 70119

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## **Description**

I am having an extremely challenging situation with Cox. My wife is expecting our first child any day now. We have her mom here to help with the baby. We were all downloading shows and games to help with waiting for the baby and we hit the Cox data cap. Money is tight because my wife is on unpaid leave, we are home with a baby, Cox is our only option and every 50GB will cost us \$10 for the next two weeks. Data caps are predatory and hit us when we are most vulnerable. To top it off, COX's warning about data caps do not arrive timely for us to avoid to caps. I received all three warnings via text at the exact same time and they came the day after our most data intensive day. I have attached proof of the warnings coming in at the same time via text, after exceeding 100%. Data caps should at least be regulated that customers need sufficient warning that they are approaching the cap in order to be billed (but they should not exist at all). This cap is in addition to multiple problems I have had with Cox, who again are our only option for internet at our house, we do not have 5G providers available and we rent so satellite options are not available to us.

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[Ticket: # 7214593 - Google fi unlimited](#)

**Date:** 08/05/2024 12:13 AM

**State/Zip:** California 95407

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### **Description**

Google fi lied. And after 50 gb. It's so slow I can't even play coin master. Then I am so used to 5g. It must be negative 5g. I thought 59 gb would be enough now I am too poor to get out of contract.



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**Ticket: # 7215892 - Data caps - slow/no internet access**

**Date:** 08/05/2024 02:32 PM

**State/Zip:** Georgia 30741

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## **Description**

I do not use much cell phone data because I use my wifi when available. When I do use my cellular data plan it is unreliable. Pages are slow to load, or do not load at all. I have an unlimited plan with Verizon so I should have cellular data anytime that I need it. My husband has a higher priced plan, but he experiences the same problem as I do, but not as much.

What irritates me the most is that I do not use a lot of cellular data and when I do use it - I have to problems accessing pages. Sometimes they do not load. I have to refresh the page several times. It's a hit or miss on cellular data service especially during certain times throughout the day. It's like having a dial up service. My cell phone service is not cheap, but the quality of their service has decreased significantly since they are allowed to throttle service.

I live on the TN - GA line. Most of my cellular data service is used in TN, and I have a TN cellular area code. I would like to thank Marsha Blackburn and her fellow representatives for passing laws that cost me more money for cellular service that is no longer reliable or fast.

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**Ticket: # 7221002 - Cox cannot update you on the last day of billing period for data overage until the first day of next billing period**

**Date:** 08/07/2024 01:12 PM

**State/Zip:** California 92656

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## **Description**

My billing period ends on the 6th of every month. I budget my data cap wisely and only use about 75% by the first of the month leaving me a good 25% cushion until the 6th.

What gets me upset is that when I'm 90% of my data on the last day (the 6th), I get a notification the next day on the 7th. There is absolutely no way I can track my data usage real-time on that last day so there is no way to know if I'm going to go over until I go over the next day.

These notifications are pretty useless if they are sending it a day late. Send them real time or I'm not paying an overage fee.

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[Ticket: # 7222632 - Xfinity data caps](#)

**Date:** 08/07/2024 09:57 PM

**State/Zip:** Minnesota 55121

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## **Description**

We have Xfinity internet service. There are only two service providers available at my home. Century link caps out at 100 Mbps so really Xfinity is our only choice. We are a family of 4. We have found that we're consistently over the 1.2 TB data cap and so have to pay \$30 a month to have unlimited. We have fairly typical internet usage between 2 teenagers and 1 adult that works from home on occasion. Pretty much everything in our home is connected to the internet. It feels like it should be illegal to cap data while there is also essentially no competition for me to switch to. At this point, we are forced to pay the additional \$30 or risk huge overage charges. We could look to limit some internet usage but between work and school I don't even know how much data that is or if it's anything even in my control.

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[Ticket: # 7225357 - Data cap overages unfairly target families and gamers and the artificial limit hasn't been increased recently](#)

**Date:** 08/08/2024 11:58 PM

**State/Zip:** New Mexico 87123

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## **Description**

Xfinity increases their customer bills by a fair amount each year without providing additional value to most consumers who are happy with their service and only want lower costs. The data cap for internet for xfinity is currently 1.2TB/month with the ability to remove that artificial cap by paying \$30/month (for customer owned equipment; or \$25/month if you pay additional for theirs) or alternatively paying \$10/ each block of 50GB over (up to a max of \$100). This is outrageous and a cash grab. 1.2TB sounds like a lot unless you're a household of 3+ where each individual has 2-4 devices each which is common these days (e.g. cell phone, computer, video game console). We easily use around 20-40GB per day regularly when there aren't computer/video game updates being downloaded. We don't even have 4K for streaming, just HD! Video games regularly have updates, computer operating systems regularly have updates. New games are released monthly. Every update or game is anywhere from almost nothing to over 100GB. Can you imagine paying \$30 because your kid downloads a "free" 110GB game (like the ones that come out all the time)? I'm paying xfinity over \$300/month for tv+voice+internet+mobile, I don't want to pay \$30 more to not have to think about data caps. Xfinity increased their cap from 1TB to 1.2TB a few years ago but has not increased the limit again since. I've set most of our computer systems and console to not auto-download updates because of these data caps. The northeast US does not have data caps. Most of the world does not have data caps. We need government regulation to make such caps illegal. If xfinity is that desperate for the additional money so their CEO can buy another mega yacht, they should just increase the cost for all customer by \$1 per month (they do it yearly already by far larger amounts so what is \$1 more such that nobody had to deal with data caps ever again?).

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[Ticket: # 7226374 - data caps on my services](#)

**Date:** 08/09/2024 01:34 PM

**State/Zip:** Minnesota 55414

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**Description**

I am paying for 5 g lte, and I never get 5 g, only 4 g. they know what they are doing. I want my service at 5 g

not 7 years of zero accountability! I thought this agency was supposed to contact the company and do something about this?

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**Ticket: # 7226492 - Data Cap Complaint - Cox Implements too Low of a Data Cap**

**Date:** 08/09/2024 02:03 PM

**State/Zip:** California 92630

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## **Description**

Hello,

I would like to file a complaint against Cox internet services and their implementation of data caps. The ability for an internet provider to limit the amount of service you can utilize that you pay for seems like murky waters. This would be similar to a car company telling you that you can only drive X miles a day with a car that you purchase, but if you want to drive more you have to pay more.

Additionally the data cap is incredibly limiting for users who complete a larger download, for example a video game. Video games can be rather large files, and a single download can eat up multiple days worth of allotted data in one swing, which will lead to Cox charging a surcharge if you go over your monthly data cap. This practice is nothing more than a cash grab by Cox internet, who's profits are already staggering at \$21 billion in revenue in 2023. The average US customer should not be allowed to be bullied by multi-billion dollar organizations that monopolize a market in which you do not have alternative options.

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**Ticket:** # 7227077 - data caps

**Date:** 08/09/2024 04:17 PM

**State/Zip:** Minnesota 55427

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## **Description**

i used to live in an apartment in hopkins. in 2020 i bought a house in new hope. the two are separated by 5 miles but different competition. in hopkins, those thieving bastards at comcrap had direct competition from northstar fiber. as a result, they lowered their price from 110 to 70 a month to match and unlimited bandwidth. before northstart entered it was 110 with capped internet. so you can see, competition almost 1/2'ed their price.

i bought my house and in new hope there was no competition so the price went up to 110 and this time it was 30 per month for unlimited internet. there is NO justification for their price gauging for such things except that they are allowed to do it so why not. i was proud to see the fcc starting to stand up to corrupt cowards like comcast who abuses the marketplace like no other entity in the country. they make their haul off of monopolistic rights, over-charging and fee dumping for whatever reason they make up and largely they are allowed to because no one does anything. they are routinely considered one of the most despised companies for their abusive customer service, arbitrary pricing and fee gauging and yet they are allowed to continue in operation.

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**Ticket: # 7239601 - T-MOBILE blocked my outgoing text stating I was sending spam which I wasn't**

**Date:** 08/15/2024 03:47 PM

**State/Zip:** Florida 32205

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## **Description**

T-Mobile has blocked me from sending any text messages stated that I have gone over my daily text message limit and that I was sending out spam which I was not so they have told me that the FCC has blocked me from sending out any text messages which I am now seeing hundreds of T-Mobile users are having the same issue I'm having of being blocked from sending out text messages stating the same thing that I am that T-Mobile is saying that the FCC has done it that they have no control over it and that we were all sending out spam how convenient that hundreds and hundreds of people are having the same problem I'm having this has got to be illegal in some way also I use my phone to contact my family and I use it for my business purposes to stay in contact with my investigators because they are working on insurance fraud cases which they cannot be on the phone talking when they're doing undercover investigations are following individuals in a supermarket so I'm not able to make a phone call to them so I have to text them so now T-Mobile is interfering with my business costing me money it may have cost me clients because they feel that they can do whatever they want with somebody's phone and lie to you in your face and when I initially called yesterday morning they did not tell me anything about being blocked it does not show on my phone that my text messages are being blocked I have not got any type of warning no type of notifications that I'm sending too many texts or I'm sending texts they even had me reset my phone to factory reset and said that they would submit a ticket that they would have their technical support people look into what my problem was and then come to find out this morning that they told me that my phone was blocked because I was sending out spam and it could be up to 10 days somebody needs to hold this company accountable for their practices.



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**Ticket: # 7241009 - Data Caps either need to increase, or go away**

**Date:** 08/16/2024 10:22 AM

**State/Zip:** Oklahoma 74012

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## **Description**

For the last several years, in my area, there is only one main internet provider, and a couple of other secondary providers that aren't nearly as competitive with the speed of their internet and quality of service.

Cox Communications instituted a data cap at some point several years ago that limited me to 1TB of data a billing cycle, and over the pandemic, that limit was waived (without issue), and is now back. Since around that time, the cap was increased to 1280GB (1.25TB) of data, and has sat at that amount for the last 4+ years.

The way the internet works with streaming, and remote access/work, and also personally, I can vouch that videogaming has also caused this cap to become too restrictive to live normally. I don't download excessively or use super hi-res video, and I have to download videogames or videogame updates that sometimes are 100GB or greater. I can't afford to download more than 1 or 2 without eating into my plan and having to gameplan how to not go over my cap and get charged for the extra data I'll have to use.

The data caps need to either increase, or go away entirely. It was evident during the pandemic that the limits are arbitrary and designed to give Cox more money when customers exceed their caps.

I have to spend my time at the end of the month figuring out how to best balance my downloads to not go over my cap, and even though mine isn't as big of a deal, I'm sure other folks rely on the internet for more important things that I do. The caps are excessively restrictive, and Cox and all companies that use them should better police the individuals that are excessively using bandwidth and not punish all of us regular folks who just want to FaceTime with their families or play/download videogames on the weekend.

It needs to be changed.

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[Ticket: # 7246504 - Data cap complaint](#)

**Date:** 08/19/2024 02:50 PM

**State/Zip:** Florida 33060

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## **Description**

Comcast is the only ISP available for my household. They impose a 1tb data cap on all plans except their most expensive, and to get unlimited data on my 150mbps plan I'd have to double the amount I pay. There is no option for higher data caps; it's 1tb or unlimited.

I have no option other than Comcast. I briefly tried T-Mobile's 5G internet, but it was unreliable and their use of CGNAT breaks some devices on my network.

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**Ticket: # 7255056 - Internet is a necessity, data caps are exploitation**

**Date:** 08/22/2024 03:48 PM

**State/Zip:** New Mexico 87505

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## **Description**

As a software developer and scientist who lives alone, I rely heavily on the internet for my work and research. Data caps and the threat of higher charges are both frustrating and unfair, especially when the internet is now a cornerstone of modern society. My usage is essential, not excessive, and these restrictions impede my ability to contribute to critical fields or enjoy leisure activities. I implore you to reconsider the laws around data cap policies and stop internet providers from exploiting their effective monopoly status due to a lack of realistic competitive alternatives.

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**Ticket: # 7258697 - Lifeline data caps**

**Date:** 08/24/2024 01:06 AM

**State/Zip:** Iowa 52632

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## **Description**

With losing the ACP benefit for my cellphone and being left with only lifeline for data and hotspot on my phone almost makes having it not even worth it anymore. You are given 10gb of high speed data a month and anything after that my data is so slow that I can't even get any of my apps or Internet browser to load anything so then im left not being able to use my phone unless i buy the add on plan which i can't afford right now or go someplace with wifi available since i cant afford to have wifi at home either. I also get 4gb of hotspot per month but the thing is that once the 10gb of high speed is gone so is your hotspot because it says my plan does not support tethering when I get set back to the slow data, so I'm also wondering is SafeLink just advertising that you get 10gb high speed and 4gb hotspot data to make you think one thing and then giving you 10gb of data but the 4gb is not separate but actually included as part of the 10gb of high speed data. And not to mention the totally irrational prices of Internet and well pretty much everything since COVID when I think it should be illegal to have raised the price of everything so ridiculously high that people now have to choose do they want to eat this month, or would they rather have electricity and hot showers, heat, or air conditioning, or would they rather have wifi available to be able to go to school, work or look for employment, or even just be able to connect with family/friends, or maybe just watch a movie or tv after a stressful day because there is no way you can afford all of it so what is a person supposed to choose because today in the world we live in you really actually need all of them so why cant anybody put a stop to these ceos and companies literally bankrupting american families who work hard to do what let the rich get even richer while they go hungry, lose their home , don't have power or water

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[Ticket: # 7258888 - AT&T Throttling to below 128kbs - below minimum acceptable broadband speed](#)

**Date:** 08/24/2024 10:23 AM

**State/Zip:** Florida 32730

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## **Description**

In July of 2024 I received notification from AT&T that my service speeds were be increased from 4G LTE to 5G. A week later I received an over data cap notification and was throttled down to below 128kbs. During the month off August 2024 weekending Aug 15 I received another data cap notification and again was throttled down to speeds below 128kbs. I've been a long time customer with AT&T and during my time with 4G LTE service and can't recall ever going over my 9Gig cap service with data rollover. I did know I've had a some months where I rolled over unused data to the next month. Since being give 5G my phone habits have not changed - I don't stream videos or play games on my phone and always down load updates at home on my wifi. Getting hit the notice and being throttled to speed below 128kbs has created in a couple of instances an unsafe situations where phone location could be determined or connecting to financial payments transactions. 128kbps rate is below the minimum FCC definition for broadband and AT&T should face fines and be put on notice that 128kbps puts modern phone drives into a non responsive state which could lead to unsafe harm to consumers.

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[Ticket: # 7260099 - Hughesnet slows down the internet even after net neutrality was put in place](#)

**Date:** 08/25/2024 12:52 PM

**State/Zip:** Minnesota 55810

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### **Description**

Hughesnet slows my internet down after they claim I use 200 GB. I already pay 81.00 per month for just me. I have a computer, a cell phone and a TV. I wanted to add cameras but the strength is too slow, even with "priority" data.. They want me to pay an additional 36.00 for more "tokens". I thought Net Neutrality banned internet companies from doing this. They say I have standard service at 25 MBP which just keeps my TV stream spinning and I can't download or upload anything. Can you help?

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**Ticket: # 7260116 - Data cap**

**Date:** 08/25/2024 01:18 PM

**State/Zip:** Arizona 86442

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## **Description**

My provider only allows me 4.5 Gigs. of data and when it's used up my data is completely cut off. Not slowed it's cut off. When that happens they want me to purchase what they call "top up" at a very expensive cost to me. \$30.00 for 8 Gigs. But they offer regular customers unlimited data plans but life line customers can't buy unlimited data plans. Does that sound like discrimination?

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[Ticket: # 7260546 - More data](#)

**Date:** 08/25/2024 07:52 PM

**State/Zip:** Wisconsin 54303

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## **Description**

I only get 4.5g of data a month its not enough for me my friend has the exact same service with airtalk and she gets 10g i would like to update to more data please thank-you



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[Ticket: # 7260551 - More data](#)

**Date:** 08/25/2024 07:55 PM

**State/Zip:** Wisconsin 54303

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## **Description**

I only get 4.5g of data a month its not enough for me my friend has the exact same service with airtalk and she gets 10g i would like to update to more data please thank-you

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[Ticket: # 7262119 - Data caps](#)

**Date:** 08/26/2024 03:01 PM

**State/Zip:** Iowa 51504

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## **Description**

I am disabled and as such home 24/7 most days. My home internet usage is and 2tb a month. During the pandemic Cox waved the data cap on ACP plans. Since ACP expired my Internet bill increased from \$20 to \$50 and I now have a data cap of 1.25tb.

As a result I have to rely on my phone's hot spot. I've also connected my TV to the public Wi-Fi in my city which is much slower but helps me save data

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**Ticket: # 7263574 - ramp down means no service**

**Date:** 08/27/2024 03:15 AM

**State/Zip:** Connecticut 06423

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## **Description**

i dont do videos. i have been researching health issues& emergency items . i am below poverty level. i learned to watch my usage& was aware that slower speeds occurred at a certain point. this meant, in actuality,that I was not getting ANY response, waiting an hour or more for info load. i am rural, there is no bus service, gas is expensive& when i found a library hotspot, it didnt work tho i am 400 ft from a tower which effectively blocked out my previous provider at 3g that worked better. i have disabilities with pain& cant get good health referrals so research is important. what galls me is the unwanted, blocked ads that KEEP popping up,USING UP MY GIGS. No matter how often I block them, they come back ,wont shut off, hide the x button or dont provide it. this is dishonest, forced pain,at my expense. i cant afford it and am Not Interested. i dont even watch instructive videos that could be useful, because they take too many gigs. i live austerely,& am below poverty level because of some disasters. gmail should not be required for everything, nor credit card usage. My identity was already stolen by a state worker, which i cant even fix because they are " immune". apologies for the typos, my screen wont respond to manuscript locator choice. cant get saved screenshots to transfer..

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[Ticket: # 7265779 - Xfinity data cap](#)

**Date:** 08/27/2024 06:44 PM

**State/Zip:** Washington 98034

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## **Description**

My household contains two people that work from home. We do not have cable and stream whatever tv we watch. We are consistently running into the Xfinity data cap and can't believe this is still in place. We recently moved from an area that had fiber and other internet options and now only have Xfinity as an option. It is outrageous that they have monopolized our area as the only high-speed internet provider and have rules in place to suck as much money out of us as possible.

They are offering uncapped data for "free", but only if we rent their equipment. This is not actually free and takes rights away from the customer. Please help consumers and put an en to these data caps.

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**Ticket: # 7269443 - Data Caps are a scam**

**Date:** 08/29/2024 10:19 AM

**State/Zip:** Arizona 85022

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## **Description**

We moved recently and had to switch to Cox after having another provider without data caps. We are a family of 4 doing fairly normal things. 1 of us works from home. The kids do their homework. We all stream music and television. Nearly every month I get a notice that we're nearing our data cap and then some months, we get a notice that we've gone over. It's so frustrating to get multiple texts and emails about this, and I know there really isn't anything we can do. It's not like we're going to stop using the internet. You just know you have to suck it up and pay their overage fee. It's just a money grab on Cox's part. I shouldn't have to experience this stress every single month.

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**Ticket: # 7275448 - False advertising data caps**

**Date:** 08/31/2024 07:22 PM

**State/Zip:** Oklahoma 74467

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## **Description**

Earlier this year in 2024, My fiance and I got a home internet plan with US cellular, the data cap was supposed to be at 600gb which was advertised as high speed internet. What we found out is that the plan was consistently capped at 5mb/s upload, with 15mb/s download. As well as being capped at 300gb of data. When we called about internet cutting out they said we had reached our cap, after acknowledging it had only been 300gb, they admitted that the account had a wrongful data cap of 300gb set and stated they would change it. Which they never did and continuously denied ever doing from that point onward.

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[Ticket: # 7275695 - Cox Data Caps in 2024 - A blackmail for redlined monopoly neighborhoods](#)

**Date:** 09/01/2024 02:31 AM

**State/Zip:** Louisiana 70820

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## **Description**

Cox has been abusing its utility monopoly for decades in Baton Rouge. My street only has lines underground by cox and no poles, so AT&T Fiber skipped our street and refused to provide service, making cox the only provider for decades to come. They abuse this monopoly by putting ridiculous data caps on their service. 1.2 TB data cap on a 500 mbps service. You can use than within 5 hours at full speed transfer.

As an educator at a university, I might need to work from home sometimes, and cox blackmails its customers asking for a monopoly ransom to "upgrade to unlimited data". For the same price, AT&T fiber provides no data caps, however we don't have that option so cox can blackmail us all they want. The FCC needs to stop this immediately.

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**Ticket: # 7283256 - Data usage**

**Date:** 09/04/2024 10:50 PM

**State/Zip:** California 95991

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## **Description**

Life Wireless-LIFELINE PROGRAM

Life Wireless has been the worst company to represent the LIFELINE PROGRAM. Ever since the ACP PROGRAM ended I have been in a data usage problem with this company yet to be resolved. The day that I was recharged with my 15GB I had to contact them at 3:00 pm inquiring as to how I could have possibly used 10GB of my data in 6 hours?? There was no way I could have possibly done that. It pretty much is comparable to 18 hours solid of TV, or videos or streaming music to which I DID NONE!!!! They had NO EXPLANATION. I even went as far as to look up my previous months usage (June 2024) and they told me they had no way of looking up previous usage. WTH how is it that I can review usage and they could not. The only resolution they could offer me was to file a complaint via email. Also on my profile the GB it states on my account I should receive is 150.00 GB. They informed me that was an error. I told them if it is an error why has it not been fixed. On the customer side of the account this IS WHAT I SEE. Now instead of the 15GB per month I should be getting it now reflects 10GB. HOW IS THAT??? I have received NO NOTIFICATION FROM LIFE WIRELESS NOR PURE TALK OR ANY ONE!!!! This is a federally run program. I would think the FCC would be concerned about the conduct of the providers supplying such programs.



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**Ticket: # 7283939 - Comcast 1.2 TB Data Cap**

**Date:** 09/05/2024 10:34 AM

**State/Zip:** Oregon 97302

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## **Description**

Just wanted to share that I am one of the Comcast customers that has a 1.2 TB data cap, and honestly I think its wrong. If I exceed that cap, I have to pay \$10 per GB of overage. If I want to lease Comcast's modem for an extra \$30 a month (which they lock down and the quality of their modems is terrible) they will remove the data cap. If I want to use my own modem (which I currently own), I can pay and extra \$30 to have the data cap removed. Comcast prices their TV services WAY TOO HIGH, with a baseline service cost of at least \$60 and then they add on all their broadcast and sports fees which increases the cost another \$40. Its no wonder consumers are switching to streaming services. But because of the data caps, you are being punished for streaming if you go over your data cap. To me it seems like another money grab for Comcast to get more money, because you don't want to pay their insanely high TV fees, so they will get you on the data. Its costing Comcast no additional money for me to use more than 1.2TB of data per month. They have no made any infrastructure changes in my neighborhood over the last 20+ years. You can't tell me the charge for the extra data is to "improve their service". Data should not be capped on any traditional copper or fiber connections.

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[Ticket: # 7284754 - Denial of paid unlimited data service when tethered by USB cable to my laptop - not using wifi.](#)

**Date:** 09/05/2024 01:43 PM

**State/Zip:** Arizona 85035

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## **Description**

Last night, Wednesday, September 4th 2024, I was online as usual with my laptop connected to my cell phone by a USB cable, using USB tethering. My Internet access was suddenly blocked and I was denied access by MetroPCS, my carrier. I had tried two different USB cables, restarted both devices and still could no longer connect to the Internet from my tethered laptop. They claim that I used my limit for "mobile wifi" through a text message to my cell phone. I don't use anything with wifi due to the radiation. USB tethering allows one to connect another device to the same cellular network that the cell phone uses. I have an "unlimited" data plan which is up to 100 gigabytes of data and I've only used 6 gigabytes so far this month. Since I am on an unlimited data plan and since I don't use any wifi from any device, I believe that MetroPCS is committing fraud upon their customers. Please investigate MetroPCS for potential fraud against customers paying for an unlimited data plan that have been inconvenienced by this denial of an "unlimited" paid cellular service.

During the covid scam, an employee of a local branch of MetroPCS who had refused to let me into their store to pay my bill because I had refused to wear the unconstitutionally mandated masks, thereby preventing me from doing my job at the time because my cell phone was used for my driving job at work as my only GPS navigation system. I could not drive that day and had to wait until I went online at home to pay my bill and restore service to my cell phone thanks to that employee violating my rights.

MetroPCS had also promoted pride month, which I could care less about but they should at least promote more for our Military Veterans than they currently do.

I have had enough of this behavior from MetroPCS and urge you to investigate them for fraud. I will not have any Internet access for my laptop until the cable Internet service is moved to my new address or until MetroPCS stops blocking me from using the very unlimited data plan that I've been paying for and using for years including sometimes tethering my laptop to my cell phone with a wired connection that does not use wifi but only the same cellular service as my cell phone - until now.

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[Ticket: # 7290694 - Internet service restricts options due to data caps](#)

**Date:** 09/08/2024 05:19 PM

**State/Zip:** Washington 98042

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## **Description**

Comcast/Xfinity currently enforces a 1.2TB data cap that is much too low for modern times. This forces you into a monopoly of tv services because you can't support online streaming options on such a low cap. These caps are pointless and only meant to drive revenue for a company that already heavily overcharges and gets away with monopolization by owning cities lines. I am stuck using direct TV or Comcast for TV due to these limitations and neither of them meet service needs.

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**Ticket: # 7293849 - Data Cap Limit; that is what it really is!**

**Date:** 09/10/2024 08:56 AM

**State/Zip:** New Mexico 87102

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### **Description**

I appreciate the "unlimited" data component in my phone plan, but yes, once the set 'cap' is reached the speed then needlessly and agonizingly slow! If unlimited data is offered, it should BE unlimited data! False advertising, wouldn't you say? Thank you!!!!

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**Ticket: # 7296458 - Falsifying business records through data caps**

**Date:** 09/11/2024 06:06 AM

**State/Zip:** Florida 33903

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## **Description**

This is a copy of a Better Business Bureau complaint that I filed against Comcast that I thought would be relevant to your investigation

First letter

I informed Comcast that I wanted my internet disconnected on 22 July because I was going with another service. I was supposed to receive a credit of \$19 for the remainder of my billing cycle. Instead of receiving a check for \$19 the following month I received a bill for 60 for the month of August along with a email that said either pay this or we're turning it over to creditors. I have copies of the disconnection as well as a demand letter that I sent them to disconnect. Their automated service is impossible to navigate and I spent over two hours on the phone trying to get this bill removed. After speaking to a customer service representative, I found out that they had disconnected my Internet nine days after the scheduled shut off, which was one day after the billing cycle started so that they could remove the credit and bill me for a full month. This is without a doubt, one of the most corrupt corporations in America. They use their monopoly in small towns to take advantage of consumers and violate credit reporting laws. Only recourse as a private citizen is to hire a lawyer and who's gonna do that for 60 bucks?

2nd letter

Regards, when I disconnected my Internet, I specifically asked customer service representative if there were any overage fees and they responded no which is why I was given a credit in the first place. My first bill had no overage fees. And according to customer service it was simply an extra months utility. Comcast didn't come up with these overage fees until after I had filed the complaint. I have called customer service and spoke to multiple service agencies yesterday and asked every single one of them to provide proof that I had gone over my 1.2 TB for the month, any graph or record was not provided. As you can see in my Billing history in the two years I have never gone over my data for the month and that is for a full 30 days not 22 days. This is absolutely ridiculous. You guys are falsifying my records in order to justify overcharging me.

Third letter

I'd like to add one more thing to this complaint. If xfinity bookkeeping is correct, my initial bill was \$81 which was deleted after the complaint and then another \$80 was added to it. If the included statements are accurate they were planning on charging me \$100 more than my normal bill for the 22 days of service without giving me any evidence of data use. This attempt occurred in August while Lee county Florida was under a state of emergency. Please refer to Florida statute 501.160 Additionally I requested the information regarding my account and data usage multiple times to no avail. In Florida, businesses are required to disclose information regarding hidden fees on bills. see Florida bill CA/CS 993

They have also threatened to turn me over to creditors without providing me that information which is a violation of The fair credit reporting act.

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[Ticket: # 7301418 - data usage limits](#)

**Date:** 09/12/2024 10:05 PM

**State/Zip:** Nevada 89156

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## **Description**

I'm a senior citizen on a very limited income and stuck at home due to a disability. I have a friend that I like to have video chats with but I've discovered it uses lots of data. I can't afford paying for an increased data limit so I'm stuck alone without the means to video chat for half the month. My ISP is Cox.

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**Ticket:** # 7304728 - Data cap

**Date:** 09/14/2024 03:57 PM

**State/Zip:** Minnesota 56001

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## **Description**

I had tried several mobile/data providers and consumer cellular proves to be the worse experience. I had an unlimited txt, call and data plan. Had the sales person bothered to ask what my average monthly data usage was we may have avoided this problem. My data kept getting switched off, and I'd have to call in to turn it on. Well in the teeny tiny print apparently after a certain amount of data used the tower turns off the data until the start of the next billing cycle. Since I had just switched to them as a carrier I also had to wait until the end of my billing period to change providers. My phone was my only source/connection to the internet and I could access any of my online medical, financial, banking accounts. If they had made this clear at the time I signed up I would never have switched to them. I refused to pay them because which is probably something I'll eventually need to do. I can understand and accept a slowing down of data when it gets to a specified amount but to have my phone data completely shut off at the tower was totally unacceptable.

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**Ticket: # 7309557 - Data Caps = False Advertisement**

**Date:** 09/17/2024 01:30 PM

**State/Zip:** Nevada 89705

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## **Description**

Data caps on unlimited data plans equate to false advertising. The plan is either limited or unlimited. Once a data cap aka limit is imposed, that plan can no longer be considered unlimited. Even if it isn't COMPLETELY limited, it's partially limited. Using highly specific language to skirt laws is how companies get away with stuff like putting paint thinner (TSB) in breakfast cereal in place of baking soda; it's justified by the fact that they both make bubbles, because non-toxic just means that it isn't directly poisonous. It's asinine to twist language in this way. Precision is Key. Now, I have to do a ton of research into all of these companies fine prints to find an unlimited data plan without limits. My Lifeline plan charged me \$44 for an unlimited plan, which was limited to 40gb. I was trying to start doing doordash since my unemployment ended and I haven't been able to find a job. I'm not able to do that with limited unlimited data. So, I guess I'll just have to "figure it out". They really should be sued for false advertising, though. I don't care if it has fine print saying that it's got a data cap. Any limit or restrictions to my data transition it from an unlimited data plan to one with limits. I feel like it's too un-obvious to everyone that the only way to explain it is to literally describe the definitions of "limited" and "unlimited".



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**Ticket: # 7310164 - Comcast/Xfinity unreasonable data caps**

**Date:** 09/17/2024 04:08 PM

**State/Zip:** New Mexico 87122

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## **Description**

I live in Albuquerque, New Mexico. I work from home as a software engineer and my wife works from home for the city's water utility company. We have two kids, one in high school and one at university. Working remotely, my job (and my wife's job) often require higher demands of internet usage due to video meetings. In addition, our kids' internet usage also demands more data due to research for school assignments.

We have Comcast/Xfinity internet service at our house (no cable tv or any other use of the Comcast cable besides internet). We pay for the 1Gbps service, currently \$110 per month. Nearly every month our usage approaches the arbitrary 1.2TB limit that Comcast/Xfinity imposes. The exact same 1.2TB limit that applies to lower bandwidth service options (like 100Mbps and 300Mbps) also applies to the 1Gbps service level, so we don't get a break on the data limit even though we pay more than double the price of the slower service options.

Most months I have to closely monitor our internet usage as a family to avoid going over the 1.2TB limit. We are not a household that normally goes over the limit, but we are a household that on average approaches the limit many times each calendar year. We have had the extra data charge (at \$10 per each 50GB of data) apply to us several times when we have gone over the 1.2TB limit and I end up scrambling to call Comcast/Xfinity to change our service to 'unlimited data' before the end of the month, so as to avoid being charged for going over.

For all the worry and anxiety that the feeling of not knowing how much money our internet will cost in a month like that, we end up paying Comcast/Xfinity an extra \$30 that month. After the end of the month I have to call Comcast/Xfinity again to remove the 'unlimited data' service.

It's clear to me that Comcast/Xfinity is merely on a cash grab as their 'unlimited data' service would cost any customer an extra \$360 per year. That cost does not just hurt low-income households and those that cannot afford it, it hurts everyone (just like not knowing how much each doctor visit or medical procedure will cost until the medical insurance bill shows up in the mail).

The worry and anxiety over the unknown monthly cost of internet service is real, even for middle class Americans. Please act now to change the law, and regulate this unreasonable, unknown expense to broadband customers.

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**Ticket: # 7315195 - Data Caps are a Scam**

**Date:** 09/19/2024 03:41 PM

**State/Zip:** Georgia 30092

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### **Description**

I have one option for internet due to regional monopolies and get ripped off monthly due to data caps. 1.2 terabytes is nothing in todays age...make internet a utility.

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**Ticket: # 7315350 - ISP Lying about data usage**

**Date:** 09/19/2024 04:23 PM

**State/Zip:** Arizona 85023

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## **Description**

Hello,

I believe my ISP (Cox) is incorrectly calculating and billing me for data usage, and because of that is overcharging me for going over on my data caps.

I have only one service with Cox, the Internet. I don't use tv/hotspot/etc. I was just informed today that I have used aprox. 1300GB for the month, and there are still around 6 days left in my cycle.

The reason I believe it to be false, is I am using a smart wifi router that tracks the data usage. The data usage reported from my router is only around 840gb. This is not the first time they have done this, in fact last month I went over on usage and was billed an additional \$70 on top of the \$90 that I pay per month. It feels as though this is done intentionally to get me to purchase the \$50 unlimited plan, or the \$30 plan that includes an additional 500gb of data. I don't know what to do because my ISP will not "trust" the wifi router's claim of only 840gb of data being used, but they are the ones who gets to count the data, and I fear they do this to so many others who may not be as "tech savvy" as I am.

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**Ticket: # 7316191 - Data cap**

**Date:** 09/20/2024 03:16 AM

**State/Zip:** Washington 98230

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## **Description**

My T-Mobile plan I pay the most for my plan but if I go over amount of data they can slow me down and I think that I pay a huge bill I should have unlimited data all it is air waves right it's messed up what companies charge us for data's.

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[Ticket: # 7323343 - Why Is Cox Allowed to Have Data Caps? The extra charges are insane](#)

**Date:** 09/23/2024 09:52 PM

**State/Zip:** Arizona 85712

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## **Description**

Cox Communications charges \$30 more a month for 500GB more on your data cap, or \$50 more a month for unlimited data. Data caps don't make sense especially in a world where the average high quality movie can easily be +10GB and if you're watching shows that are higher definition, that downloaded data can start to add up. When I'm already paying \$110/month for a 1Gig connection that is usually free in many other countries that have more robust infrastructure and I'm living pay check to pay check, these extra charges hurt. These data caps are arbitrary and useless especially in a world where technology is rapidly expanding and the amount of data that is being supported online and through our media is growing; these ISPs already get so much grant funding to lay lines that they profit grossly off of, please make them get rid of these outrageous conditions. It's a slap in the face for them to utilize my tax dollars and double dip in extra monthly charges.

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**Ticket: # 7323344 - Cox Cable service**

**Date:** 09/23/2024 09:52 PM

**State/Zip:** Nebraska 68128

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## **Description**

I grew up on a plan under COX communication in which they had data caps and thus overage fees. My parents had not known any of the backend or much about it so in purchasing into the new generation of what now and even then is becoming a necessary utility, it seems as if they were taken advantage of. Since i did not sign anything Im sure it said maybe even blatantly that there were data caps, but when people who are completely unaware of how computing, storage, and data transfer work, they also can not be assumed to know that a data cap is something that nearly any reasonable user can hit. It seems more like a malicious way to advertise affordability and cash in on uneducated users than a real consumer benefit

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**Ticket:** # 7327271 - Always Hitting Datacaps

**Date:** 09/25/2024 01:48 PM

**State/Zip:** Arkansas 72703

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## **Description**

Having to pay 50\$ a month is ridiculous for more than 1.2 TB of data. Anyone who uses internet to stream TV or do online meetings, or download more than 2 video games a month would have to pay this fee. On Cox Communications.

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**Ticket: # 7331379 - Xfinity has data caps on home internet LAN line. I paid for a pipe, not a limited amount of data**

**Date:** 09/26/2024 11:23 PM

**State/Zip:** Minnesota 55311

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## **Description**

From Xfinity in an email, "To date, you've used 90% of the data included in your plan for September 2024. We're letting you know because your bill can be impacted if you go over your 1.2TB (1229 GB) plan.

To monitor your data usage, visit [xfinity.com/usagemeter](https://xfinity.com/usagemeter).

If you meet or exceed your data before the month ends, you'll still be able to surf and stream, but you'll be charged an additional \$10, plus tax, for each 50 GB you use, up to a maximum of \$100 per month."

I live with two teenagers and my wife. They use a lot of internet. I never thought that would be a problem because I am buying a speed from Xfinity not a block of data. If the Internet gets turns off due to Xfinity's greedy nature it could cause major harm to my family. My children do school work, I work at home, we monitor our home security, and get messages due to my home bills, prescription drugs, and updates from my family. A data cap on a LAN line should be 100% illegal.



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**Ticket: # 7339494 - Data throttling in rural area where my hotspot is my only internet**

**Date:** 09/30/2024 10:05 PM

**State/Zip:** Kentucky 40046

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## **Description**

Subject: Concerns About Internet Service and Throttling

Dear [Recipient's Name or FCC],

I have been a loyal AT&T customer for about 14 years, relying on your services as my only connection to the internet. My partner and I are currently paying close to \$300 per month for four phone lines, each providing 60 GB of data. Unfortunately, once we reach this limit, our data is throttled to an unworkable speed of 128 kbps.

This level of service has left us unable to perform basic tasks online, rendering our internet access nearly useless. In today's digital age, 128 kbps is equivalent to 20th-century speeds, making it impossible to web surf or complete necessary tasks. We have even witnessed neighbors struggling to complete their GEDs because they couldn't submit their homework electronically.

I find this situation to be completely unfair and unethical, especially considering the exorbitant amount we pay for what is essentially subpar service. As rural customers, we are left with limited options and feel trapped in a system that prioritizes profit over providing reliable internet access.

I would appreciate any assistance or guidance you can provide to help us improve our internet service. We, as rural residents, deserve better than being treated like we are in a third-world country.

Thank you for your time, and I look forward to your reply.

Sincerely,



Feel free to adjust any part of this to match your voice and preferences!

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[Ticket: # 7342129 - unlawful data cap](#)

**Date:** 10/01/2024 06:53 PM

**State/Zip:** Illinois 60563

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## **Description**

Tello mobile caps data within the first week after paying when it's supposed to be unlimited, leaving 3 weeks of no reception possible making the phone...just a phone unless signed into wifi which defeats the purpose of "unlimited data".

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**Ticket: # 6337549 - COX in Phoenix, AZ with no competition milking me for \$\$\$\$**

**Date:** 07/14/2023 12:42 PM

**State/Zip:** Arizona 85008

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## **Description**

In the pandemic, the world realized the ISV companies were making hand over fist in extra fees. Previous speculation thought the hardware could not handle the usage, Everyone was wrong. With my family, I am required to purchase unlimited data due to number of family members at our house. With this and the amount of internet we use I am not at \$150 a month for internet. This should be \$100. With limited options for speed in Phoenix Cox is unwilling to waive this fee costing my family hundreds of dollars a year. I pray that this will be fixed.

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**Ticket: # 6338469 - Data Cap Experience**

**Date:** 07/14/2023 05:06 PM

**State/Zip:** California 92104

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## **Description**

Data caps present a challenge to my work. Ever since the pandemic years, I have been forced to work from home. I am a software engineering manager. Much of my workload involves video call meetings, data analysis, and digital asset management. This involves a lot of downloading/uploading of data.

When I worked in an office, I never had to think about how close I was to the cap. Nowadays, however, I hold off from downloading large data sets at home. I go to our former office (now a glorified storage facility) to make those large downloads - this is located in a shared space that still does not impose data caps.

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**Ticket: # 6338970 - Data Caps**

**Date:** 07/14/2023 10:23 PM

**State/Zip:** Michigan 48197

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## **Description**

Xfinity has a data cap on our internet and I provide telemedicine services with video for low income patients. These data caps mean I have to either spend more money each month for unlimited data or I am forced to cut how much time I can spend doing non work things at home.

Xfinity has made no way for this to be more bearable and data caps are just a false scarcity to target people without other options for internet service. There is no other high speed provider in my area that is able to provide reliable internet for me to see patients so I have no choice but to bear the excessive costs they are charging.

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[Ticket: # 6339282 - Issues](#)

**Date:** 07/15/2023 10:30 AM

**State/Zip:** Ohio 44147

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## **Description**

Most companies require at least 150 Mbps to work for home which makes this a hard thing to do with the constraints of requirement of high upload and download I allegedly have 250 Mbps I i did a speedtest.net with a download under 100 Mbps according to a multiple speed test using speedtest.net what am I suppose to tell my employer which has a minimum download of 150 Mbps? The speed results is pretty consistent throughout the network with other people I have talked with it happens when someone is using a wireless router (which shouldn't be an issue unless Traffic shaping is happening it is public knowledge Cox Communications is lowering Internet upload speeds in entire neighborhoods to stop what it considers "excessive usage") How many grants are they going to give away that they will just end up writing off in taxes to shut up the corruption that plagues this ISP. Cities that have Cox Communications NEED other options to further the divide that monopolizes the impoverished cities that get kickbacks from Cox Media Group. It is clear they fabricate their "donations" to prevent the growth of infrastructure. I know people really should think about making them hurt by allowing residential fiber throughout Cuyahoga to allow competition to help break the divide which is a huge issue in itself. People need to understand that Caps aren't realistic especially when the ISP won't change when they aren't the ones losing while grabbing up the profits. We want to move forward with what technology that can allow services that provide cloud gaming and 4K streaming not to mention working from home with a high data stream that can be monitoring of a work machine that obviously can't be interrupted.

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**Ticket: # 6339611 - Atnt breach of contract and manoply**

**Date:** 07/15/2023 03:05 PM

**State/Zip:** Vermont 05476

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## **Description**

I am disabled to start with. I live on the Vermont Canada border and the only phone service that will work here is atnt. I use the unlimited pre pay .atnt has canceled my contract 2 times now because of over using the data allowed because the Canadian towers are stronger than the American towers causing it to use more data than allowed. This is in no way my responsibility to direct my signals to keep it on the American side and atnt as a corporation should be responsible for any overage or over usage of data because I have no control over their products or signals being drawn into more powerful towers. I buy the unlimited data so I can have internet at my house and being held accountable for something that is their responsibility and is totally out of my control is a 100 percent manipulation against me .so my when my phone pingsoff of a Canadian tower when I live in the USA is beyond anything I could ever do to fix this problem and atnt just shuts my contract off leaving me with out any kind of service at all.renduring it a 100 percent manoply. As it's against the American disability act.every time they do this to me I have to go buy a new phone and time which leaves me and my family with out food money for the month.I ask that at&t fix this issue seeing how it's the only network that will work where we live. This is absolutely not my problem and it has been made not just my problem its been made a problem for my whole household.as I said we are disabled. And we have been taking advantage of and 1 step beyond strong armed. We have been stolen from because of a problem that we can not fix.the contract states that if we use over the allowable data we will be terminated. So its inevitable that everytime we get a phone we will eventually be shut off left with out phone or internet which we need so I'll have to go spend more money on a new phone and phone time because of at&t inability to keep their signals in America.wich is not mentioned in the contract.so we are being taken for a ride every time we get a new phone set up the last time they did this I had just put time on the phone and got 1 weeks worth of use so they took 3 weeks worth of service from us for a problem that I can not fix .in closing I asks at&t to re imbuse me for the service that was stolen from me and to fix this problem in a timely responsible manner.

Thank you sinsearly

██████████.

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[Ticket: # 6339759 - Prohibit ISP Data Caps](#)

**Date:** 07/15/2023 05:34 PM

**State/Zip:** California 95340

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## **Description**

Data caps are unnecessary and impact child remote learning, working from home, and day-to-day streaming. ISP's are hurting low-income families that need to pay in some cases, an additional \$30 a month to have 'unlimited' data. This hurts everyone's access to the internet and only negatively harms the nation as a whole.



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**Ticket:** # 6340772 - Mr

**Date:** 07/16/2023 09:18 PM

**State/Zip:** Arkansas 72730

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## **Description**

The 15GB/month tethering data cap is quite intrusive even for our limited needs. As a family, we don't do much streaming because of technical limitations/data cap. We're limited to a few (three/four) sessions for sports or shows (World Baseball Classic, NASCAR, Paramount+) per month.

We can expand that by using the three plans to triple the amount of data (to 45 GB).

My biggest personal gripe is that I'm unable to truly "experiment" with Linux systems under these constraints. Downloading the specific programs (that can't be downloaded separately using public WiFi) can take up the 15 GB in a few hours. (Each installation can be up to 1 GB.) Rationing the said cap kills my productivity and initiative to seek out ways to use the system more. I feel like I could serve a better place in the open source world if I had that better understanding and removing/increasing the data cap might provide that impetus.

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[Ticket: # 6341372 - data caps are terrible](#)

**Date:** 07/17/2023 10:45 AM

**State/Zip:** Georgia 30013

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## **Description**

It's why I changed to at&t fiber. Data caps are terrible. It has no place these days. It's just a money grab that these companies do all because that they can. Internet is needed. A lot of peoples jobs and entertainment revolve around the internet. Streaming services are growing more and more by the month so it's absurd to me that giants like comcast have data caps still to their plans its downright stupid and insane

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**Ticket: # 6341386 - Data Caps Experience**

**Date:** 07/17/2023 10:49 AM

**State/Zip:** Michigan 48604

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## **Description**

There is zero reason why anybody should have to ration their internet usage in 2023, especially for services that are essential to participate in society.

Before 2020, data caps were severely limiting: 5GB to 10GB per month, throttling down to 32kbps or lower after reaching the cap (1990s dial-up speeds), and sometimes even cutting off connection completely (circa 2015-2016 Verizon prepaid plans did that after only 2GB of data use.)

Despite ACP improving these conditions slightly, I've had to make a choice between doing everything from my phone, or being able to use a laptop/desktop. This is because I had to choose between a home Wi-Fi plan or a mobile plan with unlimited data, but only if I use that data on the phone itself. Hotspot is limited artificially to 10GB per month on Safelink Wireless through the ACP.

This also makes my smartphone a single point of failure, where a lot of aspects of my life (including my access to the internet) could be catastrophically halted if the phone is lost, stolen, or broken.

I haven't been able to do a video call with doctors for telehealth this entire pandemic because I don't have a way to do it properly. As someone who is immunocompromised and cannot risk exposure to COVID without taking a life threatening risk, this has limited my ability to receive medical care in general.

Data caps also severely limit my ability to multitask, sometimes multitasking that the work itself would require, such as uploading a media file (large video) while on a video call with a client. This means I'm not able to offer services because of artificial technical limitations, which severely limit my ability to work, obtain new work, or offer my full abilities to clients.

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**Ticket: # 6342725 - Data Caps Fish Creek WI**

**Date:** 07/17/2023 03:49 PM

**State/Zip:** Wisconsin 54212

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## **Description**

We experience Data caps with our ISP Viasat. When we use over a certain amount of data, our speed slows to a crawl.

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**Ticket: # 6342997 - Data caps**

**Date:** 07/17/2023 04:46 PM

**State/Zip:** Connecticut 06457

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## **Description**

I am fortunate enough to live in Connecticut where data caps from Xfinity are not used. Even before COVID, a household such as mine with 3 people living in it, data caps are a serious problem. 10 years ago, 1.2TB was a lot, however in recent years, the size of files, images, streaming video, etc have exploded, never mind hardware requirements seem to double every 4 to 6 years now. A household of 3 people downloading Windows and software updates, streaming anything from education, meditation, or kitten videos for mental health, these things add up rapidly. Include the fact that most people now stream music, movies, tv, games, sharing family pictures (you can't even email somebody more than 1 or 2 pictures now because email limits are still an archaic 20mb that was used 20+ years ago) and videos. People working 40 hours a week, zoom/teams video meetings, shopping, etc. Data caps are not only unnecessary, they create limited use access for households with less money, while extorting those with money for extra cash to increase profits for no good reason. It seems to me if telecom companies can provide unlimited 4G/5G, then there should be no issue for them to provide unlimited data to a technology service that has existed for 2 decades. To suggest otherwise is an attempt to add "unlimited" options as a subscription to satisfy shareholders.

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[Ticket: # 6343217 - Data caps and internet as a public utility](#)

**Date:** 07/17/2023 06:08 PM

**State/Zip:** Massachusetts 02130

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## **Description**

The internet is not a luxury it is a necessity. That was proven during the pandemic basic internet service has to be a right. It is not a luxury it is a needed public utility . The US has had a record for having poor internet service at high cost. This must change and the isp have to make up for the poor service at high prices they have charged for all these years.

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**Ticket:** # 6343488 - Kill data

**Date:** 07/17/2023 08:07 PM

**State/Zip:** California 94110

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**Description**

Its very hard to work with Comcast data caps and their bullshit fees, they work very hard to make sure you accidentally hit the 1.2TB limit at least once so they can convert your connection into unlimited

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**Ticket: # 6343960 - Data Caps Impede Backing Up Computers; Streaming Requires Great Care; Software Downloads Get Costly**

**Date:** 07/18/2023 07:59 AM

**State/Zip:** Iowa 50111

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## **Description**

Our son had to restore files to his computer from his online backup site. This consumed our entire data cap in one day. We had to buy a higher plan instantly and stick with it for a year because that was cheaper than paying the overages.

If I backed up my main computer in it's entirety, that would alone would use 1/3 of our currently much higher data cap than we had a few years ago. Back then, it would have blown our cap.

Our daughter started streaming Hulu to her X-Box when she was laid up from an injury. Hulu's data limit tool only works on computers, not X-Box or other devices. So it was pulling the highest signal quality possible, even when not supported by the TV screen. This blew through our data cap. We made her stream to her tiny laptop screen instead, where we could set Hulu's data tool to reduce our usage.

My wife cannot watch Hulu on the TV upstairs because Hulu's data limit tool doesn't work with Amazon Firestick. We can watch Hulu only on computers, and we must activate Hulu's data limit tools on each computer individually. At least we could set Netflix to a lower video quality at the account level. But not many consumers know this exists, let alone how to do it.

My daughter downloaded ONE X-Box game, which used almost our entire data cap for the month. We had to curtail other usage for the rest of the month.

Note that cable internet is a very high margin business because, unlike cable TV, there are no content costs to the provider. Data caps simply are a way to make money with trivial theoretical cost of providing the pipeline.



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[Ticket: # 6346988 - Data Caps](#)

**Date:** 07/19/2023 11:06 AM

**State/Zip:** California 94606

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## **Description**

Data caps are the worst false advertisement. How can they offer unlimited data then place a hard cap on said data. It is a scam.

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**Ticket: # 6347130 - Xfinity/Comcast data caps**

**Date:** 07/19/2023 11:50 AM

**State/Zip:** Illinois 60564

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## **Description**

We are a family of two that both work from home and we recently moved into an area with effectively no viable options for ISPs aside from Xfinity/Comcast (which is another problem entirely). It's our first month of service and, according to their metrics, we're on track to use 139% of our monthly limit. This is for a family of two that maybe spends 2-3 hours a day engaging with streaming content in addition to 2-3 hour-long meetings per person, per day. How is a family of 4 ever expected to stay under this cap?

Additionally, I would like to point out that our previous provider, Spectrum in the Orlando area, had absolutely no problem supporting the same network load without threatening us with data caps. We had absolutely stellar service, almost always getting higher speeds than we paid for. In my opinion, this shows that it is not a capacity issue unless Xfinity/Comcast is shirking their responsibility to upgrade or maintain their infrastructure.

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**Ticket: # 6349775 - Data Caps Don't Make Sense Anymore**

**Date:** 07/20/2023 12:12 PM

**State/Zip:** Ohio 45680

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## **Description**

For many years, our cable provider Armstrong limited our data. The cap used to be 500GB I think which was too small for our family and, when we would complain about this, they would say the average family usage was some minuscule amount. They continued to say this as streaming services grew in popularity and as children had more projects they had to do online. When my son got into middle school, we decided to do K12 learning from home which required him to access online education where he attended class connects with other students and uploaded homework on the website. Still Armstrong said we didn't need more data. After many years, Armstrong did let up some on the data cap and move up to a terabyte which meant we didn't go over our cap anymore or have to shut off our internet so we didn't go over it. The pandemic happened and, for a short period of time, they removed the data cap altogether, but then they re-implemented it. During this time, streaming was all anyone used pretty much, my family members now worked from home and college classes were taking place mostly online. Smart home appliances and security devices were connecting to the internet along with gaming systems and smartphones. So much of our lives rely on using data and I can not fathom that internet companies still say that they need to cap data to a specific amount and presume to tell me how much I should be using or how much I need. This year, Armstrong removed that data cap, but I still worry that they might re-instate it in the future as I have no doubt it made them a lot of money from families who had to pay for higher thresholds or for data in package amounts. With families working from home, learning from home, securing their home with smart devices, etc., it makes no sense to tell anyone where their cap should be. We all have different needs. A child shouldn't be shut off from doing their homework or attending a class because their family can't afford to buy another packet of data. A person working from home should not have to fork over more cash in order to do their job. In a world where smart everything is being pushed upon us, why are we still fighting over how much data we're allowed to use?

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**Ticket: # 6350048 - Data Caps**

**Date:** 07/20/2023 01:26 PM

**State/Zip:** West Virginia 26711

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## **Description**

Recently our Frontier internet has been out for almost a week. I've always been able to use ATT hotspot in the past but I'm unable to connect to the hotspot now. I called ATT and was told that the service degraded for many users when they moved to 5G and that I need to buy a \$230 cell booster. Before buying, I researched and learned the booster doesn't work without internet, so it won't help my situation. I'm concerned as an ATT customer that their service degraded for many customers when they moved to 5G. Over the past few months, my service has gone from 3 bars to 1 and for the few minutes I was able to connect to the hotspot, I received a message that it was in low data mode.

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**Ticket: # 6353753 - Data cap and customer service**

**Date:** 07/21/2023 06:42 PM

**State/Zip:** Louisiana 70754

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## **Description**

Boost mobile changed the plan I had been using for years. They put a cap on data. The data doesn't slow after use it cuts off completely. This has caused many problems with my job. I requested the balance of my boost up loan so I can switch service providers. I've been requesting the info daily for over a week by phone. Char, and going to the store. But no one will give me the info I need to switch providers.

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**Ticket: # 6353781 - Data Caps**

**Date:** 07/21/2023 06:57 PM

**State/Zip:** Minnesota 55113

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**Description**

Data cap limit seems to go into effect without any notice. No warning that I am approaching a data cap limit. No indication my internet access has been throttled by a data cap limit. I experience the data cap limit on my AT&T data plan on my mobile devices with data package.

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**Ticket:** # 6353865 - Cox data caps

**Date:** 07/21/2023 07:52 PM

**State/Zip:** California 92069

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## **Description**

I'm frustrated with Cox's data caps they can enforce with their monopoly in my area. Case study: to update my three Apple computers to the latest security patches I need to download 11GB of data on each. That's my entire day's worth of internet (averaged over the month). So I now have internet usage anxiety due to Cox's data limits. It's a monopoly here - no competition because a Cox employee informed me that Spectrum and Cox have an agreement to not lease the same infrastructure. It looks like a gerrymandered map they have carved up. Internet isn't a finite resource like water. Cox doesn't have to buy the storage we're pulling from the companies that do, either. How did this happen?

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[Ticket: # 6353869 - Cox Internet Data Caps - Monopoly here](#)

**Date:** 07/21/2023 07:54 PM

**State/Zip:** California 92069

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## **Description**

I'm frustrated with Cox's data caps they can enforce with their monopoly in my area. Case study: to update my three Apple computers to the latest security patches I need to download 11GB of data on each. That's my entire day's worth of internet (averaged over the month). So I now have internet usage anxiety due to Cox's data limits. It's a monopoly here - no competition because a Cox employee informed me that Spectrum and Cox have an agreement to not lease the same infrastructure. It looks like a gerrymandered map they have carved up. Internet data isn't a finite resource like water. Cox doesn't have to buy the storage we're pulling from the companies that do, either. How did this get allowed to happen?



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**Ticket: # 6354967 - Data Caps**

**Date:** 07/22/2023 08:40 PM

**State/Zip:** Indiana 46368

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## **Description**

If Comcast can provide unlimited data to certain states due to competition, why can't they offer unlimited data to all areas?

There is no technical answer to say they have to limit this as they have service areas without data caps.

Somehow, paying a little more each month solves the "network optimization" issue they claim is the root cause. So that means the capacity is there on your network in your neighborhood being unused because Comcast doesn't go out and upgrade cables or gear when you get it, it just happens.

This is nothing but abject greed and data caps need to be eliminated.

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**Ticket: # 6355255 - DATA CAPS**

**Date:** 07/23/2023 11:20 AM

**State/Zip:** Colorado 80015

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## **Description**

We have been Comcast customers for a long time. We have had to live with their Data Cap of 1229 GB. However, once you go over that amount in any given month--which is free for that month only, you will begin paying for any data above that amount during the following months. You can purchase a plan where you pay an extra 25.00 per month for unlimited Data if you use their modem. BUT, if you want to use your own modem, they will charge you \$30.00 per month extra. We also keep a daily log of how much GBs we use to make sure we don't go over. When we start getting close, we start backing off from watching either our regular shows and sports which, of course, causes problems. With everything that involves the internet in a person's life it is pretty hard to get stuff done with having to worry about Data Caps and making sure you do not exceed their specific limit

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[Ticket: # 6355565 - Comcast remove my unlimited data add on without notice](#)

**Date:** 07/23/2023 05:21 PM

**State/Zip:** Michigan 48503

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## **Description**

I added an unlimited data add on to my plan so I wouldn't be charged for going over the 1.2tb cap xfinity imposes. We rarely go over, but I wanted the peace of mind of not having to worry about it. At some point this year xfinity removed the feature from my account. The only way to add it back is to speak with their customer support, who only want to sell me tv and mobile phone packages. Data caps shouldn't exist.

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[Ticket: # 6357002 - Data cap experience](#)

**Date:** 07/24/2023 02:13 PM

**State/Zip:** Florida 34668

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## **Description**

Since enrolling in ACP I've noticed that my data speeds are being throttled prematurely according to MetroPCS plan which says that only after 35GB/mo are used they can throttle/prioritize customer speeds. Seems like MetroPCS is taking the tax dollars for ACP customers, but doesn't give the same service as non ACP customers. Doesn't seem fair.

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[Ticket: # 6357978 - data caps experience](#)

**Date:** 07/24/2023 07:51 PM

**State/Zip:** Michigan 48088

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## **Description**

Data caps are not necessary as evidenced by suspension of caps during covid lockdowns. They are purely a tool to stifle competition and augment profits. Data caps inhibit next generation web services and related economic growth.

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[Ticket: # 6359694 - Cox data caps](#)

**Date:** 07/25/2023 03:15 PM

**State/Zip:** Nevada 89135

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## **Description**

Data caps on home internet make no sense. They do not alleviate congestion and 1 TB is extremely easy to blow past. The plans without caps and sufficient speed to stream are \$150+ which is a LOT when we are also spending the same (or more) on mobile. Home internet + phones + 1 or 2 streaming services (also going up) should not cost \$500+.

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[Ticket: # 6360608 - Challenge with data cap too low](#)

**Date:** 07/25/2023 11:17 PM

**State/Zip:** Illinois 60046

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## **Description**

Comast data cap of 1.2 TB is too low.

Data downloads have increased due to ultra high definition video streaming.

Data uploads have increased due to cloud data backup services and security video storage.

I have exceeded data caps numerous times with penalty that has been forgiven each time but not without inconvenience.

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**Ticket: # 6362313 - Data Cap Comment****Date:** 07/26/2023 03:59 PM**State/Zip:** Oklahoma 74133

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**Description**

In the vast majority of Tulsa, OK, Cox Communications is the monopoly for wireline internet. Some competitors have opted to build fiber out in specific parts of the city, and fixed wireless has started to enter the fray, but Cox can be had nearly anywhere in Tulsa over their hybrid Coax/Fiber network. In the areas where they have no fiber competition, which is likely >70% of Tulsa Metro, they are free to charge whatever they'd like for their base plans as well as whatever fees for data overages and "Data Cap Removal".

I've lived in Tulsa since I was born, and from the mid 90s when we first obtained home internet, it was Cox. They have been my ISP across 3 houses and 2 apartments, not by choice, but because they were the ONLY provider that offered anything above DSL. Prior to 2017, data caps did not exist for Cox. You paid into your base plan and received the speeds you paid for and could use it as much as you'd like (within reason). Suddenly after 2017, the service you've paid and used no differently for years now says you can only use a fixed amount of data before you'll be charged more, or have to pay them a staggering \$50 extra to be left alone. That's basically half the price of the plan itself or more, depending on your plan! The reality is that there is no tangible cost of transmitting data through coax and fiber, the cost stops at the material/labor/installation/maintenance of those and their related devices (switches, splitters, etc). Whether you send 1 TB over the line or 1 MB, it does not degrade the material any faster or slower and is immaterial to an ISP as a business. Data usage only becomes a problem if you have extreme outliers of users that are acting in bad faith or through illicit activity that leads to network congestion, which can be addressed on a case by case basis. But for some reason Cox and many other service providers have drawn an arbitrary line in the sand that says any usage over that line incurs an additional cost. This is pure greed by the service providers and they should be restricted from any ability to charge for any amount of data usage. Sounds awful familiar to net neutrality, right? The idea that their network is a public utility and should be treated as such? But where the water company bills you for water used, which is a material item, bits of data that flow through wires as electricity or through fiber as light have no material cost associated to them that are not covered by the base cost of your subscription plan.

Enter the current year, 2023. Verizon, of whom I am an employee, for transparency, has finally turned up their towers to enable fixed wireless access over their millimeter wave spectrum (aka Ultra Wide Band) in my area. They offer this service for \$25/mo for their base plan which in my home nets me 100 Mb down with no data caps. I currently pay Cox \$165/mo for 1 Gb down, \$50 of which is to remove their arbitrary data cap. My job and some leisure activity requires low latency connections, which unfortunately FWA is not quite there yet, but for all other activities from streaming to basic web browsing, it is a perfect product. So it is actually cheaper for me to pay Verizon \$25/mo for 100 Mb down with no cap and run all of my streaming/large downloads through that, and pay Cox \$50 a month for their lowest tier offering for 100 Mb down with a 1.25 TB data cap that I perform my low



latency activities on, than it is to benefit from a gig connection that has a data cap. In total my bill goes from \$165 at Cox to \$75 split between two providers, but I lose over 90% of my speed. If Cox was barred from implementing frivolous data caps, their service would become at least slightly more manageable. However, for argument's sake, AT&T has fiber 3 blocks away offered at \$80/mo before discounts for the exact same 1 Gb down package (vs Cox @ \$110). Cox is again able to charge these rates because they are the ONLY gig provider in my section of the neighborhood. This derails into monopolistic issues that don't pertain to data caps, but it is all related. Data caps exist because there has been nothing to keep them in check, and their pricing is sky high because again they have no competition to force them to compete. If we were to sum up the cost I've had to pay to remove data caps since they were introduced, at a ballpark that's  $\$50 \times 12 \times 6 = \$3,600$ . There was a brief period during Covid where data caps were removed and they were introduced mid 2017, but this is still a close estimate. That's over \$3,000 paid over 6 years just so I can use a service I'm ALREADY paying for a little bit more. It's unreal, and completely unjustifiable.

In closing, data caps are wholly unnecessary and do nothing but line the pockets of ISPs. There is no material reason for them, other than to extort their customer base for every bit of money they can get. The transmission methods of data has not fundamentally changed since 2017, so why does it suddenly cost more after a fixed amount of usage? There is no real answer that you'll get.

Thanks for your time and allowing the public to comment.

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**Ticket: # 6362748 - Cox Cable Fraudulent Data Usage Reporting / Intermittent Connectivity Issues Independent of Hardware Issues**

**Date:** 07/26/2023 05:57 PM

**State/Zip:** California 92677

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**Description**

Cox cable has consistently lied about our data usage for years.

Being technically minded, I was able to track incoming/outgoing packet data and found our data usage was exaggerated by roughly 35-40% (from 700-750GB per month actually used vs. over 1100GB reported by Cox). Meaning we would be UNDER the maximum data cap allowed for our payment tier instead of OVER, whereby Cox will throttle data speeds.

Interestingly, this usage exaggeration puts us just above the standard data cap for viable usage speeds and as such, we have been paying almost double for 'faster' data speeds and expanded bandwidth. Data speeds are not appreciably faster judging by the packet tracking data.

And this goes completely without saying the internet connection is down between 3-5+ times per day, ranging from 5 minutes to 30+ minutes, with no solution offered from Cox.

It smells like the smoke of a fraud fire where Cox is extorting customers to pay more by faking data. I wager this will be committed in other regions, not just Orange County, CA as I have a friend who reported the same experience in San Diego, CA

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**Ticket: # 6365082 - Data Caps Experience Form****Date:** 07/27/2023 05:18 PM**State/Zip:** Minnesota 55426-1837

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**Description**

I have an Xfinity connection (which is the only broadband I can get at my home) plan with speeds of 1000/100mbps up/down. As I understand it, I've always paid for bandwidth. If Xfinity cannot sustain the constant bandwidth they advertise it should be marketed as such. As it stands, there is an option to pay for unlimited data, but this option isn't disclosed up front when you are ordering internet service.

Moreover, I have been feeling the pressures of a data cap more and more as life shifts more online. We work from home more, the movies we used to watch are streamed with ever increasing bitrates, and application sizes grow larger. It simply takes more data to do the same things we've been doing, but the default data cap's size hasn't increased from the 1.2TB assessed as the "99th percentile use" over half a decade ago.

At the full speed of 1000mbps, or 125MB/s, it would take me 9600 seconds or 160 minutes to fully use my data cap. In other words, I am able to utilize the full speed of the connection for just under 3 hours before I run into data cap problems. What is the point of having a high speed connection if I can only use all of it for less than 3 hours a month?

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**Ticket: # 6365247 - Data Caps are corporate greed**

**Date:** 07/27/2023 06:28 PM

**State/Zip:** Arizona 85353

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## **Description**

Internet service providers have forgotten that the Internet belongs to the people. We have gone from the Internet being free and open to charging individuals for access and putting limits on usage. I can understand how this may have been an issue when I was in high school where we had 33.6kbps modems, but those days are long past. It's bad enough we pay for gigabit speeds and, if we are lucky we get half of that. But the fact that data caps also exist disenfranchises the poor. These egregious fees are simply there to fleece the working families of America with charges that cost ISPs close to nothing. My family plan at home has a 1 TB limit per month. Guess how much data we generally use monthly? About 1.2 TB. Can I get this prorated based on my bill? Nope. I'm forced to purchase another 500GB of data. What happens to the other 300GB I paid for? It disappears into the ether along with my money. This is a disgusting cash grab and the ISPs know it.

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**Ticket: # 6365764 - Cox Communications - AZ**

**Date:** 07/28/2023 07:51 AM

**State/Zip:** Arizona 85225

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## **Description**

Cox Communications has a 1.25 TB data cap on all its services. This is outrageous and hurtful to its customers like myself. I have a family of 4 who streams and do decently normal internet usage and I have to spend an extra 49.99 a month to break past the cap as I use almost 2 TB a month. There is no reason for this cap as Cox themselves are waiving the cost of the unlimited data to those in "select areas" who have competition in Arizona with providers who do not have a cap. It's hard to understand how my phone provider offers me unlimited data with no throttling, but my home ISP cannot, especially in 2023. I would be more than happy to share more about my experience with Cox and their data caps.

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[Ticket: # 6366677 - No Data caps](#)

**Date:** 07/28/2023 01:45 PM

**State/Zip:** Colorado 80013

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## **Description**

Data caps for home and mobile should NOT exist. If I have to pay bills, mortgages or the phone plan online, data should be unrestricted. It's ridiculous to think the phone service provider will restrict the data I am using to pay that very phone bill.

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**Ticket: # 6367176 - Data caps with no legitimate competition**

**Date:** 07/28/2023 03:52 PM

**State/Zip:** Washington 99216

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## **Description**

The 1 or 1.2 tb data cap is ridiculous. One of the biggest forms of digital entertainment are games. XBOX pass for example gives people access to a catalog of games to install and try. Some games exceed 100gb of data on a single install. This does not include patches and updates that come up and can be substantial as well.

Next is streaming. The industry has done its best to move people to streaming services as opposed to physical media. There is also the push for 4k TVs and HD streaming. The amount of data that gets consumed is exponential as you add more members in said household.

Also, we live in a time where everyone has a cell phone and everything is smart. There are a staggering amount of devices connected for internet access that use data. Many of these devices have regular updates as well. They all add up fast.

Charging people 10 dollars for each additional 50gb used is ridiculous. Next they'll want to put meters on the wall. This is predatory extortion by a company that has been voted the most hated company by consumers many times and it is wrong.

Lastly, in most areas -- there is no real competition. In our area we have Centurylink DSL with a meager 30 Mbps connection. Also they try to fool consumers with Mbps (MEGABIT PER SECOND instead of megabyte) as opposed to the true speeds: 30 Mbps = 3.75 MB/s

This isn't the 90s/2000s where people are "internet enthusiasts". This has become a necessity for modern society.

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**Ticket: # 6367560 - Data caps too low for today's internet**

**Date:** 07/28/2023 06:05 PM

**State/Zip:** Arizona 85020

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## **Description**

Data caps are a complete nuisance to deal with. The data caps imposed today by my current ISP Cox Communications located in Arizona, are not enough for today's world of 4K streaming and gaming. Set at 1280GB per month, the data is easily consumed. I have had to restrict my devices to only use 1080P streaming due to the high bandwidth usage of 4k. I am highly disappointed in the way that cox does not scale and adapt to new technology, such as 4K streaming, which may require more data to use. To top it off, Cox imposes an overcharge fee if the data cap has extended beyond the total allowed of 1280GB and they don't give the customer the option to set limits in order to prevent an over usage of data. The only competitor, CenturyLink, is way out of Cox Cable's speeds in most areas in Arizona, making Cox feel like a monopoly and us having to deal with these horrible data caps.



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[Ticket: # 6367599 - Xfinity Data Cap](#)

**Date:** 07/28/2023 06:22 PM

**State/Zip:** Colorado 80220

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## **Description**

Xfinity continuously bills me for overage charges since their new policy went into effect last year, and they do not provide any meaningful tools to audit usage. Last month was \$70 in overage charges. They are trying to make us buy additional 'unlimited' data services.

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[Ticket: # 6367824 - Data Cap Experience](#)

**Date:** 07/28/2023 09:56 PM

**State/Zip:** Washington 98119

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## **Description**

With apps, websites, streaming contents and games increasing in size over the years, it is more than ever easier to reach data caps imposed by ISPs. There are newer and smaller local ISPs that offer plans with no data cap but it is also incredibly hard to get new internet service from them since most areas are already saturated/exclusively run by older ISPs, who doesn't offer the same plans.

Buildings and large areas are sometime exclusive served by an ISP that restrict access to other ISPs with plans with no data cap.

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Ticket: # 6368089 - Network constantly being unstable or not working. Claiming data usage increased and would reduce speeds even when phone plan includes unlimited data.

**Date:** 07/29/2023 09:23 AM

**State/Zip:** California 92123

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## **Description**

I pay for unlimited data for my mobile company. My phone is constantly stating "network unstable" or will cease to access to the internet or other things as in streaming something or loading apps with the just the mobile network without WIFI.

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**Ticket: # 6368111 - Adverse effect of data caps**

**Date:** 07/29/2023 09:50 AM

**State/Zip:** California 95630

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## **Description**

I am using xfinity/comcast internet with a data cap of 1.2 TB per month. Currently paying \$40 monthly for my internet service. I enjoy playing video games. As video game download sizes are getting larger and larger and as games are moving from physical discs to downloads only, it is becoming harder and harder to download and install games. Having a monthly cap on data limits the amount of games I can download and install and sometimes I am not able to download a game I purchased until the next month. If I want to upgrade to an unlimited data plan, it is an extra \$30 per month which is nearly twice as much as my normal internet payment.

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**Ticket: # 6368325 - Comcast tried to charge me 50% more**

**Date:** 07/29/2023 01:02 PM

**State/Zip:** Washington 98056

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## **Description**

I just received a bill from Comcast claiming I suddenly used 50% more data in a month. I didn't change my behavior at all. Even putting aside the fact that data limits don't make sense anyway, I still fail to believe I suddenly increased my usage by that much.

On the other hand, I shouldn't have to worry about how much data I'm using. I shouldn't need to consider whether I stream a long movie, download a game, or download some software for work that I might need. I'm now even having to consider things like "should I keep my PC up to date all the time?", which is ridiculous to have to think about (and has major security implications).

When I contacted Comcast about it, it took the better part of an hour to get them to relent and refund me (which they did half at a time). And during that time, they shared someone else's account name with me and asked if that was my account. I also found out they apparently retain daily usage data per device. I'm not too comfortable with them having that information, and if I was and was somehow okay with data caps existing, I'd expect them to share that data with me all the time so I could manage usage. They ALSO offered that I could pay for "unlimited data", which would be about the same amount as the overage they were wanting me to pay.

This is all a ridiculous waste of time over an artificial "limit" they invented just so they can make more money.

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**Ticket: # 6369188 - data cap then virtual shutdown. no customer service**

**Date:** 07/30/2023 12:50 PM

**State/Zip:** North Carolina 28715

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**Description**

data cap reached then speed reduced to a point where we are nearly unable to do anything. we have no other way to get internet then via satellite (ViaSat). Their answer to any call is to sell more data.

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**Ticket: # 6369557 - Data Cap Experience****Date:** 07/30/2023 07:38 PM**State/Zip:** California 94089

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**Description**

My wife, 2 year old son, and I currently have Xfinity internet in Sunnyvale, CA with a 1.2TB data cap.

Xfinity's site claims that a small percentage of customers would actually be impacted by this, though I disagree. July 2023 is the first time I exceeded the cap (though I'm typically above 90% usage), and if a household of two adults and one 2 year old exceeds this data cap, how are households with 4 or more individuals faring with the data caps?

In addition, there is no transparency around their data usage measurement methods. Typical consumer routers aren't setup to monitor traffic usage, so there is absolutely no way for an average consumer to disprove the data usage measurements that our ISPs claim we consume. In fact, in July 2023, I was out of the country for one entire week - yet we still exceeded our data cap for July. This doesn't add up and I have no way to protect or disprove Xfinity's claims that we exceeded our data cap. It makes no sense that for 12 months, we never exceeded our data cap, yet the one month that I'm out of the country for 8 days, we exceed the data cap for the month.

In addition, Xfinity is now offering us free Peacock Premium service. We would have to order their TV box, connect it to the internet, and voila - we can stream Peacock Premium for "free!" This is very scam-like because Xfinity knows we've been at 90%+ data usage each month, and now they want to offer us a free streaming device that they'll provide. This TV Box will only use MORE data, thus pushing us over the data cap limits. Xfinity would then charge \$10/50gb with a maximum of \$100 charges/month. That's very lucrative considering all the customers Xfinity has. On top of that, we have no way to tell if, how, or when the device they send is consuming data. Can Xfinity push data to the device whenever it wants, thus forcing us to exceed our data cap? Could they coincidentally push a large update to these devices on the last day of the billing cycle to push consumers over the data cap threshold, without us knowing? Without the transparency of devices consuming data, Xfinity has the capability to charge as much as they want, when they want, and there's no way for consumers to disprove or protect themselves.

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**Ticket: # 6369890 - Data Caps**

**Date:** 07/31/2023 08:44 AM

**State/Zip:** Idaho 83686

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## **Description**

I was solicited by T-Mobile to switch my internet. I asked what I thought were all the pertinent questions including telling the representative what we used daily and if their plan would cover everything. She enthusiastically said "yes". I received the modem, it was very easy to hook up, and the speed seemed to work for our situation. However, 3 days into the plan I received notice my data was coming up and I still had 27 days to "spread" the rest of the data. I cancelled, (there was a 30 days satisfaction guarantee) and returned the modem. My account was credited with the overpayment and 8 months later I still can't get a refund despite multiple attempts. This I believe was a bait & switch and scam your money.



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**Ticket: # 6370675 - Data caps experience from our family**

**Date:** 07/31/2023 01:26 PM

**State/Zip:** Washington 98042

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## **Description**

My name is [REDACTED], and I am writing to share our experience and express our concern regarding the current data limits imposed on our household internet plan. As a subscriber to Xfinity (Comcast), I appreciate the services provided, but I am reaching out to request a necessary adjustment to better accommodate the professional needs we have as providers for our family, educational needs of my two daughters and to maintain vital family connections through video chat with our relatives.

My wife and I are both deeply committed to our careers, and as remote professionals, video conferencing has become an integral part of our daily routines. Efficient video meetings enable us to maintain seamless communication with colleagues, conduct client presentations, and participate in virtual conferences. The success of our work significantly depends on the stability and reliability of our internet connection.

With the ongoing technological advancements and the rapid integration of digital platforms in education, my daughters' learning experiences have heavily relied on online educational programming. As avid learners, they engage in various virtual classrooms, interactive lessons, and research for their academic development. Unfortunately, the existing data limits severely hinder their ability to access these resources effectively, restricting their educational growth.

Furthermore, my daughters often use video chat to keep in touch with their grandparents, aunts, uncles, and cousins who reside in different states. These video calls serve as a means of maintaining strong family bonds and fostering emotional connections with loved ones. Given the geographical distances, regular face-to-face communication becomes challenging, and video chat remains the closest alternative.

Additionally, we have an au pair living with us who hails from a foreign country. Staying connected with her family back home through video calls is of utmost importance to her emotional well-being while she is away from her support network. These connections not only provide her with comfort but also help her to better assimilate and adapt to our culture.

Considering the critical role of data connectivity in our family's professional, educational and emotional well-being, I kindly request the following:

1. A ban on data limits or
2. an increase in the data limits by policy or
3. a revision of current internet plan pricing to better align with our data usage needs, particularly for educational and professional purposes.

As responsible internet subscribers, we are committed to managing our data usage efficiently and responsibly. However, we believe that ensuring an unrestricted access to our professional requirements, nurturing learning environment for our daughters and to maintain family connections through video chat should be made feasible without undue limitations and extra fees.

I kindly request your understanding and consideration in this matter. Our daughters' education, our professional growth and our au pair's emotional support are of paramount importance to us, and we sincerely hope you can help us find a suitable resolution to our current predicament.

Thank you for your attention to this matter. I look forward to hearing from you soon.

Sincerely,



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**Ticket: # 6370878 - Data caps**

**Date:** 07/31/2023 02:23 PM

**State/Zip:** Minnesota 55122

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## **Description**

I'm in Information Security and head of a small family. Recently I started receiving texts from Comcast stating I was going to go over the data cap.

Our needs are pretty limited, I enjoy some online games, and my partner and I stream music and video at home. I've setup a small server so that I can have access to my own personal media library as well. With the growing cost of streaming services it's the most cost effective way to have continual access to media I own. Our child is too young to watch anything, so hopefully that gives an idea of our streaming needs. The other side is our jobs, we are fortunate enough to have my partner in a stay-at-home role, but they will be going back to work in the coming months. I'm lucky to still be WFH, and my partner will be looking for the same. So I'm currently going over the data cap, but no where near the normal need for family.

These texts from Comcast started the same month when my employer was conducting detailed investigations, which as a WFH employee necessitated more frequent use of data through forensic investigations and video meetings. This is literally going limit my focus on important issues and ability to quickly preform my duties as a security professional, in a highly regulated field. That's insane.

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**Ticket:** # 6371917 - Data caps

**Date:** 07/31/2023 08:28 PM

**State/Zip:** Colorado 80020

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## **Description**

My experience with data caps and Comcast started with surprise. I had no idea that home internet had caps. Sometime in 2019, I decided to try to save money and buy my own modem and router rather than renting from Comcast. I spent A LOT of money on this equipment. Then covid happened. The entire family worked from home, streamed all day, and blew thru our cap immediately. We needed to upgrade to the unlimited plan, however, we were forced to rent a gateway from Comcast in order to get unlimited data. Imagine my surprise.

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**Ticket: # 6374280 - Data Caps**

**Date:** 08/01/2023 06:55 PM

**State/Zip:** South Carolina 29229

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## **Description**

I used to live near PHX AZ with COX and we have 4-6 people usually in the house all gaming and watching streaming TV. After the caps were put in We blew through them and received a bill for an extra 225 bucks but were forgiven that one time. We had to downgrade the internet so we could afford the extra data of 50 bucks at 500MB. otherwise, the fastest speed and the extra tiers of data would almost cost 200 dollars a month 100% increase. Once we downgraded only about half people could use the internet at a time. We switched to watching shows of low quality and we would have to usually have 2-3 days of no internet towards the end of the month. I could blow through 1.25 TB of data watching 5 4K tv shows and a few days of gaming. It gave me anxiety having to constantly watch this gauge that isn't accurate and doesn't tell you if it's delays or real-time. I probably checked the gauge towards the end of the month 30-40 times to make sure we weren't going over or to shut the internet off so we weren't paying a penalty or paying for another 500MB block of data for 1 day of use. I also had to plan days of the month the kids could download games from xbox live. Cox Data caps forced us to internet ration, constantly check the data, limit internet usage, and watch shows and movies on low quality, and pay an additional 50-100 dollars for the trouble. Part of the reason I moved was to escape COX Communications and its internet prison. When I purchase a property a data cap ISP is one of the major deciding factors. I will never live in another house that has a data-capped ISP. I have ATT fiber in SC now and we don't have datacap. DATA CAPS are a nightmare and are set arbitrarily low to price gouge. I used to also call COX at least 4 times a month and get into screaming matches with them and complain to the FTC, FCC. The data speed was never close to advertised.

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**Ticket: # 6374495 - Overbooked for data**

**Date:** 08/01/2023 09:09 PM

**State/Zip:** Tennessee 37013

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## **Description**

During on billing period (bill rcvd in May regarding April charges) I was reported in my billing statement as going grossly overboard over my data limit. I am 95% of the time on Wi-Fi so not using data. Times that I must use cellular instead of Wi-Fi are very rare. Nothing in my routine has changed or any changes in the use of my phone/data and all the suddenâ. I was charged approximately \$650-\$700 in overage charges. I don't how to contest this with Xfinity as how can I prove it.

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**Ticket: # 6374535 - Boost false advertising unlimited internet**

**Date:** 08/01/2023 09:39 PM

**State/Zip:** Indiana 46205

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### **Description**

I pay 60.00 plus a tax they just added a month ago, without informing me, for unlimited data. But after i bought and paid for the service it said its only 11gb worth of data and then they charge for anything over. The terms say the data speed slows down but it shuts off completely until you pay for more data. But it still says \$60 unlimited data talk and text. Only thing unlimited is the calls and text

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**Ticket: # 6374758 - Cox Communications**

**Date:** 08/02/2023 03:30 AM

**State/Zip:** California 92113

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## **Description**

I've had an outstanding bill of over \$200 due to my neighbor leaching my wifi before I changed the password on the guest network and stopped it. Unfortunately, due to the data caps imposed by Cox, I've now got a bill that I can't pay which invariably will lead to my credit getting worse which I can't afford either since I've been actively working to repair it. I had only experienced overages for 2 months, as far as I know, and tried explaining the situation to them but they don't care. And, they're also the only Internet provider left in the San Diego area (possibly the entire state) which still imposes data caps on home broadband Internet service.



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**Ticket: # 6375320 - Data caps make higher bandwidth service tiers a price gouge**

**Date:** 08/02/2023 11:57 AM

**State/Zip:** Virginia 23509

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## **Description**

If my internet service provider has two speed options when selling internet packages, it makes no sense to select a higher bandwidth option. If you were to actually use the full available bandwidth being advertised for any length of time, you would hit your data cap in mere days. Being charged an additional \$20 or \$50 per month just to hit that data cap even faster, and then being hit with overage charges on top of that, is an insult to customers.

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[Ticket: # 6375472 - Data used](#)

**Date:** 08/02/2023 12:33 PM

**State/Zip:** Nevada 89101

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## **Description**

My data is being used were I can't receive phone calls or make them

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**Ticket: # 6376348 - Comcast**

**Date:** 08/02/2023 04:15 PM

**State/Zip:** Colorado 81620

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## **Description**

I have a data cap with Comcast home Internet that I have never gone over until recently. I somehow managed to use up my data when I wasn't even home, with no devices there to use data and everything unplugged. When I called to Comcast to inquire, individuals in some far off call center fraudulently signed me up for a new, more expensive Internet plan and now I have to spend hours trying to get through to some individual to fix this issue.

This is my experience with a data cap with Comcast home Internet.

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[Ticket: # 6377542 - RE: Data Cap Experience Comments](#)

**Date:** 08/03/2023 10:11 AM

**State/Zip:** Maryland 21053

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**Description**

Data Cap Experience Comments from Penn-Mar Human Services (MD and PA)

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**Ticket: # 6379102 - Data**

**Date:** 08/03/2023 05:35 PM

**State/Zip:** Alaska 99712

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## **Description**

I have ACS internet. I get .9 on an upload and 1.2 on a download. I am charged 65.00 a month. ACS has been saying they are going to upgrade the system for years, but it does not happen. I have no other service available to me. I have also been complaining for years.

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**Ticket: # 6381508 - Data Cap Experience With Viasat Internet****Date:** 08/04/2023 05:27 PM**State/Zip:** North Carolina 28655

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**Description**

We live very rural and the only options for internet services are satellite-based services. We currently have Viasat satellite internet. We pay \$165 per month for 100 GB per month. We are supposed to receive speeds up to 50 Mbps, however, we typically receive speeds no faster than 20 Mbps due to our location and topography. After we reach our 100 GB cap, Viasat "throttles" our service down to less than 1 Mbps.

My wife and I both work from home. We rely on internet service for 100% of our daily work activities which include accessing emails, remote management systems, webservices, zoom meetings, Wi-Fi based calling, etc. Prior to moving to our current home, we had excellent broadband Wi-Fi, and I was enrolled full-time as an online student. I was in the final year of my education and about to be the first in my family to obtain a 4-year degree. That's all been put on hold indefinitely due to our limited internet service and current data caps from Viasat.

All available data has been allocated to work only activities. We no longer stream Netflix or use other streaming services. We switched to Netflix DVD and order DVD rentals by mail instead (unfortunately, this program is set to end at the end of September). In using the internet for just work-related activities, we typically hit our data cap after 20 days of service, leaving us to struggle with extremely slow speeds for the next 10 days. Additionally, since the service is satellite based, poor weather conditions completely suspend service until more favorable conditions arrive. During poor weather, we must either drive 30 minutes to town to use free public Wi-Fi services, or since much of our work contains sensitive information, 45 minutes to my parents' home to use their private network. We recently discovered that Viasat offers a program called "Business Hours" which allows you to use web-based services between 8am and 5pm in your local time zone without adding that usage to your data allocation for the month. This service costs us an extra \$40 per month. We just recently found out about this program after doing some digging and contacting Viasat to see if they had any options to help us with our poor speeds.

Though the "Business Hours" has helped us in the past couple of months, and we can now get to about 25 days of service before hitting our 100 GB limit, the extra \$40 for unlimited usage is still restrictive. This program only allows for unlimited usage between 8am and 5pm local time, Monday - Friday. If we have met our 100 GB cap that month, when 5pm rolls around, the difference in speed is noticeable as services slow to a crawl. All usage during weekends, even work-related activities, goes toward our data cap.

It is possible to pay more for a higher data cap, and it is possible to add data on an as needed basis with Viasat, however, at \$165 we are at the top of our budget for internet services. It would be nice to be able to work from home without worrying about how much data we are using just trying to make a living. It would be nicer to not have to pay a premium to do so. It would be nice to be able to stream again, so we can talk about the latest shows with our friends. Finally, it would be nice to have enough data and bandwidth to finish my online degree, so I could make my mother proud. Maybe one day, Viasat will free us from their data cap trap, and we can rejoin the 21st century.

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**Ticket: # 6381714 - Data cap experience**

**Date:** 08/04/2023 08:23 PM

**State/Zip:** Texas 75150

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## **Description**

AT&T provides only 25 megabit, maybe 50 megabit, connections with 1,536 GB monthly transfer. That means in under 3 days of use, the internet is done. Any additional and suddenly the consumer, on ancient 2006-era VDSL v2, is charged \$10++ additional on top of their \$71 bill (up from \$66).

Data caps are notorious, bad, and anti-consumer. The available speed of a connection means nothing if it's constantly teetering on total usage. The world is different, the backbone is different now, these caps should not exist or should not be so low that you can only use the service 9% of the month.

Data caps are harmful. AT&T caps data in Mesquite, Texas.

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**Ticket: # 6381823 - Data Caps make life harder especially for students and low-income individuals.**

**Date:** 08/04/2023 10:08 PM

**State/Zip:** California 95132

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## **Description**

As a low-income college student, I can't afford the best mobile plan, but I still expect the plan I use to help me do my everyday tasks. I use my home internet and mobile plan to do average things like stream and communicate with others, but I mostly use it for school work and research. During the pandemic, school was taught online so live video calls and streaming lessons videos became the new normal. Streaming takes a lot of data and sadly, my data was slowed down after using my devices for school work. Something that should be simple and essential for people to succeed in school somehow became a barrier. In this day and age with modern technology and Silicon Valley, it astounds me how limited our data options are compared to other countries like South Korea and Japan. As someone who grew up being taught that education is the best way to get out of poverty, it saddens me for companies like Comcast/Xfinity to put data caps and slow down rates on their mobile plans at 20GB per monthly cycle, when the average use per person is way higher than that especially now with education being quite online focused. I hope the FCC, U.S. government, and elected officials bring us to the modern age where we can compete with other countries with faster data solutions, less connectivity & speed barriers, and carrier options. I hope for a world where everyone in the U.S. can access the internet without the fear of their connectivity being slow or not working, where we can depend on our connectivity to help us with our daily lives in school, work, home, and everything else.



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[Ticket: # 6383911 - ACP data cap lowering by ISP's](#)

**Date:** 08/07/2023 05:54 AM

**State/Zip:** Texas 78654

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## **Description**

When I first applied , and got on the ACP plan , then called the EBB plan , Boost Mobile was supplying me with 35GB of data for my hotspot device . About two or three months ago Boost Mobile lowered the data cap all the way down to 10GB . I don't understand why the FCC allowed Boost Mobile to lower the ACP benefit data cap down that low ?

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**Ticket: # 6384806 - Xfinity Data Caps**

**Date:** 08/07/2023 01:20 PM

**State/Zip:** Tennessee 37027

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## **Description**

I am married and have 4 children. 2 kids are homeschooled and 1 is in college. My wife works from home and I have the option to work from home. In addition, we all stream for entertainment (Netflix, YouTube, YouTube TV). I have to keep a constant eye on my data usage to make sure we don't go over. In December 2021 I was charged \$50 extra because I went over my limit (normal bill was \$76, so another \$50 fee is pretty substantial). I have already turned down the quality of my streaming services so they don't use as much data (but the video quality is not great). Xfinity is always touting faster download speeds, but with the same data cap, what's the point? It just gets you there faster. Also, I think it's clear that it doesn't cost Xfinity any more \$\$ if I happen to go over - they are clearly doing it just to make money at the consumer's expense.

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**Ticket: # 6385070 - Data Caps**

**Date:** 08/07/2023 02:24 PM

**State/Zip:** Nebraska 68164

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## **Description**

Data caps are an insult at this point. The average game/file/media piece is getting close to 70+ gigs. We can't even uninstall/reinstall programs due to data caps and charging. Cox also was doubling my usage amounts, compared to the router and multiple sources my amounts were exactly HALF what they were reporting and trying to fee me for.

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**Ticket: # 6387154 - Comcast Xfinity Data cap**

**Date:** 08/08/2023 12:32 PM

**State/Zip:** Indiana 46617-3214

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## **Description**

Hello,

I have been a customer of Comcast Xfinity for a while, and they have continued to raise my rates and force me to upgrade my plan. Now they have put a cap on that I hit quickly with just streaming services like Netflix and Disney+. I am on the lowest speed they let me order, 200Mbps, and I still hit that cap, yet they keep pushing me to get a higher speed, with the same cap! I would hit the cap even faster. Then they say they will lift that cap for an additional \$35.

They are lying saying I get 200mbps speeds when using that speed would use up the limited data. It would only take 14 hours of use in a month at max speed to hit the cap.

If I went with the 800 mbps plan they are pushing, it would use up the cap in only 3 and a half hours of full-speed use!!

I won't even go into the fact that I pay for 200 mbps, but only see 100 mbps speeds. When I have complained about that, they just say, "I see you are on the 200 Mbps plan, so you should be."

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**Ticket: # 6388655 - ACP Lifeline and Internet issues**

**Date:** 08/08/2023 10:10 PM

**State/Zip:** Pennsylvania 18636

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## **Description**

Issues with my ACP Lifeline. Experiencing issues with my lifelines internet and phone. Experiencing slower speeds or no Internet at all. even when I'm halfway through my phone and Internet plan. Tried to contact SafeLink, WhoopConnect, and the national verifier multiple times. I refilled the application multiple times online like I was told to do and have gotten nowhere resulting in lost data and minutes. It's like a scam for these companies to get you to call up so they can put you on hold for hours just so they can get you to waste you minutes and data so your forced to purchase more.

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[Ticket: # 6388737 - Data Caps are affecting my low income neighbourhood](#)

**Date:** 08/09/2023 12:07 AM

**State/Zip:** Indiana 46628

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### **Description**

the 1.2TB Data caps by comcast, the monopoly provider of broadband at my address, are unfairly restricting internet access in my low income neighborhood. Their pricing is higher in my area for the capped internet compared to no-cap unlimited in other neighborhoods. Please help!

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**Ticket:** # 6393725 - cox data cap

**Date:** 08/11/2023 03:00 AM

**State/Zip:** Arizona 85233

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## **Description**

i get 1.25tb data cap with cox, with only 2 adults/1 children in the house we regularly hit 90% of the data cap just from streaming tv and playing video games. when i first moved to AZ there was no data cap. i cant do anything extra like stream my video games to people cause it will put me in danger of going over the bandwidth cap. They do this to force me to pay for their unlimited data plan which costs 40.

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**Ticket: # 6393881 - Xfinity Cheating Not providing the Service the Customer Paid For**

**Date:** 08/11/2023 09:31 AM

**State/Zip:** New Jersey 08518

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## **Description**

For several years, I have complained to XFINITY in regard to the internet speeds they advertise and the internet speeds the customer gets. It seems that they manipulate the modems that are not provided by XFINITY, but XFINITY recommends. I have rented one of the modems from XFINITY, and I have kept that rental modem for a few months, Clearly, you see how much the speed improves. It seems that they want to force you to rent one of their modems and pay extra. The second scam I see is that XFINITY Promised 1200mbps. Speeds. I had technicians come to my home address to assess the line and equipment, but no fault was found there. The problem is they have changed the configuration firmware of my modern CAPPING to the speeds I am supposed to receive. Xfinity increased the value of the internet service, but they are not doing anything to fix the internet speed issue. I am getting less than half the internet speed almost 90% of the time. This issue needs to be investigated because XFINITY is profiting from something they know and are not able to provide, but they advertise all the time. If XFINITY wants to say that I am measuring the internet speed at night when most of the user's stream, and the system becomes slow due to demand, I will say most of my readings are during the day, assuming people are at their official job sites. I work from home, and I have purchased a package of the internet that fulfills my demands, but I also purchase something that has to be provided in the representation of the same value as the price I pay for the service. My work computer is connected directly to the modern to prevent any data-slowng down. I use a speed test app to capture the true speed of the system, just as the XFINITY Technician recommended months ago. The history of this app reveals that since the beginning of the year, speeds have ranged from 400 to 600mbps. Mostly keeping speed in the 400mbps range. So far, I have paid hundreds of dollars for 1200mbps speeds, and there is nowhere near I will get that with my own modern, which by the way, is brand new and recommended from XFINITY to customers that don't want to rent the equipment but own.



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**Ticket: # 6399107 - Ripped Off without any other options**

**Date:** 08/14/2023 02:54 PM

**State/Zip:** Washington 98056

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## **Description**

Forced to pay an extra \$30 every month to lift the data cap when I use my own equipment. Comcast unfairly charges more for using customer equipment by allowing free unlimited with comcast owned equipment and charges \$30 if you use your own equipment.

On top of that. Comcast there shouldn't be allowed to place arbitrary limits on bandwidth. They have had the same limit for over a decade even with the fast placed of change. My last FCC complaint was in 2018 about the future of data caps and here we are.

Comcast Xfinity is placing an undue burden on consumers with it artificial data cap of 1TB. The established limit is an artificial cap that is stifling innovation and harming consumers. Example: "To stream in 4K Ultra HD with HDR, Netflix recommends you have a consistent minimum download speed of at least 25 megabits per second. That multiplies out to roughly 11.25 gigabytes per hour. With the average Netflix user now streaming two hours of video per day, according to one third-party estimate, HDR TV owners would consume 675GB of bandwidth to watch just one Netflix stream." The current cap needs to be re-evaluated.

I'm being overcharged by Comcast because the are no alternatives. Century-link fiber doesn't cover my my service address and I've tried 4G but it doesn't provide the same service needed to work from home.

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[Ticket: # 6399124 - 90% data CAP on Internet Download Speed](#)

**Date:** 08/14/2023 03:00 PM

**State/Zip:** North Carolina 27834

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## **Description**

I wrote a letter to ALTICE Inc Board explaining about Voice Call Drops and Latency in Data. However they continue disregard my complaint

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**Ticket: # 6399516 - Xfinity Data Caps**

**Date:** 08/14/2023 04:44 PM

**State/Zip:** Illinois 60013

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## **Description**

My wife and I both work from home which makes us reliant on our home internet service. Xfinity is currently the only option in our neighborhood that provides the speed we need to both be on calls at the same time without issue. On an average month we use 60-80% of our 1.2TB data cap. Between work, streaming TV, and playing video games, we often get warnings near the end of the month that we're approaching our limit. With the average video game being 50GB+, OS updates easily hitting 5-10GB, and higher resolution streaming using a constant supply of data, it's easier and easier to hit the cap. We recently increased our bandwidth to 1,200Mbps after a "promotional price" ended and yet our data cap is not increased proportionately. These companies have admitted the limit is not a technical necessity and xfinity even offers a different unlimited plan to users who lease their equipment. Once the data cap has been hit, they charge \$10 per 50Gb but also push a \$30/month unlimited fee. With internet moving from a luxury to an essential utility over the past decade, data caps need to be eliminated outright.

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**Ticket: # 6404482 - Data Cap & Extra Charges**

**Date:** 08/16/2023 05:54 PM

**State/Zip:** Tennessee 37890

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## **Description**

I recently transferred my ACP benefit to Hughes Net after calling the ACP office. The man I spoke with checked numerous companies to find one in my area to supply internet service. First I was charged an extra \$25 to install a satellite dish after being told equipment was free. I was also told there was no data cap that after 30 GB my service would slow down during busy or peak periods but it would still work at a slower rate. That is not true. After 30 GB I have no service. I cannot even use the 2.5 service instead of the 5 service. I have sent emails concerning the extra fee I was charged without being told about it and the fact my service stops working. The man at the ACP office and myself spent about 1 and 1/2 hours on the phone to find a service acceptable so I'm sure he covered everything. I was supposed to pay \$34.10 after the \$30 ACP pays and I could not afford the extra \$25 that I nor ACP had been told about. I do not mind having to pay the \$34.10 as I'm in a very rural area with limited service companies but I do mind my service completely stopping after 30 GB when I was assured by ACP and the technician who installed the equipment. I also ask him if my service would stop or slow down. Both said it was for unlimited service. That turned out to not be true. They also do not add time for when service will not work due to rain or cloudy days. When it rains or is cloudy I do not have service either. It has rained almost every day this month so my service has been interrupted daily sometimes for several hours. There is also a charge of \$14.99 for equipment each month after I was assured by ACP and the installer there would be no charge for equipment. The actual charge for internet service is \$19.99 not \$34.10.

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[Ticket: # 6407431 - No Data at all, blocked my extender](#)

**Date:** 08/17/2023 05:59 PM

**State/Zip:** Maine 04270

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## **Description**

they don't have any data connection if you complain about the data connection they'll completely disable your device I currently have a extender for the extender through Verizon Wireless and if I call and complain that I'm not currently getting any data they will block my 4g extender, Backed up images just called me and they disconnected from the call and blocked the extender.

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**Ticket: # 6407833 - undisclosed data cap - cost a lot**

**Date:** 08/17/2023 09:34 PM

**State/Zip:** California 95691-5292

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## **Description**

I have wave internet, by astound. I was not home and all tv's were off, but I recd a bill from wave in oct 2022 for \$131. my normal bill at time was \$57. they said they had a limit of 1000G. I researched the plan and it said "overages at a small charge". this was not small, as it more than doubled my bill. in hours of research never was able to find how the charge was determined and if it was legit. as I said, no one was home, but I then had to buy a premium plan from eero to monitor devices. it turned out a roku was malfunctioning, hence the large use of data when no one was home watching tv. now, I pay extra for this and I will know if I'm using too much and can address it by turning off my internet remotely. but I don't think Wave treated me fairly as the amt for the unintended overage was high and never explained. and not explained when I took out the plan. when I renewed my plan I told them I wanted unlimited data and they put me on hold and came back with a higher charge.

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**Ticket: # 6409778 - The Nightmare of Broadband Data Caps**

**Date:** 08/18/2023 05:58 PM

**State/Zip:** Arizona 85379

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## **Description**

I am a 31 year old low income woman with a chronic disability. The company I have to pay for internet instituted a data cap in the last few years that has been devastating to me financially. I work from home so not having the service is not an option. My bill had doubled since the data caps began. I used to be able to get my necessary internet service for under \$100 per month. Now it's \$180 for the same service but without the data cap. There are people out there paying half that for more service, including cable. Everything is expensive now, and the internet bill isn't helping. If I don't pay the extra \$50 just to remove the data cap, I'd be paying hundreds of extra dollars every month in overages simply because my job requires so much data. The cable companies have a virtual monopoly and us consumers are collateral damage. I can't always afford to feed my kids and pay the internet bill every month. It feels like I'm drowning in these bills.

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**Ticket: # 6411219 - Data Cap Experiences**

**Date:** 08/20/2023 01:02 AM

**State/Zip:** New York 14612

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## **Description**

Data caps can be life or death for many. In other cases, they can mean foregoing monitoring your health. Many treatment plans today require a form of technology. Cell phones are a form of assistive technology. They contain multiple applications that require internet connections in order to work properly. From insulin pumps, blood sugar monitoring, to mental health applications which can be life or death if a person cannot access a tool needed for a flair up in the moment. Time is of the essence in these especially with things like CPTSD and PTSD or depression. Tracking for chronic coughs also requires an internet connection. Data caps would mean no access or severely limited access. You can easily find yourself in a moment with absolutely no data. Home Internet data caps should NEVER be allowed to exist either. It is insanity.



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**Ticket: # 6411951 - Data Cap Survey**

**Date:** 08/20/2023 09:59 PM

**State/Zip:** Kentucky 40342

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## **Description**

Our provider here is Spectrum.

Although we don't currently have a data cap imposed, I want to write in opposition to any such caps and/or limits.

Our experience is that we use the Internet for many things such as downloading and updating device software and apps which, in and of themselves, consume large amounts of data. We also play games, which use the Internet, as part of how the games operate and when playing against other people, and we use streaming services, such as Netflix, which now have 4K content available. All of those, which use the Internet as their backbone and method of delivery, take large amounts of data, behind the scenes, in order to make such games and streaming possible.

If a data cap or limit was to ever be imposed, it would cause extreme difficulty in being able to consistently use, and take advantage of, these apps, games, and services that we enjoy very much, and even just to keep our devices and apps updated as most all types of consumer devices, even smart televisions, have some type of software installed that must be kept up-to-date in order for them to continue working properly. As the only way to keep all of these updated is to have them connected 24/7 to our home network, and the internet, data caps and/or limits are not feasible, and they do not make any justifiable, logical, or reasonable sense because such caps and/or limits hinder the very backbone that now keeps most anything and everything going and is both counterintuitive and counterproductive to why the internet even exists.

As we, and many other consumers, already pay quite an amount to our providers just for the ability to have and use the service, to begin with, there should be no need for them to try to capitalize extra, on top of that, which limits our abilities to have and use the ever-increasing amount of things that need the Internet to just even function let alone actually use them for the purposes they were designed to serve.

In conclusion, I stand in opposition to providers imposing any kind of data caps and/or limits, and I strongly urge the Federal Communications Commission to discourage, oppose, and ban such practices as I believe it would be in the best interest of consumers who keep these providers in business by subscribing to, and paying for, their services.

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**Ticket: # 6412053 - Data caps should be banned, it's ridiculous that they still exist**

**Date:** 08/21/2023 01:08 AM

**State/Zip:** Virginia 22153

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## **Description**

Data caps are a scam. ISPs are using them to milk more money out of customers for no reason. They demonstrated this during the pandemic.

My fiance and I are looking to move to Georgia from Virginia within the next few years. We currently have gigabit internet through FIOS that has no data caps and costs \$80 per month.

Thearvest providers in Georgia where we are looking to buy are ATT and Xfinity. BOTH of those providers have data caps on ALL of their plans. Their plans are comparable in price with our current Verizon plan, but that's WITH a data cap. To uncap, both require an extra \$30 per month for \*no reason.\* The fact that the same plan at the same price with Verizon has no caps demonstrates the whole thing is a scam with no legitimate reason for it to exist.

If Verizon can do it why can't Comcast? They demonstrated during the pandemic that this is not an infrastructure problem and that it has nothing to do with alleged load issues. They didn't have problems with unlimited data during the pandemic and are now turning the brakes back on to scam customers out of more money.

Ban this ridiculous practice.

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[Ticket: # 6413041 - Cox Data Caps](#)

**Date:** 08/21/2023 01:53 PM

**State/Zip:** Kansas 67124

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## **Description**

Data caps were set at 1TB per month and we always had to limit how many games we downloaded/movies we watched in 4k. These caps have not adjusted for how people consume data now. One game can be 100GB now which is 10% of the data cap, if two people in the house play that is 20%. 4k TV/Movies use around 10GB per hour. If three people watch two hours per day of TV that would use 60GB per day and you would run out around half way through the month.

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**Ticket: # 6414439 - Comcast Caps**

**Date:** 08/22/2023 03:46 AM

**State/Zip:** Illinois 60613

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## **Description**

Comcast implementing caps whilst other national providers like Spectrum and AT&T chose to not do it, reinforce they are not necessary and are just a monetary grab to get additional money from consumers

I pay nearly 30% more for an inferior cable based service than I paid AT&T at my old place, and 40% more than I paid spectrum for the same level of services due to needing to pay for unlimited data as to avoid overages.

If truly only a few percentage were the reason for this, then why not do what other ISPs do and disconnect people who are truly causing a capacity constraint on the network? Or get them on a more expensive business plan.

This is a cash grab plain and simple, and causes unnecessary fees for those who are underprivileged and creates inequality in access for those who cannot afford to pay for an unlimited data add on.

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**Ticket:** # 6418897 - Data Caps are robbery!

**Date:** 08/23/2023 05:50 PM

**State/Zip:** Nevada 89113

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## **Description**

Data caps make it so hard to do my remote work. I only remote work when I need to due to sick or having been exposed since I work with kids who have weakened immune systems. It sucks because I typically do not use all of my data unless I remote work for a few days during the month. I get charged over usage fees, which sucks because I don't get money back when I don't use all of my data allowance. Further, Cox Communications charges an obscene amount for their unlimited data plan, which I frankly cannot afford. Data caps should be outlawed!!

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## Ticket: # 6420103 - Internet Data Caps are Abhorrent for the Consumer

**Date:** 08/24/2023 11:58 AM

**State/Zip:** Nevada 89081

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### Description

Every year a family is forced into a decision with Cox and other ISPs, either pay an extra 600 dollars over that year so their family can use the internet without restriction or worry of random charges to their bill, or be forced to strictly monitor data usage by all of their devices in the home. Neither of these choices are good or beneficial to the consumer, and yet ISPs force this choice on consumers every day through their data consumption policies. No one wants to have to budget or ration their residential internet.

I'm not a family man, I'm married, but I don't have children yet. However, if I did, I know that I would basically be forced to purchase the unlimited data plan my ISP provides. Just by myself and with the intermittent usage from my wife, we find ourselves often at 90% usage. This is while we are DOWNSCALING each stream or video we watch to 720p, a standard that is no longer even considered high definition. Without downscaling, we would be passing the cap every month without issue. I work from home, I watch a lot of streams/videos - they're good background noise, essentially a radio or TV in the corner. I haven't had TV service in years, as the internet has mostly replaced it.

This doesn't even begin to scratch the surface of downloading video games, or living in a home with children who do that. With game sizes continuing to balloon up due to the 4K textures that are forcefully shipped with every game, a single game can suck up 10% of your overall monthly bandwidth - something that is just absolutely silly. Call of Duty games are over 200gb in size and while they have made progress in breaking the game into different downloads so that you don't have to download the whole bulk, there are games that don't do that.

As we continue to move into a more modern age where internet bandwidth is depended more and more upon, I can understand a market where the price goes up. The problem is, there is no market. Where I live there's one cable provider - Cox. That's it. Want something else? Gotta take a speed that's way lower than what I'm actually looking for, or I have to wait until Google Fiber decides to get off their butts and continue to expand.

With how much money these ISP companies make, they seem to do extremely little with it seeing as how I'm still on a coax connection in a newly built community rather than a fiber line to provide the best quality connection and speeds. It's just sad. There is no reason for these companies to ever be charging residential consumers for data caps, especially as we continue to run towards the fully digital age.

I hope that the FCC sides with the consumers and understands that these shady charges ISPs tack on for data consumption are absolutely anti-consumer and must be stopped.

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**Ticket: # 6422049 - Phone so slow basic functions are gone**

**Date:** 08/25/2023 05:40 AM

**State/Zip:** California 92123

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## **Description**

My data and Internet services on my Q link wireless phone have been throttled down so severely that I am unable to use navigation, double authentication, load emails, attach images or files as evidence in my complaint or any other job application or professional email or communication that I've been trying to utilize in order to get back on my feet. I contacted customer service multiple times with no success and have been advised that I am in the yellow of my three colored data status. I was also advised that I could purchase more data on my unlimited data plan which is obscene to me. I have been left stranded because I could not access my credit card accounts to unlock my card. In order to get gas. I have left my car stranded where I was. I hope it does not get stolen or towed while I retrieve money from a friend. I missed meetings and job interviews that were in place in order for me to get back on my feet, it's 2:30 in the morning and I finally got home thanks to a friend that I was able to call to save me. mind you this isn't really my home. It is where I'm staying temporarily while I get back on my feet and my dog shit all over their house, because I was gone so long, so I may actually be homeless because of the poor shitty service in which was provided Because of their unjust financial discrimination and throttling of web service and data service. I would love to attach my Internet speed test that I was requested to provide by q link wireless but because my service is so slow and the bandwidth does not operate properly I am unable to attach any evidence or files that would support my complaint with all of the complaints I have sent this evening or this morning since I just got home. I am not one to complain about anything free but as a service that is supposed to be provided to help individuals get back on their feet and reestablish their lives. It's shameful that we would be hindered in the process. I could probably get better service if I stole the phone and impersonated an individual but alas, I opted to use the service that was provided by our tax payment dollars and it has not shown itself to be beneficial. I am just an individual trying to be an honest contributing person in society, and I am hindered by the shitty service provided by this program it disappoints me to no end. My speed test revealed a 0.63 kb speed. Minimum requirement for phones for basic operation is 10 mb. Please take notice kb and mb and there are 1000 kb in 1mb. My aol account on a phone line was faster when I was in college.

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**Ticket: # 6422062 - Experiences with data caps**

**Date:** 08/25/2023 06:40 AM

**State/Zip:** California 92040

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## **Description**

I live in a privileged area in southern California where we have good internet with Cox. I rarely run into the problem of the 1 terabyte datacap, however I have family that does run over their datacap regularly with internet TV and streaming services. Backing up a \$30 1 terabyte hard drive to the internet on your 1 gigabit connection can blow through your data cap in 2 hours, when you need it to last the full 30 days. The average fees can be up to \$100/month for only an extra 500GB of data, doubling your cost for internet. No matter how you slice it, if you're paying for gigabit internet I should be able to use it for more than just 2 hours a month especially with how much data people have now and into the future.



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**Ticket: # 6423571 - Data caps**

**Date:** 08/25/2023 04:58 PM

**State/Zip:** Michigan 49053

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## **Description**

I was going through air talk wireless before I moved I was at [REDACTED] Galesburg Michigan 49053. The provider airtalk puts data caps on everybody's data that has the lifeline program at 2 GB of high-speed data only. After the 2 GB which lasts about 2 days you can barely even use your phone at all.

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[Ticket: # 6424474 - Feelings on data caps](#)

**Date:** 08/26/2023 12:24 PM

**State/Zip:** Arizona 85335

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## **Description**

Data caps are terrible. They were put in place in response to cable companies losing cable TV subscribers to people cutting the cord and using streaming services. The caps are too low for the high definition content we consume today and they make what would be affordable internet out of reach for most people. As consumers we have no out. Cable companies are allowed a monopoly and run certain areas without real competition. If other cable internet providers were able to compete in the same area, the competition will drive down price. The same way Power companies must offer options for all services in the area, cable TV and internet should be the same.

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**Ticket: # 6424543 - Data Cap**

**Date:** 08/26/2023 01:10 PM

**State/Zip:** Tennessee 38574

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## **Description**

I am contacting with an inquiry about data caps. I understand the need for one but my concern is if someone has a online job what are they to expect at the end of the month? Should it be capped daily with the 8 hour use? I am concerned that if I am able to get a online job what do I do at the end of the month when it shuts down. I'm currently using a life line number and it seems that it runs short more each month. I really appreciate the opportunity, just trying to make the best of it with what I have.

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**Ticket:** # 6424821 - Data caps

**Date:** 08/26/2023 04:49 PM

**State/Zip:** Utah 84081

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## **Description**

I didn't have huge issues with the data caps till recently. Today I was notified that I've used most of the data available. I won't be able to use the internet till next month and there's still 5 days left. I will only use the rest of the data for important things. That I remember, they haven't increased the data cap like in 8 years at least. They just want to force customers to pay for the unlimited data service.

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**Ticket: # 6425001 - Data Caps Are Crap**

**Date:** 08/26/2023 07:38 PM

**State/Zip:** Michigan 48204

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## **Description**

Comcast (Xfinity) gives a 1.29 TB per month data cap. They count all traffic against this limit, so both downloads and uploads. So you effectively only get 322.5 GBs of data usage per week. I've had to downgrade my Netflix from the 4k package to 720p (4k is 9x the size/data usage of 720p). So when I watch TV at home now on my 4k TV, I have to watch it in crappy quality to avoid going over the data cap.

The data cap shouldn't even exist, Comcast (Xfinity) admitted to instituting it just because they could.

If you used one of their slowest connections, say the 100 Mbps package, and used it at full speed non-stop - you would hit 1 TBs of usage in less than 24 hours. 1 day, their data cap is only good enough for non-stop use for a single day on one of their lowest cost plans. Depending upon the month, you have between 28-31 days. So 24 hours of straight usage without stopping sounds like it's too much right? If you used it for just 1 hour per day in a non-leap year February you will go over Comcast's (Xfinity's) data cap. That's 1 hour of usage for a single person making the most of things on a slow connection of 100 Mbps. They have plans going up to 1,200 Mbps (1.2 Gbps) with faster speeds coming.

What the heck is the point of faster Internet when your usage is unnecessarily limited? I don't want to abuse the service, but Comcast (Xfinity) has the capacity to handle giving a data cap of 12 TBs to everyone easily. They don't do it, because they have a huge conflict of interest. I wish that the FCC would relabel them as a public utility again and make things make sense. I wish that Congress would help codify those rules into hard law so that another crippled/captured FCC can't roll them back.

What's worse? Comcast (Xfinity) charges \$30 extra per month for unlimited data usage. They do not let plans under 600 Mbps buy the unlimited data. I pay \$35 per month for 200 Mbps internet and I can't make that \$65 for unlimited because Comcast wants me to pay \$65 minimum for an Internet plan before having the "honor" of paying another \$30 per month for unlimited data. Their website used to mention this outright. Instead every attempt to purchase this data on a slower plan ends with the page magically not being able to load. (Screenshot attached)

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**Ticket: # 6425498 - Data throttle**

**Date:** 08/27/2023 01:20 PM

**State/Zip:** Nebraska 68111

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## **Description**

Hi, I am an att customer and I also have the ACP discount. I am forced to choose the plan that is a best match for my current budget. My plan is capped at 5gb of data per month with the ACP discount. As a result, my data is deleted by the second day of my billing cycle which causes my provider to throttle my data connection to next to nothing. Once my data is throttled, it renders my phone nearly useless for the remainder of the month. I am unable to even load the providers website due to this throttle. I don't see the point in having the ACP if it doesn't provide me with a usable internet connection for the entire month. I am also a student and participate in online courses many of which I have missed due to my providers data throttle

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**Ticket: # 6425595 - Data cap unethical charges, putting me in debt**

**Date:** 08/27/2023 02:35 PM

**State/Zip:** Oregon 97233

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## **Description**

My unlimited service with xfinity kept slowing down so I asked to be switched to least expensive plan, since the unlimited one was not worth paying for. The following month I got a 250.00 bill im still fighting. I was specific about my needs and what I could afford. I was also scammed into getting a free phone, which was not free. I kept getting passed to one customer service rep to another. I. Regards to the bill, and I'm still waiting a actual response or solution to the matter. I also made them aware I have a meaning disability several time when signing up , after I signed up I got a call to increase my bill with better service, I did. Then they wanted the acp funds for faster service and told me it was free but my bill increased. Now im in debt, and cant make out of a drug infested gun violence area bc of xfinity and their unethical sales tactics and terrible customer service which just passes people to the next with no solution until they just give up in frustration..

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**Ticket: # 6425768 - Data Caps for What?**

**Date:** 08/27/2023 05:38 PM

**State/Zip:** Georgia 31210

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## **Description**

Does it cost an ISP more money the more data you consume? Not really. You could argue that a higher bandwidth saturating their switches/backbone for an extended period of time could lead to quality of service issues for other customers, but if you pay for a certain bandwidth you should be able to saturate that connection. That is the service you are paying for. It is up to the ISP to ensure that they can handle all of their customers utilizing 100% of their bandwidth 100% of the time. ISPs need to upgrade their infrastructure to do this but instead they stick a data cap on your connection and continue to rely on RG-6 Coax cable. Luckily as more and more people switch to cellular-based 5G internet it might force ISPs to become more competitive and do what they should have done almost 10 years ago (Fiber internet, no data caps)



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**Ticket: # 6425896 - Data Cap Experience**

**Date:** 08/27/2023 09:02 PM

**State/Zip:** Georgia 30904

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## **Description**

Data caps are problematic in a world of remote work and high cost of living. The amount of data used does not change the costs for ISPs, and data caps are just further profiteering on a service that is a necessity for most people.

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[Ticket: # 6428054 - Xfinity Data Caps](#)

**Date:** 08/28/2023 06:26 PM

**State/Zip:** Michigan 49505

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## **Description**

I have used xfinity for years due to lack of other choice. I have had to resort to having 2 ISP connections (secondary with at&t) and routing all of my streaming traffic to one just to avoid data caps on streaming 4k video.

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[Ticket: # 6428338 - Data over charges](#)

**Date:** 08/28/2023 08:51 PM

**State/Zip:** West Virginia 26571

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## **Description**

Every time I have to use my GPS mapping system to get anywhere Verizon Wireless charges me for going over my Data, They cost more than anyone else to start with and I am a senior citizen and on a very limited income and I am handicapped

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[Ticket: # 6428608 - Data cap](#)

**Date:** 08/29/2023 07:50 AM

**State/Zip:** Florida 32407

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## **Description**

WOW Internet unilaterally and quietly adopted a data cap on all their plans (except, of course, their most expensive one) even though there was no cap when I initiated service with them. I work remotely so my Internet is extremely important to me and now I'm at risk of having to pay up to 100% more in my monthly bill based on their changes. I've been in IT for a long time and I've ALWAYS made sure my ISP doesn't include caps when I sign a contract because of my job and lifestyle. The data cap seems arbitrary and more of an excuse to charge us more money (or push customers towards more expensive plans with excessive data bandwidth but unlimited caps) than anything else.

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**Ticket: # 6430418 - Not enough**

**Date:** 08/29/2023 05:39 PM

**State/Zip:** Pennsylvania 18042

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## **Description**

It seems kind of strange that Q-link wireless offering a 5G plan on the ACP program has capped the data to a 3G speed only after a few gigabytes of data used....

They use the T-Mobile network.

However going through AT&T on another provider did not slow down as much however it is to be noted that SafeLink does slow it down a bit giving you less than half expected but still useable speeds for most of the time.

Q-link = kilobytes less than a mb

SafeLink= 3 to 8 mbps

Normal service provides about 22 to 50 mbps

You can see the difference.

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**Ticket: # 6431143 - Xfinity Data Caps**

**Date:** 08/30/2023 07:54 AM

**State/Zip:** Florida 32259

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## **Description**

As a professional consultant working remotely with a daughter and grandchild in the home, I am constantly on the verge of exceeding the 1.2 TB data cap and incurring surcharges that increase my monthly internet communication cost by 30% - 50%. Considering the small size of our household and our nominal use of employment, entertainment, and educational communication services, the cap appears to be deliberately set at a level that is inadequate for today's "typical" American household and deliberately designed to create a deceptive consumer pricing scheme.

While I pay \$82/month for a 400GBps data rate, exceeding the data cap by a single MB incurs a 12% surcharge. In my geographic market, Xfinity effectively maintains a monopoly in internet access. Xfinity leverages that monopoly to create a pricing scheme in which the consumer is either forced to purchase entertainment services from Comcast or pay substantial surcharges for internet access to competitive entertainment, security, and VOIP services. This behavior clearly constitutes abusive market manipulation and adversely restrains both individual consumer freedom of trade and the US economic growth in general.

It is worth mentioning that Comcast's Q2 2023 financial report reflects a Total Connectivity & Platforms Adjusted EBITDA Margin of 41% which is a 170 bps year-over-year increase. Moreover, technological advances in data compression have resulted in exponential increases in the capacity of Comcast's existing networks and belies their claims of potential "congestion" in the absence of caps.

In summary, Comcast together with other major ISPs have invented artificial data caps as a tool that allows them to engage in unfair, deceptive, and abusive market practices that inflict hard dollar damages both to American consumers and to US economic growth. My family is merely one example of the tens of millions of consumers damaged by these practices.

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**Ticket: # 6431742 - data cap**

**Date:** 08/30/2023 12:04 PM

**State/Zip:** Washington 98102

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## **Description**

Dear FCC Consumer Affairs,

I am writing to file a formal complaint against Xfinity/Comcast regarding their implementation of data caps and the resulting unfair burden placed on consumers like myself. It is my belief that these data caps are not only detrimental to consumers' interests but also indicate questionable business practices that warrant investigation.

The imposition of data caps by Xfinity/Comcast has become an undue hardship on their customers. As a loyal customer, I have experienced firsthand the difficulties these data caps pose in managing my internet usage. The limited data allowances force users into higher-priced plans, essentially coercing customers to pay for more data than they might actually need. This practice feels exploitative and takes advantage of consumers' reliance on internet services in today's digital age.

Furthermore, Xfinity/Comcast has made it unnecessarily complicated to monitor and manage data usage. This lack of transparency creates an environment where consumers are left in the dark about their data consumption, making it difficult to make informed decisions about their service plans. This lack of clear and accessible information suggests a disregard for customers' rights to understand and control their own internet usage.

I kindly request that the FCC thoroughly investigates Xfinity/Comcast's data cap policies and practices. Consumers should not be subjected to such unfair treatment, and it is within the FCC's purview to ensure that internet service providers operate in a transparent, fair, and customer-centric manner.

I appreciate your attention to this matter and trust that the FCC will take appropriate steps to address these concerns. I look forward to hearing about the outcome of this investigation and the actions taken to protect consumers' interests.

Thank you for your time and consideration.

Sincerely,

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Ticket: # 6432307 - exceeded monthly data usage plan, but router logs show below 1.2 TB

**Date:** 08/30/2023 02:29 PM

**State/Zip:** Illinois 62656

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## Description

subscribed to Xfinity

address [REDACTED]

plan = 400 Mbps

My data usage was normal until 07/2023 and in 08/2023 is the 1st month ever to exceed usage (have been an Xfinity customer for multiple years, nothing changed with my habits). For August, my router logs show 317 GB Downloaded and Uploaded as of 08/26/2023 (this matches June and previous years), according to Xfinity, data cap of 1.2 TB has been exceeded. What's interesting - just by having cable modem connected to Xfinity (no other devices), data usage is consumed by 2GB / hr. Hmm  $2 \text{ GB} * 24 \text{ hrs} = 48 * 30 \text{ days} = 1440 \text{ GB}$  consumed or  $> 1.2 \text{ TB}$

Have a whole post on their reddit site

[https://www.reddit.com/r/Comcast\\_Xfinity/comments/1623fwu/exceeded\\_your\\_monthly\\_data\\_usage\\_plan\\_but\\_router/](https://www.reddit.com/r/Comcast_Xfinity/comments/1623fwu/exceeded_your_monthly_data_usage_plan_but_router/)



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**Ticket: # 6434225 - Internet**

**Date:** 08/31/2023 11:43 AM

**State/Zip:** Arizona 85338

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## **Description**

Internet fee.

I have a fire stick connected to my Internet which I am paying a separate fee to Amazon. The cable company just charged me an excessive fee for data usage. Basically because I have a fire stick to stream movies. This shouldn't happen because I pay for all the streaming services connected to my fire stick. I am 71 years old and this is excessive.

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**Ticket: # 6435505 - Unlimited Data plans not Unlimited**

**Date:** 08/31/2023 05:51 PM

**State/Zip:** Illinois 61201

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## **Description**

The US Cellular Unlimited data plans are not truly unlimited. They should not be allowed to be described as such as it's misleading. I'm an over the road truck driver and I get that I'm constantly changing cell towers and unknowingly roaming. I reached my roaming limit 15 days into my billing cycle and US Cellular has denied me access to my remaining data for the rest of the cycle. If they're going to arbitrarily shut off my data they must provide the amount of roaming data being used on a constant basis. Back to my first point, all cell companies should be denied using the "unlimited" monicker if they're going to have any limits at all.

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**Ticket: # 6439159 - Data Caps in a Digital World**

**Date:** 09/02/2023 06:20 PM

**State/Zip:** Arkansas 71913

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## **Description**

If I'm going to be charged for going over my data cap within a month period, then it's only fair that I'm reimbursed for the months that I do not go over, or that the data I do not use is rolled over into the next month in addition.

In today's digital world, with the ushering out of cable and satellite television, having data caps on internet is predatory and anti-consumer. Everything uses bandwidth now, even my vacuum cleaner needs updating through the internet...

Either remove data caps or make rolling over the unused data (since it's so precious) a federal mandate. There should at least be data exemptions on things like streaming services, appliance updates, or anything else that is not a hard download from our ISP's.

Bottom line, if I don't have data, then I'm less likely to see advertisements, and we can't have that now can we???

Please consider removing data caps or regulating the current predatory system that only serves to benefit our ISP's bottom line.

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**Ticket: # 6439963 - Data Cap Experience**

**Date:** 09/03/2023 05:31 PM

**State/Zip:** Tennessee 37072

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## **Description**

I'm a librarian who specializes in helping low- income folks connect to services around my area. I was tasked during quarantine and beyond to do work from home tasks via my phone, computer, and smart TV. All of these devices require data/ internet connections. Thus, I procured "unlimited" data plans that I paid for out of pocket to fit my new normal, only to realize that unlimited doesn't actually mean unlimited at all!

Each service whether AT&T, Xfinity, etc., throttles my service to the point of unusability. I have been in the middle of trainings, appointments, etc, and service just stops. Then I have to spend 30min to an hour trying to switch devices, go to a Starbucks, etc., just to finish my task. I pay almost \$200 for unlimited phone and internet, but I consistently have to go to other places to use their free internet service to help my customers. However, if I change my service to a cheaper plan, it's even worse! Shouldn't unlimited everything actually include everything?

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[Ticket: # 6439965 - Data Cap from Cox](#)

**Date:** 09/03/2023 05:33 PM

**State/Zip:** Arizona 85225

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## **Description**

Cox advertises GIGABIT service. But then, as one dig deepers, they find that there is a data cap of 2180gb a month!

Do you know how long it would take to reach that datacap at GIGABIT speeds? Under three hours. A month. After that, you get hit with insane overage charges.

Just think of how insane that is. You pay extra for a certain advertised speed, and they don't tell you that if you actually \*use\* that speed for LESS THAN HALF OF ONE PERCENT of the month, you are going over the "limit." That should be criminal.

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**Ticket: # 6439988 - Cox Communications Data Caps - Omaha, NE**

**Date:** 09/03/2023 05:52 PM

**State/Zip:** Nebraska 68124

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**Description**

Cox Communications, Omaha, NE. Data Caps on internet because there isn't any other providers in the area that offer the same speed. Then they want you to pay another \$50/month just to remove their data cap.

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**Ticket: # 6440103 - Data Cap Stories**

**Date:** 09/03/2023 07:42 PM

**State/Zip:** Illinois 60657

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## **Description**

My household uses Xfinity internet. Our plan is "unlimited" which means up to "1.229 terabytes" per month and each additional 50 gigabytes is \$10. Our plan also boasts speeds up to 800 Mbps. This plan would be easily fit our needs if Xfinity didn't also lie about speeds or about how much data we are using. As of 9/3/2023, our download speed was 217 Mbps.

My home system is an Xfinity's modem with a high-end router hardwired into it.

The setup is a closed signal distribution system - meaning the modem is only able to provide internet via direct hardwire and cannot distribute signal via wifi. My router is what distributes the internet to my house and 100% of all internet goes through the router. The router is also locked to only permissible devices and has no public wifi option enabled. The router tracks 100% of the activity and usage within the home and I can even get incredibly granular and tell exactly how much every device is using on a monthly, weekly, daily, hourly, and live basis. So color me surprised when Xfinity consistently exaggerates data usage on a factor of 1.3x to 1.7x my real tracked usage. For example, last month, Xfinity charged me \$40 extra for using 1396 GB out of 1229 GB allocated. Meanwhile, my router and its monitoring tech stated we only used 863 GB.

So yes, data caps are impacting my life because Xfinity is able to lie about usage with no oversight. I would change providers if I could.

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**Ticket: # 6440120 - Data caps hurt my remote work**

**Date:** 09/03/2023 08:22 PM

**State/Zip:** California 94087

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### **Description**

My wife is a professional photographer and I work in tech from home. Her photo uploads, my video conferencing, and our general family usage makes data caps painful. Our three kids do homework online. We have to be very careful each month how much data we use, sometimes waiting to upload my wife's photoshoots until the start of the next month.



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**Ticket:** # 6440137 - Data cap

**Date:** 09/03/2023 08:51 PM

**State/Zip:** Michigan 49503

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## **Description**

We only have Xfinity in our area with the download speed we need (around 800mbps down, upload is atrocious). I need internet for work. We have a data cap at 1.2TB and after that have to pay a fee. Bc of work we sometimes get very close to that and I have to ration work and sometimes work from the office when I wouldn't otherwise need to. Xfinity will charge me the same for unlimited but I have to leave as a customer and have my husband sign up. I cannot stand this company, although I am grateful for the high speed.

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[Ticket: # 6440146 - Xfinity\Comcast data caps](#)

**Date:** 09/03/2023 09:15 PM

**State/Zip:** California 94559

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## **Description**

I have Xfinity\Comcast and i pay for the gigabit tier. I still have a datacap of 2TB that i have to pay extra money for to disable. At those speeds, my family hits that datacap limit in a few weeks pretty much every month. Clearly they can afford the speed, so why charge extra for arbitrary limits that seemingly exist purely to extort more money from us?

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[Ticket: # 6440164 - Data Cap form submittal](#)

**Date:** 09/03/2023 09:33 PM

**State/Zip:** Florida 33430

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**Description**

My form is attached. Thank you

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**Ticket: # 6440165 - Data Cap**

**Date:** 09/03/2023 09:34 PM

**State/Zip:** Texas 77642

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## **Description**

Red pocket. Cuts me off if I exceed what they call reasonable use of my data plan on the unlimited everything plan. I usually get cut off by the 3rd week of each month. Since by then I have used up my 10 GB of high speed data and about another 10gb at slower speed. How is 20gb considered unlimited data? I am on the ACP program and this is what the government pays for. I have to buy At least 3 GB of extra data each month and still get cut off at the very end of my month anyway.

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**Ticket: # 6440166 - Data Caps**

**Date:** 09/03/2023 09:36 PM

**State/Zip:** Washington 98405

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## **Description**

Data caps, or data usage plans as the industry euphemistically refers to them, are neither acceptable nor necessary. In areas of the country where an ISP that traditionally enacts data caps is forced to compete with one that does not, the former will forgo caps in order to better compete in that market. This is one comical example of why caps are not necessary. Further, cable television and ISP-offered VoIP plans use the same data line that Internet service does. There's no limit to the amount of phone calls that can be placed or television that can be watched under such services. This unequal treatment of services and customers exemplifies the ridiculous position of telecommunications companies.

Thanks to the Affordable Connectivity Program, however, dealing with ISPs has become much less of a waking nightmare. I no longer have a data cap, I get reasonable speeds at a reasonable price, and I don't have to play the contract renegotiation game each year. Unfortunately, not everyone qualifies for the program.

I've been a broadband customer for over two decades. Back then, Congress knew the Internet was going to be a huge deal and consequently deregulated the industry in order to facilitate what ISPs promised would be a massive build-out of internetworking infrastructure that never actually materialized. In exchange for deregulation, consumers got middling speeds, high prices, data caps, and a dearth of competition. It's long past time to right those wrongs. If Internet service providers wish to charge customers in the same manner as utilities, then they should be regulated in the same manner as utilities. It's unreasonable that they get to have their cake and eat it too.

Thanks.

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**Ticket: # 6440168 - Data Caps Experience**

**Date:** 09/03/2023 09:39 PM

**State/Zip:** California 94520

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## **Description**

I am someone who frequently travels for work. My cell phone provider is t-mobile. As someone who is on their "unlimited" data plan, my texting/browser becomes almost entirely unusable after 50GB. It has hindered my ability to use the resources I thought I had signed up for. The data cap also makes another service I pay for monthly (100GB of Hotspot wifi) entirely useless after that data cap is reached.

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[Ticket: # 6440180 - Data caps make work impossible](#)

**Date:** 09/03/2023 09:57 PM

**State/Zip:** Virginia 22554

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## **Description**

Data caps where speed is "deprioritized" are a fallacy designed to milk additional money out of customers, nothing more. I design networks (radio, microwave, terrestrial) for local government. It's a capital asset with fairly predictable operational costs, and fiber optics do not "wear out" with high use. We have 20-yo Cisco CO equipment that STILL performs perfectly, and it's heavily used every day by first responders and police.

My 50GB data cap kicks in about halfway through the month and slows my data so dramatically that my phone becomes a brick circa 1998. Useless for modern applications.

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**Ticket: # 6440193 - Cox Cable data cap - Remote work for healthcare**

**Date:** 09/03/2023 10:15 PM

**State/Zip:** Oklahoma 74011

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## **Description**

Greetings,

I work hybrid (mostly off-site) for a 403c health system. Cox has limited our data to 1024GB. The overage charges are obscene which effectively means I must pre-pay for "unlimited" - a non-insignificant amount. I also have not had a chance to truly test whether their unlimited is unlimited without caveat or if additional service impacting technologies may be used.

As an information technology specialist (specifically information security) it's my job to make sure that providers have appropriate access and can get into electronic health records when they need to regardless of time and day. Them not having access can impact patient care. As such, I need to make sure that I'm not going to arbitrarily be limited because of prior data usage throughout the month. Worse yet, since I work mostly remotely and must maintain access using my own device anyone in information technology will tell you backing up systems is important to prevent data loss and to expedite recovery. In my field of work it's understood that one must follow the 3-2-1 backup rule. Keep at least three (3) copies of data. Store two (2) backup copies on different storage media. Store one (1) backup copy offsite. The most common way of using off-site backup is via internet, but this also counts against my usage. A full system recovery could use all allotted data for a single month without pre-payment even though it's required for my job which benefits patients at a non-profit.

As the years go by the data needs will only continue to increase, but ISPs like Cox and their ilk are arbitrarily imposing limits because they refuse to reinvest in their infrastructure to actually address the growing needs of affordable high speed connectivity. They've already choked out competition with natural monopolies.

In closing, these limits are an arbitrary way to not have to upgrade infrastructure and profit in addition by requiring those to pay more if they hope to retain access to the infrastructure because they actually use it.



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**Ticket: # 6440217 - Comcast has monopoly and ridiculous data caps**

**Date:** 09/03/2023 10:44 PM

**State/Zip:** Oregon 97035

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## **Description**

Two months in a row, Comcast sent us notice that we were reaching our data cap. We were not doing anything unusual and Comcast could not answer what was using our data. Despite multiple phone calls and trying to figure out why our data cap was being reached, Comcast charged us extra. For the second month, we went out of town before the month was over so didn't get charged. I work from home and sometimes my kids do their school work from home, plus they get virtual tutoring. I told them to use a Hotspot with our mobile phone provider for some of this, which is ridiculous. It's gotten to the point where we don't want to stream movies or utilize more advanced technology, such as 4k streaming, because of Comcast's ridiculous data cap and inability to prove what is actually using that much data. Unfortunately, in our neighborhood, Comcast has a monopoly and we don't have a choice to go with another provider. It's quite frustrating and I couldn't imagine running into this situation if we were just scraping by.

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**Ticket: # 6440227 - Former T-Mobile Employee**

**Date:** 09/03/2023 10:54 PM

**State/Zip:** New York 11385

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## **Description**

Worked at Tmobile 3 years from 2018-2021 (during Covid)

Many many many customers came in with issues about very slow or no data at all. At the time, all of the postpaid tmobile plans were "unlimited data" but after a certain usage (typically 40gb) you were thrown down to 3g which sucks. Scam

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[Ticket: # 6440341 - Data cap](#)

**Date:** 09/04/2023 03:04 AM

**State/Zip:** Oregon 97330

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## **Description**

My partner and I have experienced extensive issues with our internet slowing down or being unresponsive. I am a returning student and my partner works remotely and is a student. If we both utilize the internet at the same time for work/school, we have issues with slower speeds. The plan we purchased originally, was supposed to cover all our needs but started having slow down issues after several months, we were then told by the internet company to purchase the higher speed internet which was around \$20 more a month and still slows down throughout the day. This is challenging when we both have to be on zoom etc for class and work.

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**Ticket: # 6440356 - Disabled Data Cap Story****Date:** 09/04/2023 04:23 AM**State/Zip:** Florida 32541

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**Description**

I'm permanently and fully disabled, which means I live below the poverty level. I cannot afford home internet, even with the government plan that pays part of it. I just have internet on my phone. Renewing my Medicare benefits and SNAP is all done online. The last time I tried to renew my SNAP benefits online I received a message I'd exceeded the data cap on my supposed "unlimited" phone plan with TMobile, so my service would be throttled. This meant I was constantly kicked off the internet and could not complete my SNAP renewal. Every time I tried to go to the next page it would say I was offline. It would last for about 5 to 15 minutes each time it kicked me off, but in the past I've been kicked off for hours or even days at a time by t-mobile for exceeding their data cap on my supposed "unlimited" plan. If it let me back online, it would be super slow and the SNAP renewal would time out. Then it would just kick me off completely. This is infuriating not to mention extremely dangerous for someone like myself who relies on SNAP to be able to eat each month. I've had this message about exceeding data caps every single month. And every month after this message my internet that I heavily rely on is so slow I can't get much done, or they just kick me off completely. Data caps are beyond unethical. Throttling speed to below dial up speed is beyond cruel. They are lying through false advertising claiming my plan is "unlimited data" but it's not unlimited at all!

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**Ticket: # 6440428 - Data Caps affected where I live**

**Date:** 09/04/2023 09:07 AM

**State/Zip:** Utah 84005

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## **Description**

In 2020 I lives in a different city than I do now. The city had plans to install fiber-optic lines, but my neighborhood was in the last region for that plan, and the expansion would be several years later. The only viable option for Internet was Comcast/Xfinity. I worked for a video streaming service when quarantine work from home orders arrived. I had to be careful with managing my work to ensure that I didn't exceed my data plans.

A few months later, after I had been laid off and found a new position, we realized it was time to move to meet our family's needs better. As we were looking at homes we realized that the only viable broadband provider in most locations was Comcast/Xfinity and those limitations weren't feasible for the kind of work I do. We had to find new construction, further away from future potential employers, in order to ensure we could have the kind of service we needed.

When I initially signed up for Comcast / Xfinity Internet there was no restriction based on data usage. The change was non-voluntary and I was lucky to notice the announcement. It was provided in a letter that looked no different from other communication. If I was busier at the time, or hadn't heard about upcoming changes, I probably would have thrown the letter out without looking at it. When the cap was initially introduced, I had a roommate who did a lot of IT work from home and we came close to exceeding the data cap a couple of times.

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**Ticket:** # 6441172 - Hotspot data cap

**Date:** 09/04/2023 08:48 PM

**State/Zip:** Kansas 66061

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## **Description**

I purchased a \$600 hotspot from a Verizon store in Eureka Springs, AR for use at our house outside of town with a \$120/month plan for 4G data service that apparently had a 300Gb cap. The service was sold with the explanation that it would simply slow down if we hit a cap, but our service was completely cut off with 6 days left in the month due to the cap, and the local provider store basically just said "you can pay us more, or you can have no internet."

My wife, who works remotely had to go into town for the rest of the week to work and my kids had to be taken to the library/coffee shops to do homework for that time, and I wasn't able to complete online classwork that I normally did during the day while working at our other business.

This was after moving out of a larger city where we had 1Gb service for \$50/month with no caps or cut offs. The whole deal reeked of price gouging and false claims of service, so we were happy when circumstances forced us to move away a month later and drop the whole service.

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**Ticket: # 6443588 - Data Caps are Exploitative**

**Date:** 09/05/2023 09:23 PM

**State/Zip:** Michigan 48105

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## **Description**

I work from home. I recently moved and signed up for internet via Xfinity. Their website is misleading and I thought I was signing up for a plan with unlimited data and only recently found out that I wasn't. I am not able to monitor my data usage using the Xfinity app, because of a glitch. I have contacted technical support multiple times over the past few weeks and they have not been able to resolve the issue. Moreover, the amount of data they are reporting that has been used (35 gb per day) is nowhere near the amount of data I have used historically and there is not accountability or transparency in tracking data usage. Data caps should not be allowed, ISPs obfuscate and mislead consumers about data caps when they sign up, ISPs make it difficult to track data usage, and there is no transparency or accountability in their determination of data usage.

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**Ticket: # 6448209 - Data Caps**

**Date:** 09/07/2023 04:59 PM

**State/Zip:** Nevada 89120

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**Description**

Data Caps should be illegal they are simply another money grab that telcos and Internet companies use to justify additional higher fees. I have a 1TB cap with a large family & blow through this quickly and must pay an additional 50.00 JUST to remove the cap or increase it a little more.



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**Ticket: # 6448353 - Data caps experience**

**Date:** 09/07/2023 05:50 PM

**State/Zip:** Nevada 89118

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## **Description**

I live in a community that only has one wired Internet option: Cox. The gigabit internet option is (when I had it about two years ago) \$100 and the another \$50 for unlimited data. I work from home and spend about a third of my day on the internet. I cannot have capped data, so I shelled out a total \$150/month for unlimited gigabit internet. It's absolutely ridiculous.

I eventually decided that if Cox is going to screw me over like that then I'm not interested in giving them any more money, so I switched to a 5g router for home Internet. The quality is significantly worse and being behind a CGNat makes certain aspects of my work difficult, but I truly don't have any other options. There is no reason that I should have to do this except that Cox has a monopoly on high speed connections in my area and takes advantage of it to gouge their customers.

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**Ticket: # 6449772 - Personal Hotspot Data Cap****Date:** 09/08/2023 01:17 PM**State/Zip:** Alabama 35043

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**Description**

Spectrum's plan for personal hotspot high-speed data is capped off at 5 GB per month, like most other providers. After that, speed is reduced to a max of 600 kbps for the remaining billing cycle. This is not enough for use while traveling. I usually reach the 5 GB cap around halfway through the cycle. The hotspot data also counts towards the personal phone lines data cap of 20 GB per month. Since devices like laptops or tablets are more likely to use more data than a phone, I think it's reasonable to at least increase the cap on hotspot high-speed data to at least 10 GB per month. I am allowed 20 GB of high speed data per month, but I average only half, about 10 GB use per month. And then half of that is from the hotspot. Raising the cap to 10 GB, there would still be around 5 GB (give or take) left in the plan not being used. I think a 5 GB data cap on personal hotspot is just silly considering multiple devices may be using it simultaneously, compared to a single mobile phone that gets the other 15 GB and doesn't even use all of it. I know the reasoning for both caps is concern that people will start replacing their FWA home internet with mobile hotspot if they remove the cap, causing loss for the providers. But a 10 GB cap on hotspot data is really still not asking for much, in my opinion. Especially now days, as we are constantly on the internet wherever we go. Younger generations even more so, as they are more likely to be streaming something, which of course requires more data. Just boosting the cap to 10 GB seems like an opportunity for a provider to successfully persuade customers to switch to their services. And that will motivate the competing providers to boost their caps as well. Increasing the cap, everyone wins. I don't think a 10 GB hotspot cap is going to cause everyone to ditch their fancy FWA internet by any means and it's not so much extra that most people would start pushing any further or asking questions either.

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**Ticket: # 6450665 - Pathetic Mobile Data LTE speeds**

**Date:** 09/08/2023 06:04 PM

**State/Zip:** Texas 75007

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## **Description**

Subscribed to Cricket Wireless since 6 years.

LTE data service is limited to 7 Mb/s.

Every other service provider is offering upto 148 Mb/s.

They are not fixing their LTE but telling me to pay extra and move to 5G.

Earlier, my family members who had bought the early 5G Samsung phone and paid 20 or 30 dollars less than me were automatically moved to 5G.

I call CW. They told me that my phone doesn't allow 5G. So 1 year later I bought the 5G phone to find out that CW made my LTE limited to 7 Mb/s (T-mobile 147 / 148 Mb/s and secondly telling me to cancelled my 6 year old contract and join the new more expensive.

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**Ticket: # 6450788 - T-Mobile 50gb premium data vs plan 100gb data**

**Date:** 09/08/2023 07:13 PM

**State/Zip:** New York 11208

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## **Description**

Formerly a sprint customer who got a plan with 100gb hotspot now that I have been forced into a T-Mobile customer I am only getting 50gb premium data as T-Mobile has a speed data cap of 50gb after which the speed gets slowed. They argue this is only in congestion but T-Mobile being 113 million plus subscribers almost all metropolitan areas now has congestion. So although my plan permits me 100gb hotspot 50 percent of that is useless as the speeds get slowed down. Also both hotspot and mobile phone data is counted towards the 50gb premium data. so if I use 30gb of data on mobile it's counted against my mobile hotspot data. What is the point of having 5g and nationwide coverage if my mobile internet service is worse then it was on 3g.

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**Ticket: # 6451615 - Data consumed and left with zero**

**Date:** 09/09/2023 03:02 PM

**State/Zip:** California 92677

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## **Description**

Just switched to TMobile Connect (prepaid) with 1 GB of data usage available per month. Suddenly my account was drained of 350MB of data. All I did was use FaceBook and check my email over a span of a few minutes. Suddenly, I get a text that 80% of my data had been used, immediately followed by a text that 100% of data had been used. I was not viewing high quality video or downloading attachments. My phone settings were no different than with my previous carrier of which I never had this problem. I asked TMobile to provide me with what website pulled my data. They claim to do an investigation to find why this happened, but after 2 weeks they haven't done anything. Seeing that this is my 1st month with TMobile and I had my data zeroed out, leaving me with the inability to use the phone for intended purposes. I want to be given proper evidence of where the data went to that was consumed.

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[Ticket: # 6452172 - Data caps](#)

**Date:** 09/09/2023 11:51 PM

**State/Zip:** Minnesota 55311

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## **Description**

Data caps.

They tell me I buy a pipe to the internet. It is 500 MB. Then later they say I'm at my limit. I tell them what limit, it is a pipe to the internet. Not a cell phone. They laugh and said for 15 bucks a month they will remove the data cap. So now I'm paying 15 bucks a month because Xfinity lies about the service they are selling you. I'm outraged and this is bait and hook.

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**Ticket: # 6452295 - End the Data Cap**

**Date:** 09/10/2023 07:56 AM

**State/Zip:** Rhode Island 02840

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## **Description**

End the arbitrary data caps now! Many people are trying to save money by "cutting the cord" on cable companies, only to be hit with higher fees when they exceed the arbitrary data cap. It's as if the cable companies knew many people would cut the cord, so they designed this arbitrary data cap to recoup their cable tv loses. Very unfair. Ironically, my internet provider is now doubling the speeds in my area. However, doubling the speed only means you will hit your data cap faster. Silly! Don't let the internet providers lie to you about network congestion. When the entire country was working/schooling from home, the network handled everything just fine. In today's work-from-home society, data caps are a relic that needs to be thrown into the dustbin of history. It's time the FCC support working Americans, not the greedy corporations.

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**Ticket: # 6453111 - Arbitrary Caps Impede Transparency and Promote Technical Malfesiance**

**Date:** 09/11/2023 02:12 AM

**State/Zip:** Colorado 80111

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## **Description**

Data Caps have only been introduced for fixed wire service in the last couple of years when next to no independent standard or technical reasoning has been established for why this is necessary. Unlike radio waves (wireless congestion) there is no determinate technical explanation for why fixed service should have a cap other than for companies to profit off families and the public at large.

As a technical engineer and manager for a small managed service team- data caps introduce an array of complexities that continue to severely impede my team members' ability to work from home. Navigating questionable traffic lanes and arbitrary distinctions between data sources puts an incredible burden on the public and private sector while we attempt to meet transfer needs that serve critical business industries.

In the case of dominant provider Comcast, the fact that a "business" plan would not be charged while residential nodes are- irrespective of actual data usage or classification affirms this has nothing to do with technical limitations of nodes and pipelines but rather is an introduction of arbitrary lines to extort customers.

My team of engineers- who often work from home- transfer hundreds of gigabytes in data for crucial backup and resiliency business services. They should not need to negotiate between employer and their provider penalties or vague charges on a monthly basis to delineate professional from personal data for a limit that it is not based on a quantifiable or vetted independent technical source.

Furthermore, if these data caps or affirmations of limits to minimize congestion were valid we would see this across all wired providers using a baseline standard. However, this is not the case and in many scenarios the caps are unique to the largest ISPs while they concurrently receive federal subsidy through the Biden administration to expand service. If this were about congestion, then they wouldn't be able to expand Xfinity Mobile broadcasts that piggy back off the same consumer equipment. They wouldn't throttle 4K or larger data service that explicitly prioritizes the profit of their own services over others. If this were about congestion or a true technical need then larger ISPs would welcome government regulation to establish a transparent method of allotting fair and transparent infrastructure/data to the public that delineates open definitions to "business," "public", and "residential" along with universal data classification methods. However, they refuse this approach because they know legislation similar to telecom or electric utilities would cut into their profit. This only further affirms data caps have nothing to do with the public service resiliency and everything to do with profit- a profit that carves internet into capitalized lanes while eroding a fundamental public good/service.



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[Ticket: # 6453882 - Predatory data caps](#)

**Date:** 09/11/2023 12:53 PM

**State/Zip:** Alabama 36549

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## **Description**

Where I live, Mediacom was the only viable option for me to have my own broadband internet. I only need a 100mb connection but the data cap Mediacom has implemented for that speed is ONLY 300 GB OF DATA PER MONTH. that is absolutely insane. even the 300mb connection only allows slightly more than double that. I am being forced to pay far more for a 1gb connection that i don't need simply because it's the only plan where i wont risk going over the allotted data cap. It is completely ridiculous that data caps are even legal. It is extremely predatory behavior by service providers and it's sickening that data caps are even allowed in the US.

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**Ticket: # 6458692 - Unlimited Data Cap**

**Date:** 09/13/2023 01:23 PM

**State/Zip:** Alaska 99669

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## **Description**

Here in Alaska there are few options for internet service. The only service that offers speeds greater than 100Mbps is GCI. However, despite paying for their most expensive residential plan, which advertises as "unlimited" data usage, they have a hidden data cap of only 5TB. I understand "fair-use" limits to prevent abuse of unlimited data policies, but in 2023 5TB is an absurdly low limit on an unlimited service. I am a software engineer by trade, and I work from home. I need access to high speed internet to do my job. In addition, I am a gamer and general computer enthusiast. I routinely run into the 5TB data cap during normal usage. Here are some normal residential activities that I do that use my data allocation:

- 4K / 8K streaming
- Work (I'm not running a business, but working at my job)
- Cloud backups for home pcs.
- Downloading games (A triple-A title is > 200GB nowadays)
- Streaming (I like to stream on twitch)

All of these activities are normal residential uses of home internet, and 5TB is much too low of a cap. In addition, once the 5TB limit is reached, my internet speeds are throttled to 10Mbps. This is an absurdly low speed that isn't even considered broadband internet anymore. It is all but unusable, and makes it difficult for me to do my work.

Internet plans advertised as unlimited should be just that, and any fair use limitations should be set far beyond what any normal residential customer would use in the time period.

It is also worth mentioning that I am not the only one that is affected by this limitation. Almost every friend and coworker that I know with GCI's unlimited plan has similar experiences. Please let me know if there are any ways that I can affect this egregious policy. GCI has a long history of using federal grants to increase it's monopoly, which it uses to take advantage of customers knowing they have no other choice.

I have attached my monthly usage over the last year as reported by GCI. You'll see that my average usage is consistently pushing the 5TB limit, and I only don't exceed this limit because I have to change my behavior to avoid getting throttled to an absurdly low data speed.

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[Ticket: # 6459960 - Xfinity Data Usage](#)

**Date:** 09/14/2023 12:40 AM

**State/Zip:** California 94538

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## **Description**

Two people have moved out of this household, and somehow the data usage rate has more than doubled this month. The previous two months, ~900gb of data was used. This month, September 2023 the current data usage as I am typing this is nearly 700gb and Xfinity does not offer much explanation besides the data is being used. Their "solution" is just to push their products and upgrades to get more money out of you.

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[Ticket: # 6460019 - Xfinity Data Cap](#)

**Date:** 09/14/2023 04:06 AM

**State/Zip:** Tennessee 38111

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## **Description**

Xfinity only offers unlimited data if you use their own modem and router. I've been charged for extra data multiple times even on the largest plan available.

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**Ticket: # 6462765 - Xfinity Data Caps**

**Date:** 09/15/2023 11:44 AM

**State/Zip:** Texas 77096

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## **Description**

I work from home and Xfinity imposes a 1.2 terabyte cap with overage charges of \$10 for every 50gb that you go over. Last month I went over by 60gb and was charged \$20. They do not roll over the remaining balance and you just lose out. Often times I run up to the end of the month and teeter right on the edge of the 1.2 it is curious why they set it at 1.2. I would be an interesting study to see overages by customers and find a common threshold for most of the customer base. I wouldn't be surprised if it wasn't right around 1.2-1.5tb of data. They do offer unlimited data, but it comes with a massive price jump of \$30. They then want to force you to use their equipment to get a cheaper price. It is interesting that with their equipment you save. It makes me wonder what is their incentive to do this versus offering unlimited with customer own equipment. I pray that the FCC fights these Internet Providers and protects consumers.

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[Ticket: # 6464822 - Data Cap of 18GB from Airtalk Wireless](#)

**Date:** 09/16/2023 02:48 PM

**State/Zip:** Florida 33020-2417

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## **Description**

I have had issues concerning my renewal date on my iPhone 6 from Airtalk Wireless. My data is supposed to reset on the 5th of every month, but sometimes it does not reset at all and I incur data usage without a new 18GB data cap. My data runs out and I have to wait a whole month for new data.

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**Ticket: # 6465059 - Data Cap Experience****Date:** 09/16/2023 06:30 PM**State/Zip:** Colorado 80550

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**Description**

Like many U.S. workers, I work from home and my organization does not compensate me for my internet usage. I am on video conference's several hours each day, as well as utilizing the internet to reach our servers in D.C.

I have Comcast (Xfinity) for home internet and even though I pay over \$100 a month for internet, I have a data cap that I get dangerously close to hitting each month. I dropped Cable TV because it was too expensive. I watch over the air channels and stream shows over the internet. I also back up both my personal computer and my business computer each to a cloud provider.

Due to Comcast's data cap, some months, I have to make the choice to either not stream anything or forego my PC backups for the last one to two weeks of the months. The only other option is to not join my work calls on video, which could hurt my career. I don't have the choice to go into an office to work because we've closed the offices in my area. I am stuck. Not to mention, I have cable lines all throughout my backyard that hampers how I want to do plantings. When I first moved in, I asked that they bury the lines in a specific place around the edges of the yard. They ignored my request and buried the lines all throughout the middle of the yard. They did not pay me for disrupting the use of my yard, but they want me to pay them for using the bandwidth I already pay for in my monthly bill.

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**Ticket: # 6465067 - Data Caps at MetroPCS**

**Date:** 09/16/2023 06:43 PM

**State/Zip:** California 94133

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## **Description**

I got a new phone from MetroPCS in June 2023. I have had mobile phones for 20 years and have almost never used even 1 gig per month so the 5 gig Metro plan should have been good for me. As a practice I turn off my phone while at work or in class. I delete unused apps and I always restrict background processes on the apps I use. I set my Data Saver to On. I don't play games on my phone. I set my phone on Airplane Mode in the evenings and only turn it on when I leave home. Imagine my surprise when my new Metro phone ran out of data less than 2 weeks into my month! It has happened every month I have been with Metro. My phone is essentially useless without data; everything requires data. Without data I am unable to use my phone to buy a bus ticket to get to school (I often can't afford to pre-purchase a month of bus passes and have to buy them one at a time.) Riding the train is the same story. Texts from friends and family can not be sent or received if I am not connected to wifi and there are few public wifi spots in my daily path. I have communicated my data complaint with Metro executives and so far nothing has been done. 5 gigs a month is plenty of data and it is suspicious when a savvy customer like me runs through 5 gigs in ten days. Please investigate this consumer complaint.



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**Ticket: # 6465757 - Data Caps in Rural Areas**

**Date:** 09/17/2023 04:00 PM

**State/Zip:** Virginia 22206

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## **Description**

My parents live in a rural internet deadzone. For nearly 15 plus years they did not have internet speeds faster than 10mbps download. They still aren't anywhere near the internet speeds where I live, but it has gotten better. Unfortunately, it hasn't gotten better enough for me to be able to work there remotely with any consistency. My husband and I have very flexible jobs, we're able to work remotely across the country, which is amazing for visiting our family. However whenever we go visit my parents we're forced to use the unlimited data on our cell phone plan, which is NEVER unlimited. As a video media professional, there were multiple times when we would work at my parent's place and I'd blast past our ATT 50GB limit on our "unlimited" plan. After that point, my data speed was throttled and working there would become impossible. Have you ever tried downloading a 1GB, 60-second commercial on speeds less than 1.5mbps? It's painful. It takes forever. And it's not what the plan promised with its marketing. I paid for unlimited data; that is what the plan was sold as. That's what I should be getting. This made it hard to visit them for longer than a few days. We'd love to spend weeks there, helping them around the house as they age in place, seeing our family and friends, and getting to enjoy trips that didn't require us to race to beat that data cap. The world runs on the internet. Everything from getting paychecks to making doctors appointments are impossible without it. Getting punted from your unlimited plan when you go past their unreasonable cap is unacceptable when that's not how the plan is marketed. Just because someone chooses to live or visit a remote area of the country doesn't mean they should be punished for using their cell phone plan as intended, which is what happens every single time.

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**Ticket: # 6466525 - Xfinity data caps are too tight for the modern internet**

**Date:** 09/18/2023 10:04 AM

**State/Zip:** Illinois 60103

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## **Description**

The Xfinity 1.2TB monthly data cap is too low for the modern internet. I work from home, stream all entertainment (tv, movies, music), and also game. Each month I worry about hitting the limit. I've exceeded it once, and closely monitor it each month to ensure it doesn't happen again. I shouldn't have to manage internet usage this closely to avoid excessive fees.

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**Ticket: # 6466653 - Xfinity mobile overage charges**

**Date:** 09/18/2023 10:40 AM

**State/Zip:** Georgia 30024

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### **Description**

We are on a 1 GB data plan per month with XFINITY MOBILE. We have repeatedly asked Xfinity to stop our data/internet if we use all our data in a month. Usually in the last week of the month, we get close to 1 GB. Xfinity refuses to cut-off data plan on our phone, instead they charge us an overage fee each month for exceeding our plan. We have asked them multiple times to limit data/internet on our mobile devices at 1 GB, but due to their greed, they refuse to allow the ability to limit internet usage and want to charge us overages. We are frustrated with their policy, please HELP!!

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**Ticket: # 6471179 - Data Caps - bad for families**

**Date:** 09/20/2023 12:05 AM

**State/Zip:** Minnesota 55416

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## **Description**

I am a technology consultant and work with many families and low-income individuals. Many of my clients have people in the home who use the internet for online classes, research, job searches, communication, and entertainment. In many cases, some of the users in the home also make use of online streaming and social media as their only connection to news and events, since they often cannot afford television and rarely have antennas. In most cases, customers are upsold by internet providers to 800-1200mbps internet, but also limited to only 1200GB each month. At these "recommended" speeds, users will exhaust the entire quota in only 2.27hrs (or 4.5 minutes each day for the month). This means customers are rarely able to use the speeds they believe they are paying for, without also subscribing to unlimited data. This is a misleading and unfair marketing practice for the majority of consumers and prevents many users from accessing high-speed internet. Access to reliable broadband is essential for education and connection with the outside world. The majority of customers are told if they have 10+ devices that they need Gigabit service and receive high-pressure upselling by all sales representatives. With computers, phones, TVs, watches, Alexa/Google devices, smart hubs, thermostats, security cameras, etc the average home of two occupants has at least 8-10 devices. Data caps at 1.2TB seem very high until someone does the math and realizes how limiting they really are. For example HBO Max says data usage can be 22.5GB/hr in 4k and YouTube 9GB/hr. Averaging 15.75GB/hr between these two, a user would exceed the data cap after just 21.67hrs of streaming. That may seem like a lot of streaming until you calculate a family of 4 streaming various sources just 11-minutes per day for the month or a single user just 43 minutes per day (less than one average show) exceed this quota. Data caps at 1.2TB are unreasonably low, unfair, and hurt consumers by false marketing and forcing them to add data to their plans for even very limited use of what they believe they are paying for.

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**Ticket: # 6472836 - Cox and Data Cap**

**Date:** 09/20/2023 04:28 PM

**State/Zip:** Florida 32608

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## **Description**

I recently moved to Florida from Massachusetts and was unable to bring my Xfinity internet with me that didn't have a data cap. I had to sign up with Cox Communications because it was the only internet provider in my area (don't get me started on telecommunication companies and their monopolies). I am currently paying \$92.49 for 1 Gbit internet and have a data cap of 1.25TB, which is reasonable if all you do is stream your favorite TV shows/movies. I on the other hand am an avid gamer who plays a lot of PS5 and PC games. Well last month I had to replace my SSD in my PS5 and had to re-download all the games I had on the old SSD. I found out quickly that all those games put me well over the data cap for the month and I still had ten or so days left on my billing cycle. I am on the ACP program that makes my internet a little more affordable, but this month I must pay an extra \$60 because I went over 300GB. Data caps are just a cash grab for the telecommunication companies and just make it stressful for people who just want to use the internet for fun, education, or work.

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**Ticket: # 6472964 - Data Caps**

**Date:** 09/20/2023 04:59 PM

**State/Zip:** Oregon 97703-1862

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## **Description**

My internet upload is 12mbs and download is 48mbs. This is not in the midrange speeds of either the USA or Globally.

Does the FCC plan on upgrading it "acceptable" internet speeds to reflect today's requirements and global standards?

The USA should not be a second class country with inadequate internet standards from the federal government.

Welcome to the 21st Century....

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**Ticket: # 6475277 - Data caps cost us money**

**Date:** 09/21/2023 04:52 PM

**State/Zip:** Washington 98056

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## **Description**

I live in a household of 3 adults. I am a full-time student who uses the internet to access all of my classes this quarter. Myself, my spouse, and her sister-in-law stream entertainment and news content from the internet entirely, as we do not have cable and our location has no OTA TV reception. With this streaming, plus the usual software updates, browsing, and downloads for our devices, we regularly hit Xfinity's data cap. We are posed with either paying outrageous overage charges or paying an additional \$20/mo for unlimited access. Why do these caps exist? How do they benefit the consumer? We feel like we are being fleeced.

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**Ticket: # 6475821 - Please ban data caps**

**Date:** 09/21/2023 11:17 PM

**State/Zip:** California 94111

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## **Description**

Hello,

I live in San Francisco in a building where there is only one internet service provider: Comcast. As with fellow Comcast customers who don't live in the northeast, I have a 1.2 TB data cap with my plan. Comcast customers in the northeast do not have a data cap because Comcast actually faces competition from Verizon in that region. Funny how that works.

I work in video production for non-profits, so I charge less than most people in my field, which means I cannot afford to pay the \$25/month Comcast charges to lift the data cap. In my line of work, I have to download and upload massive files, sometimes over 100 GB each, so you can see how I can easily burn through my data allowance. If I do, Comcast charges \$10 per 50 GB that I go over, so in order to avoid a massive bill, I log into Comcast's public wifi that they make available to their customers, which is limited to 25 Mbps down/5 Mbps up. Not only is this terribly slow, but the wifi is not as stable since it's coming from a neighbor who lives how ever many units away, so files take forever to transfer, video calls can drop out, and streaming video will suffer from the quality constantly fluctuating. This is my reality, though, thanks to Comcast's greed.

Telecom companies used to charge by the text, the minute, and the megabyte for mobile phone service, and despite their claims at the time that their revenue depended on nickel and diming their customers, they clearly are still able to make a profit now that they offer unlimited texts, calls, and data. Comcast makes the same claim that they need the revenue from the data cap overage fees and/or their networks would be overrun if they lifted the caps, but clearly that is not the case. During the lockdown they did away with data caps, and they still managed to make buckets of money and their network held up fine. Please, please put an end to this greedy, unnecessary practice.

thanks,





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**Ticket: # 6476022 - XFINITY INTERNET \$30 CHARGE FOR UNLIMITED DATA**

**Date:** 09/22/2023 07:38 AM

**State/Zip:** Florida 33434

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## **Description**

I've been with Comcast since 1986 they have limited my bandwidth or data to 1.2TB once I had reached 1.4TB then didn't charge me but I get once in a lifetime overlook. Now I been paying \$30 extra on my bill. I had the 1.0GB which is really 720MB plus the 1GB modem is set by default by them to 940MB down 20MB up really I am paying for 540MB down 20MB up average speed down is 460MB to 190MB still manage to get 20MB might hit 25MB. If I buy their equipment I would get 100MB up but that really 60MB. I had comcast business tech came and replace the line to the modem was rotten. Use their best orange coax, but he told me no matter what speed they offer the modems are set to 940MB. Eventhough the main box that is near my house can reach up to 5,000MB down and 5,000MB up but he said I would never get those speeds So when he had measured my house from the box he got 1.8GB down and 500MB up then to the house box outside he got 1.4GB with 400MB once it reach the modem it was 940MB at the time I had 1.2GB plan so the upload was 40MB. I had reach 600MB down but not anymore. I upload a lot to YouTube I can't upload 4K video it can be really slow. So I am told I not using so much downloads but most of the time it's like 900GB that's pretty close 1.2TB. I don't understand why the have us at limited data cap. I got one of those on my CSP = cell service provider eventhough it marked unlimited they have me cap at 20GB once I go over that it drops in seep very sluggish. I use business enterprise equipment I use to work for fortune 500 companies and I seen how they managed routers work better than home gear did in networkin. Like I said why do we have internet data caps if we're paying nearly \$100 a month. I use work with FiOS company everything was unlimited but at price. ONT opitical network terminal. I was trained in that equipment has a lot of issues. That is why I don't jump ship for AT&T Fiber network.

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[Ticket: # 6477997 - Xfinity Internet Data Cap](#)

**Date:** 09/22/2023 11:57 PM

**State/Zip:** Colorado 80909

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## **Description**

My data cap with Xfinity is 1200Mb. The last few years I went over the data cap about 1 time per year. Last month I went over the data cap and this month I will go significantly over the data cap. I was also out of the country for 12 days this month.

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**Ticket: # 6478181 - Data caps**

**Date:** 09/23/2023 09:57 AM

**State/Zip:** Tennessee 37211

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## **Description**

Data caps and throttling should be illegal. For almost a year now while paying for unlimited data, Comcast/Xfinity throttles my upload speed during peak hours daily. Resulting in slow, and unusable internet.

Xfinity/Comcast have been contacted by me for MONTHS regarding this issue, and it subsided for 3 months in between coming up again. I'm being forced to pay THOUSANDS of dollars a year for unusable internet.

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**Ticket: # 6479147 - US mobile services make using cellular data cost prohibitive**

**Date:** 09/24/2023 11:04 AM

**State/Zip:** California 94114

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## **Description**

I often work in places with spotty Wi-Fi coverage and tether my laptop to phone to access. Our home internet coverage can also be hit or miss, leading me to connect to my phone to take business calls, do work, and otherwise browse the internet.

I recently had a negative experience with AT&T where I discovered the provider bills mobile data and tethered data differently despite all being sent over the same network. Growing up in Australia, and traveling through various European countries, mobile data is mobile data. It doesn't matter if you're using it on your phone, or tethering your laptop to your phone. Ultimately if you load facebook.com in your browser the same cellular data is sent and received.

I'm confused that not only do American cell phone providers charge significantly more for the same speed as their international counterparts (see Vodafone, 3, Orange) but provide significantly less utility by separating tethered data out, making it hard for people to work when their home internet goes out or they are in a situation where access to a secure WiFi hotspot is not possible.

I'm currently paying \$85.25 USD after tax for unlimited mobile data, but a 50GB limit on data when using my phone with my laptop. I'm able to purchase an extra 10GB for \$15 before taxes from AT&T, but as a designer and engineer I often work need to upload or download large amounts of code or assets (i.e. high videos, photos) this quickly becomes expensive. As a comparison, Vodafone in Australia charges \$65 (inclusive of all taxes and fees) for 600GB of data. To receive the same amount of data from AT&T I'd have to pay an extra \$825 a month before any additional sales tax, despite my understanding that I was already paying for unlimited data!

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**Ticket: # 6479767 - Data Caps**

**Date:** 09/24/2023 11:39 PM

**State/Zip:** Georgia 31069-9232

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## **Description**

Data caps were implemented by Internet service providers to discourage widespread, large scale Internet use. This was to keep interconnection (aka uplink) speeds under control. If an ISP could keep their traffic low, they could get by with less expensive links to the Internet.

However, as Internet use has grown, even with data caps, those uplinks have had to grow, as well. Now, ISPs are paying for plenty of uplink bandwidth to provide unlimited Internet access.

I pay for 2 connections, since I work from home regularly in a position that requires reliable connectivity, and everyone has outages from time to time. So I have my backup. But I also use it in a "round robin" configuration, with the "primary" connection.

This backup connection has a limit of 1.25 terabits/month, at which point additional charges would apply.

Because I am a network engineer, I'm able to shape my traffic to use the primary, unlimited, connection, in an approximately 2/3 to primary, 1/3 to backup, in order to avoid these overages on the backup.

To be clear, I subscribe to Windstream's Kinetic fiber Internet, that is unlimited. My backup in Cox Communications' fiber Internet, that imposes a data cap.

There's little competitive reason for Cox to remove the caps - they get an extra \$600 year from those who feel a need for unlimited data, even though two other providers in much of their central Georgia area, Windstream and Hargray cable, offer unlimited data.

You say "no competition? There's 2 more there than many people have." Sure, but Cox also locks people into one, two or even five year contracts. The general public doesn't know there's a cap on how much they can stream/download/upload without fees, they simply know that Cox is a big name, so they sign up, then get tagged later.

It would be in the public interest, convenience and necessity for the Commission to order and end to capping how much data may be consumed on a broadband connection.

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**Ticket: # 6480221 - Data Cap Experience**

**Date:** 09/25/2023 11:12 AM

**State/Zip:** New Mexico 87547

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## **Description**

Hello, I wanted to provide feedback on my experience with data caps. In 2021, I moved from the northeast (where there were no data caps at the time) to New Mexico where I currently have a data cap of around 1.3TB (I can't check the actual limit right now because Xfinity's site is broken). I am frequently coming up against that data cap doing just normal daily activities like streaming television and working as a federal contractor. I have to constantly be aware of how I am using my internet connection because of these data caps, and I worry what is going to happen when my children need to use it regularly for school.

Data caps are very reminiscent of how phone companies charged for long distance phone calls when I was growing up. There are no technical reasons to impose data caps on consumers. It is just a way for internet service providers to earn more money on top of the tax incentives they have already taken from the consumers to build the network. I should not be afraid to use a service that I am paying over \$100 a month for because they are going to charge me significantly more if I use it too much in their eyes. Especially when they don't provide me the speeds I pay for half of the time.

High-speed internet of more than 200 Gbps should be a standard service in the United States. It is increasingly needed to communicate, to work, to pay bills, to find health services, to attend school, and to function as a member of society. It is time to end the monopoly that internet service providers have, and stop allowing the billionaires to steal from consumers for basic needs.

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**Ticket: # 6480674 - Verizon adding false data usage to account**

**Date:** 09/25/2023 01:19 PM

**State/Zip:** California 94109

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## **Description**

I've noticed that Verizon will add data usage statistics to my plan that don't make sense. I.e. there will be 1 GB of usage during a time when I was out of service, or my phone was connected to wifi. I'm on a grandfathered 5 GB usage plan, so if they do this a couple times of month, they've used up half of my allocated data. I believe they're trying to get me to upgrade to an unlimited plan by making it seem like I'm using all of my data, although I never came close to using it in the past before the plan was grandfathered in.

I've attached an example charge that was recorded for a time when I was completely out of service, 5:22 pm on Saturday.

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**Ticket: # 6481248 - Comcast Data Cap limit almost reached in 1st month of service**

**Date:** 09/25/2023 03:49 PM

**State/Zip:** Florida 32404

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## **Description**

I recently switched over to Comcast and have received an email I'm at a 75% usage for my current plan for the month. Although I am unlikely to pass that cap it's going to be a when I pass it not an if. This month has been standard day to day usage but as I return to full time work it will increase as I work from home. I should not have to pay \$30-\$50 extra for an unlimited cap when I'm already on their 2nd most expensive plan just for the speeds. As we move forward with technology and many of our home, phone, and business purposes are tied into internet usage these caps will put strains on many families to make tough decisions. Personally I will not pursue additional work online at the moment as I'm working through the death of my father and need to make sure I don't go over on any current bills. Home security, comfort, entertainment, and work all go through internet and wifi at my household and other households likely have even more smart appliances and such then I run.



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[Ticket: # 6482198 - my experience with data caps](#)

**Date:** 09/26/2023 03:38 AM

**State/Zip:** California 95356

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## **Description**

Data caps negatively effect my life every single day and completely limits how I and my family are able to use our internet which we pay alot for monthly. We are limited in how many tv shows, movies, games and every other form of internet entertainment that we can watch and we only enjoy content in 1080p, moving to 4k tvs and content would even more greatly limit our enjoyment. My family is on a limited income(social security and disability) one of my family members even makes a living online streaming and they too even have to limit how much they stream cause of data caps, which negatively even effects our income. data caps should be illegal!

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[Ticket: # 6482207 - Data caps](#)

**Date:** 09/26/2023 03:48 AM

**State/Zip:** Missouri 64085

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## **Description**

Even with the plan with the highest data cap I still have to throttle every device in the home. If I didn't I'd be paying overage charge each month over the already high \$150 I pay now for their broken worthless "service".

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**Ticket: # 6482447 - Data Caps are Harmful**

**Date:** 09/26/2023 08:55 AM

**State/Zip:** Virginia 22903

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## **Description**

My wife and I both frequently work from home and have occasionally run into arbitrary data caps in the process with Comcast. Even though we pay a hefty monthly rate they'll add \$15 to "add" a terabyte of data to our plan. They did nothing to earn that \$15 and it's just a bogus fee that they can pass to us since they're a monopoly in our area. I would love to see the FTC abolish these data caps as Comcast is not doing any additional work when I use more data they are just abusing clients who have no other options.

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**Ticket: # 6483242 - GOVERNMENT BEING OVERCHARGED BY SPECTRUM**

**Date:** 09/26/2023 12:59 PM

**State/Zip:** Wisconsin 54935

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## **Description**

Before I signed up for the government program, SPECTRUM was charging me \$59.99 per month for 300mbs of internet. Now that I am part of the government program, SPECTRUM has reduced internet speed to 100mbs for the same charge of \$59.99 per month. SPECTRUM is definitely ripping the government off. Download and upload speeds are greatly reduced and using more than one device makes things much worse. ACTUAL DOWNLOAD and UPLOAD speeds are currently 15.17 and 9.07, respectively. (Speed test conducted 3 times and averaged. By the way, never use SPECTRUM's speed test. It deliberately inflates the figures. SPECTRUM needs to be investigated for fraudulently overcharging the US GOVERNMENT.

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**Ticket: # 6483304 - Cintex wireless**

**Date:** 09/26/2023 01:17 PM

**State/Zip:** Mississippi 38632

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## **Description**

Devices are not new, Awful customer service, awful connectivity, misleading/incorrect internet data for consumers, super slow response time( a month), out of the country-extra slow delivery!! Just should not be associated with the wonderful programs like ACP benefits..... ..


Ticket reopened

DUPLICATE



Tue, 09/26/23 4:30 pm

Oh my.... No need to look at anything for me! y'all took long enough! I feel like I was mislead from the very beginning!!! and I was without a phone for a month!! Lost my original phone number because it took so long. then when I finally did get the service, the internet did not even work, couldn't make per travertine calls, couldn't text. Just email.. Also I Couldn't set up new phone. Still can't get into my Google account, so I've probably lost nearly 30 years off pictures etc..... I WANT you to cancel it take my name out of your system!!! I never want to be associated with it ever again!!! I HAVE GONE BACK TO MY ORIGINAL PROVIDER AND I TOOK MY ACP BENEFIT WITH ME I NEVER EVEN GOT TO USE YOUR SERVICE SO YOU BETTER NOT CHARGE ME FOR A DIME IF I HAVE CHANGED IT OVER TO MY PROVIDER THAT I HAVE NOW WHICH HAS VERY RELIABLE SERVICE THANK YOU VERY MUCH IF Y'ALL DON'T OPERATE IN THE UNITED STATES OF AMERICA YOU SHOULDN'T EVEN BE ALLOWED TO BE ON THE DAMN INTERNET  
thank you



[REDACTED]  
Tue, 09/26/23 3:57 pm

Hello [REDACTED]

As we checked there are multiple tickets going on for your concern and we need to close this so that we can assist you on the ticket:#G7CLU

Thank you!

[REDACTED]  
Sat, 08/19/23 8:20 pm

Hi. I am trying to verify that hat my application was approved and that a phone has been sent. Please get back to me ASAP Thank you [REDACTED]

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[Ticket: # 6483551 - tethering data limits lower than total data limits for cellular access](#)

**Date:** 09/26/2023 02:16 PM

**State/Zip:** Indiana 47901

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## **Description**

I have a cellular ACP plan with dual data cap: 10 GB total but 5 GB "tethering". Why should there be a lower tethering limit? the data is routed thru the cellular system the same regardless of it's destination so there should be only one limit (10 GB in this case).

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**Ticket: # 6483671 - AT&T Data Cap**

**Date:** 09/26/2023 02:46 PM

**State/Zip:** Ohio 44095

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## **Description**

AT&T started limiting our data to 1036 gigabytes of traffic within the last year. After years of having a flat rate, I have been paying an extra \$10/month per 50 gigabytes which has been \$10-\$20/month more than I previously paid. My latest bill is \$90 more just for internet usage. I have a large family, 6 children, 1 of whom is a young adult and rarely home. We do homeschool, but the curriculum is not online and we share 1 laptop. The number of televisions streaming, or phones and tablets in the wi-fi has not changed in 4 years. If anything, we use less internet because I am not doing a masters program in the evening at home ( as I was between 2020-2022). I am shopping but limited on providers and already had the other provider before, AT&T came in lower but has dramatically increased rates.



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**Ticket: # 6484356 - Cox Data Cap of 1.25TB is criminal**

**Date:** 09/26/2023 05:44 PM

**State/Zip:** Nevada 89135

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## **Description**

i have been a cox customer for 4 years and I live with only one other person which is my wife. she uses netflix daily, i watch youtube videos, write emails, play video games, download various files every so often and every month i have went over the data cap of 1.25 terabyte. i cannot imagine how much data a family of 5 with the rise of 4k streaming and cloud services use. this is criminal that they have imposed a data cap. gigabit internet in vegas costs 99-129 a month and with unlimited data thats 179 a month and there isnt a real competitor so they get away with data caps and high prices, while the poor/middle class suffer because there is no ISP competition in vegas. this is wrong and no one is doing anything about it. To protest, I have switched over to 5g internet on Verizon because I refuse to pay an arm and a leg for internet until the government steps in and makes data caps illegal, it is harming middle class families!

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**Ticket: # 6484770 - Comcast Oregon data cap experince**

**Date:** 09/26/2023 09:23 PM

**State/Zip:** Oregon 97213

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## **Description**

My main issue with the data cap is that it should not exist, This is not Mobile internet, we are not using over the air radio spectrum where it is limited. We use cables that go to one large center. This cap effects me to the extent I can't use certain services like Microsoft Game pass, where you download games between 40 and 80 gigs. I download 5 games, I used 60% of my cap. I also have my own Cloud Server which I have to limit due to data cap. Furthermore, I feel I am held hostage with no alternate. The fact, I have to drop my equipment and use "rented" equipment from Comcast that adds up to 18 dollars extra a month in order to have "unlimited data". I feel stuck and have no other options to choose. I find my self stressing out when each month ends in 1100/1229GB or 1230/1229. Not only that, but I have to reduce streaming bandwidth to save data.

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[Ticket: # 6485747 - Data Cap Experience](#)

**Date:** 09/27/2023 12:29 PM

**State/Zip:** New Mexico 88001

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## **Description**

I work from home so when our internet is slowed due to the data cap being reached, it is detrimental to my work.

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**Ticket: # 6487136 - Data Caps**

**Date:** 09/27/2023 07:17 PM

**State/Zip:** Texas 77546

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## **Description**

Data caps cause me to have to constantly think about how much data I'm using or be charged extra, with software like video games occasionally reaching 150 gb that can easily take up a tenth of the 1000 gb monthly limit in a day.

Due to this I have to plan large downloads out, and do them at the end of the month to use as much of the cap as possible without going over the limit. There is no carry over from previous months.

Streaming services can also chew through the cap effortlessly.

In my personal experience the data caps only serve to push consumers away from streaming services and to expensive and ad-laden TV packages that are sold by same company providing internet and setting the cap.

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[Ticket: # 6487229 - Data cap complaint](#)

**Date:** 09/27/2023 08:18 PM

**State/Zip:** Florida 33912

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## **Description**

Implementation of a data cap by Comcast doesn't allow for usage of the internet by a full family. It monetizes our ability to learn and earn a living.

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[Ticket: # 6488629 - Removing data caps help the low-income households and Rural areas](#)

**Date:** 09/28/2023 01:58 PM

**State/Zip:** Texas 75013

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## Description

Hello,

We conducted a large-scale research study that examined the effects of removing mobile data caps on household internet consumption. We find that removing data caps, i.e., adopting an unlimited mobile data plan, helps households on the wrong side of the digital divide.

Households with low income and those in rural areas increase their data consumption much more than the high-income and urban households. Also, we find a significant increase in educational data consumption among these households that could potentially help in reducing the "homework gap".

I provided a link to our paper in SSRN as well as the abstract below. Please let us know if you have any questions or need additional information.

Thanks and Regards,

[REDACTED]

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[REDACTED],

Donna Wilhelm Research Fellow - SMU DataArts,  
Cox School of Business,  
Southern Methodist University,

Mobile: [REDACTED]

E-mail: [REDACTED]

[REDACTED],

Dallas, Texas - 75275.

Reference: [https://papers.ssrn.com/sol3/papers.cfm?abstract\\_id=4173558](https://papers.ssrn.com/sol3/papers.cfm?abstract_id=4173558)

Abstract

Quality internet access is critical to participating in contemporary society. Unfortunately, many households -- particularly those of low socioeconomic status and/or those in rural areas - do not have quality internet access. Some have no access, while others are reliant on their mobile data plans for internet access, i.e., they are "smartphone dependent". This generates inequality in internet access

and creates the "homework gap," which results from some children lacking the internet access necessary to complete schoolwork at home. Given the smartphone dependence of many disadvantaged households, we explore whether improvements to mobile internet service can help address digital inequality and the homework gap. We focus on a specific improvement: access to unlimited mobile data. For access to unlimited data to help close the gaps, it must generate larger gains for disadvantaged households than for advantaged ones. It is not obvious that this will be the case. Accordingly, we use detailed subscriber-level data from a major telecommunications firm to examine changes in the consumption of educational (and other) content after subscribers switch to unlimited mobile data plans. We find that although all subscribers increase their consumption, the increases are significantly larger for disadvantaged subscribers. We show that gains are larger for households with children likely to need online educational content. This indicates that improvements to mobile internet service are likely to be effective at addressing digital inequality and the homework gap.

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[Ticket: # 6490429 - Data cap upcharges](#)

**Date:** 09/29/2023 11:18 AM

**State/Zip:** Colorado 81611

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## **Description**

They send me emails to say my data might go over then call me to try n sell me more data. On months I have only used half of my allotted data. They are clearly trying to trick ppl into paying more for unneeded data and then shorting higher volume users or charging them more as well when others are not using that much. So congestion wouldnt seem to be an issue they are just trying to prey on people that dont understand how much they use or even what a cap might be



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**Ticket: # 6491452 - Data Caps**

**Date:** 09/29/2023 03:28 PM

**State/Zip:** Arizona 85234

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## **Description**

Data caps serve as an excuse to inflate the prices being charged by ISPs, as their SEC filings consistently outline. Data caps are different from network management policies aimed at abusive users. Unlike those policies, data caps only serve as a way to increase prices while avoiding FCC sanctions.

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**Ticket: # 6492410 - Caps limited my research**

**Date:** 09/30/2023 09:09 AM

**State/Zip:** Minnesota 55407

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## **Description**

Comcast (cable Internet) and AT&T wireless have both severely limited my ability to research and develop new technology related to security and automation. Since 2011 I have conducted dozens of tests and built solutions for personal development to prepare myself for commercial and business applications, however these data caps have been the largest hurdle. I am currently only one of less than a hundred AT&T customers still on a very specific consumer plan that allows for hotspot use above 100GB/mo and I pay dearly for the privilege. I think about, nationally, how this has held back the freeform research and development initiatives and how ultimately it is setting this country back. We know the towers are only at 5-19% utilization at any point in time. Comcast admitted to the world their networks were more than fine during the pandemic... yet here I am paying \$322/mo for AT&T and \$230/mo for Comcast just to get truly unlimited data.

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[Ticket: # 6492620 - Data caps broke me](#)

**Date:** 09/30/2023 12:31 PM

**State/Zip:** Arkansas 72944

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## Description

When my job allowed me to go remote 5 years ago, I was ecstatic. I enjoyed living in Austin, TX, but the cost of living was atrocious for my partner, three children, and myself. So we moved back home to Mansfield, AR to be near family and to pay a lot less in rent.

There was one problem though: the rural house we could afford did not have access to broadband or DSL of any kind. The only way we could have home internet access was using a hotspot from AT&T.

The speed was decent enough, but there was a hard data cap of 100gb. And with my job requiring about 50-60gb per month, we had to impose restrictions on the internet that were unthinkable to most people we knew. Only one hour of streaming video a day for anyone in the house. Doing schoolwork from home, even during covid, was challenging as well.

The reason for these restrictions? The internet service was already \$120 a month. For every 10gb we went over, an extra \$25 was added to the account.

We moved to Arkansas to save money. Now an accidental viewing of Netflix or consulting YouTube for homework help could break us financially.

Sometimes we stayed within the cap. Most of the time we went over and had to pay an extra \$50 or so. \$200 internet bills were common for us. Which would be fine if we were on some Fiber internet connection, but this was wireless internet that topped out at maybe 50mbps. Thank you Arkansas for your terrible broadband coverage.

The breaking point was when some friends came to stay with us, whose children were not aware of the financial restrictions. I ended up with a \$350 internet bill due to that.

There was a time or two during COVID that we also racked up a \$300+ internet bill This went on until last year, when a paltry 10mbps DSL service was finally made available to our area. The speeds suck, and I still have to keep kids off streaming video while I'm working, but it's passable.

We spent so much money on internet because Arkansas' rural broadband availability is pure garbage. It's absolute drizzling shit. There's no reason why we should have to pay \$300 a month for going over a 100gb data cap.

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**Ticket: # 6495129 - COX Home Cable Internet Data Cap**

**Date:** 10/02/2023 01:53 PM

**State/Zip:** California 92782

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## **Description**

Data caps limit my ability to work from home, stream video, and I have to change my habits because of this. I'm limited to 1280 GB a month. Cox also increased my plan at the beginning of the year by \$5, which is outside of my normal billing song and dance to qualify for discount which usually happens around October. I have to call each year and schedule a service disconnect in order to qualify for new member discounts.

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**Ticket: # 6495773 - Cox Communications AZ Gateway Data Cap Obscurity**

**Date:** 10/02/2023 04:44 PM

**State/Zip:** Arizona 85122

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## **Description**

Recently I have had an issue with my internet billing doubling in costs from the common norm I've become accustomed to. To try and find out why there was an increase to my data, I logged into my internet monitoring page online. This is something that I do to see what amount of data is being used by devices connected to the network. The problem that I found, is that Cox has made their Gateway device as a necessity for some of their higher producing plans. This was annoying for me since I prefer to use my own hardware and monitor my data how I like. When looking through my network, the Gateway does not provide any reporting/analytics on how much data is being used. This is deeply concerning to me since I am seemingly paying for more for an unknown reason or source.

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**Ticket: # 6501133 - Data Caps and Impacts to USAF Operations**

**Date:** 10/04/2023 07:35 PM

**State/Zip:** Oklahoma 73130

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## **Description**

I'm a pilot in the USAF and as part of our safe flying operations is using an EFB - Electronic Flight Bag (iPad). Frequently there are large updates to instrument approaches, procedures, and publications that are in excess of 70Gb along with updates of the iPad software itself. I frequently don't update it at home despite having a home network with sufficient network and bandwidth because I don't want to use the data when it could be used for my wife to keep PBS streaming at home for our kids since OTA antenna reception is unreliable. This keeps me using spotty wi-fi at work (low bandwidth commercial wifi network at a DoD installation with many users) which makes updates take exceptionally long and sometimes fail. If these are not updated there could be risks to flight safety from flying with outdated or inaccurate information.

I could pay for unlimited data internet but these updates would barely push me over the edge with our current home use. The "fees" for overage keep me from at-will updates at home or else I'd need to start limiting the use of network by my family.

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**Ticket: # 6501508 - Data cap on xfinity is criminal**

**Date:** 10/05/2023 01:11 AM

**State/Zip:** Michigan 48503

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## **Description**

I have xfinity 1gbps plan with a data cap of 1.2 terabytes. I work from home and the data caps have quickly become a problem. In order to make sure I don't end up paying \$10 for every 50 gigabytes after my 1.2 terabyte cap I am cutting back on things like streaming and gaming. The fee maxes out at \$100 but that is a crazy fee structure for something so nebulous as bandwidth. On months where I am under my data cap Xfinity doesn't reimburse me for the unused bandwidth. If they are going to put a cap on bandwidth, that means I am paying for a certain amount of their "resources" but they get to pocket the money regardless of how much I use. This doesn't seem fair. Coupled with the fact that I never get the rated speed I am paying for, it's a huge insult. Considering all the money the carriers have gotten over the years from state and federal funding the least they could do is actually deliver on package speeds (enough with this up to nonsense) and eliminate data caps.

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**Ticket: # 6502253 - Data Caps on Highspeed Service=RIPOFF**

**Date:** 10/05/2023 12:13 PM

**State/Zip:** West Virginia 26865

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## **Description**

Every month I lose high-speed service after about 2 weeks into my monthly plan with Boost, but all providers cap high-speed data service. I pay the highest price for the most high-speed data 35 gig, and also Hotspot data 30 gig. I should be getting 65 gig high-speed with those options, but it is always slowed down after 35 gig. Actually, there should be NO SLOW DOWN, PERIOD. Data Caps are a ripoff. SLOWED SERVICE IS SUBSTANDARD SERVICE PERIOD. I AM NOT GETTING WHAT I PAY FOR. It is time to stop the price gouging, it is happening to every customer, it is not fair, but an industry-wide ripoff. SUBSTANDARD SERVICE FOR EVERYONE, AND IT IS NOT ACCEPTABLE.



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**Ticket: # 6503463 - Data caps**

**Date:** 10/05/2023 05:56 PM

**State/Zip:** Kentucky 40216

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## **Description**

I got an unlimited talk text & data plan . One week into the first month it says low on data. Two days later I can't access anything online. I called the company they said unlimited doesn't mean unlimited. I told them to look it up in the dictionary. I got this plan cause I needed unlimited data. I still have problems. I can't access my medical transportation app I was at a hospital for a ultrasound got done pretty quick. I tried to access my transportation online to get a ride home couldn't get through. I'm 56 disabled and have a bad hip. I waited for awhile kept trying but still was unable. I am on a fixed income no extra money to call a taxi.cant get an Uber or Lyft without internet. Waited for 5 hours til a friend got home to get home.

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**Ticket: # 6503507 - Data cap**

**Date:** 10/05/2023 06:16 PM

**State/Zip:** Kentucky 40216

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## **Description**

I was at the hospital getting a ultrasound done I have medical transportation I was done pretty quick to access my ride home I needed to get on their app. I was out of data to get a ride home. I am 56 disabled and have a bad hip. I use my phone alot when I called the phone companyvandtold them I had a unlimited talk text & data plan through lifeline and they said unlimited didn't mean unlimited it doesn't go on forever. I said yes that's what it means it doesn't stop. I was at the hospital for five hours til a friend came home from work. I have ran out every month . That is why I picked the company cause it said unlimited. I am on disability very low income a month. I don't have extra money to buy more data after 7-14 days . I really would like to see that company with charges against them ..thats false advertising and against the law to get paid by the government for service they don't provide.

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[Ticket: # 6503604 - Unable to attend telehealth appointment](#)

**Date:** 10/05/2023 07:05 PM

**State/Zip:** California 95033

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## **Description**

I was unable to attend several telehealth appointments with my medical providers because my internet provider, HughesNet, reduces the functioning of their internet when you have gone over your data limit. Even when you are not over your limit, the speed of their internet is so poor it will not allow for telehealth visits. I have a serious medical condition that requires me to attend frequent medical appointments and I have to attend all appointments in person now because HughesNet internet does not support telehealth visits.

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[Ticket: # 6504057 - My data cap prevented me from buying new games](#)

**Date:** 10/06/2023 02:18 AM

**State/Zip:** Minnesota 55082

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## **Description**

I use my computer to play video games most days, and many new games require 100GB of data to be downloaded to be played. This would often discourage me from purchasing and downloading new games if I was close to the data limit on my old Xfinity plan which had a data cap of 1.2TB per month. I subsequently purchased the \$30 unlimited plan upgrade, which felt like a scam given that a few years ago there were no data caps on our plan and we didn't need to purchase any upgrade. This seems backwards to me, shouldn't internet infrastructure be improving over time?

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**Ticket: # 6506824 - Data caps are abhorrent**

**Date:** 10/07/2023 05:18 PM

**State/Zip:** California 92618

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## **Description**

Data caps are unconscionable and are seemingly applied in areas where one provider has a monopoly on service. Not only is the service more expensive than in areas where there is competition but you are also slapped with data caps and fees if you go over unless you pay an additional 50% for their unlimited plan. As media and services use more bandwidth those stuck in these areas suffer the most as the cable companies know there is no alternative. Data caps should be prohibited. From working from home to consuming media their "generous data caps" fail to provide any comfort to those whom use the service. The fact that the data cap doesn't roll over proves this is just greed and not a necessity.

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**Ticket: # 6510763 - Unnecessary Data Caps**

**Date:** 10/10/2023 02:58 PM

**State/Zip:** Colorado 80214

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## **Description**

I currently have Xfinity internet with download speeds of up to 800Mbps. Both myself and my partner work from home, I'm full-time remote and she works a hybrid schedule. Just doing my regular work requires downloading large files, software, and having virtual meetings with video. Not to mention uploading these files back to my Organization's cloud and on-premise servers. My partner is a healthcare worker so all of her work is done via telehealth and uploading to her companies server and applications. This requires a lot data to be used just for our jobs, not to mention watching live TV online, streaming movies/shows in 4K, and playing video games online with friends. What really irks me is knowing that Xfinity is placing a 1.2TB data cap while disclosing that the majority of customers do not reach this cap and that I can also get unlimited data if I lease their wi-fi hardware. This shows that the cap is there not to improve the network quality but to only gain more profit for Xfinity.

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**Ticket: # 6511888 - Xfinity data Cap**

**Date:** 10/11/2023 01:01 AM

**State/Zip:** California 95409

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## **Description**

I have used comcast for many years. I consistently use well under my data cap. My promotional rate for my service ended and suddenly my data use has gone up nearly 50-60% on a daily basis. I am apparently going to be at 190% of my cap for the month of October if I continue unchanged. This limits my family's ability to engage with the internet and with internet commerce. While I have significant concerns about the validity of the data xfinity claims I have used, I have larger concerns about the impact of data caps on internet services. It is essentially a hidden fee that can generate substantial extra revenue for the ISP with minimal extra overhead, and it decreases adoption of newer technologies that may be more data intensive.

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**Ticket: # 6514205 - Data Caps are anti-consumer**

**Date:** 10/12/2023 12:21 AM

**State/Zip:** Georgia 30067

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## **Description**

I have a 1.2TB datacap on a 1200mbps download/200mbps upload plan. At those speeds I could easily hit my datacap. Why even give people access to those speeds, if you can only use 1.2TB of data. In this ever connected world with 4k video streaming, and video conferencing and working from home, it is very easy to hit that data cap. Some of the CAD files I need to download for work can easily exceed 100GB which is already close to 10% of my data cap. It costs ISPs virtually nothing to carry the traffic, all datacaps allow is for them to recoup the lost revenue from TV subscriptions.



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**Ticket: # 6515248 - Data Cap Issues**

**Date:** 10/12/2023 01:29 PM

**State/Zip:** Minnesota 55346

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## **Description**

I wanted to share my experience with data caps. I have Comcast Xfinity and I pay for a 400mbps connection. I have a data cap of 1.2 TB a month. My wife works from home full time and I work from home probably about 20% of the time. We have noticed no correlation between our usage and the data usage reported to us by Comcast. There is no transparency about the data we are using, just an overall number. During the month of July, I did not work and was home all day often using data. We just barely exceeded our data cap. Then in September, I went back to work and was working almost exclusively away from home. Our data consumption somehow increased despite no change in usage from my wife. In order to avoid more overage charges, we have to pay an additional \$30 and use Xfinity Modem/Router. I have my own modem/router, but I cannot use it if I want unlimited data usage. I have heard that some East Coast states have made data caps illegal. I would love to see the FCC step in regarding these predatory data caps.

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**Ticket: # 6517162 - Xfinity/Comcast Data Cap**

**Date:** 10/13/2023 11:17 AM

**State/Zip:** Michigan 48837

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## **Description**

Was a Comcast Xfinity customer for 10+ years. I live in one of the areas that was subjected to data caps very early on.

At first it wasn't too big of a deal but as my children got older and started using more data it became a chore to keep an eye the usage to make sure we didn't exceed the 1.2 TB limit. It caused stress in the family because I had to badger the kids limit use frequently.

It feels like a money grab by Comcast, if most customers never exceed that limit then what's the point of having it otherwise?

In 2021 a FiberOptic Internet company became an option that was cheaper, faster, and unlimited. We switched immediately and it's so nice to not have the data budgeting chore anymore.

I likely would have just remained a Comcast customer if this cap had never been instituted. I'm seeing hundreds of homes change to the fiber provider in my town and I'm surprised Comcast hasn't amended this cap.

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[Ticket: # 6518897 - Data caps provide a sneaky way to steal money](#)

**Date:** 10/14/2023 12:28 AM

**State/Zip:** Washington 98362

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## **Description**

Asides from every other issue associated with for-profit ISPs, the newest that I have encountered has been implementing data caps with no prior notification and then hitting new customers with surprise bills. This can extract sometimes hundreds of dollars per customer unless they are aware of this trick.

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**Ticket: # 6519111 - Data Cap Pain**

**Date:** 10/14/2023 09:15 AM

**State/Zip:** Arkansas 72715

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## **Description**

I won't pretend that my experience with data caps is anywhere near what lower income earners face every day, but it's sometimes painful how far behind we are compared to other parts of the world concerning fair internet access. If I want to download a game that is 140gb, I have to tell my family that we can't watch TV for 3-4 days to make up for it. Cox arbitrarily caps our usage at 1.2 TB per month. We average 40 gb per day just using streaming services and work-from-home. I pay nearly \$100 per month in a relatively low cost of living area. I don't understand how lower income earners are making it.

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**Ticket:** # 6520247 - Data limit

**Date:** 10/15/2023 02:52 PM

**State/Zip:** Delaware 19947

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## **Description**

Ever since I've been accepted in this program my data has been off n then on only comes back on after I've called 611611 a million times... I get nothing but a run around I cannot work on my phone without my Internet.. Data .. also I e been waiting on a replacement phone and I haven't received that either .. so I was content using Lifeline program... Now I'm enrolled in this program n I thank you for the help.. but I need my data to work right now I'm using someone's hotspot I cannot work with this either so can I get some help.

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**Ticket: # 6520616 - Data Cap should be illegal**

**Date:** 10/15/2023 11:06 PM

**State/Zip:** Washington 98030

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## **Description**

Please end data caps, these companies are literally praying on people who use the internet for their everyday lives. Xfinity data cap is absurd, it is not enough and they literally are forcing people to either upgrade or pay extra for the unlimited data, or forcing those who cannot afford their cable package to buy it in order to not rely on the internet so much. There is absolutely no reason other than greed to add data caps on people, and people in low income households hurt the most.

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**Ticket: # 6522062 - Data caps are stupid and bad**

**Date:** 10/16/2023 03:16 PM

**State/Zip:** Arizona 85295

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## **Description**

Please for the love of God end ISP data caps. My family has had internet service through Cox for as long as I remember, and I have hated them with a passion since they started imposing a data cap back in 2017. We have 3 people who work from home which puts us over the cap every month so we now have to pay Cox \$50 more per month for unlimited data that we didn't have to before. Because of this our internet bill alone is \$187(!!!!) for 1 gig down and 35 megabits(!!!!!!) up, with no other feasible option available to us currently. It's either pay up to daddy Cox or deal with 3 people working off of an 80 megabit DSL connection from Centurylink. Absolutely despicable.

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**Ticket: # 6523069 - Data Cap on ACP program**

**Date:** 10/16/2023 10:56 PM

**State/Zip:** Washington 98498

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## **Description**

I would have liked to view the You tube video that came up here but I can't because my ACP provider TruConnect throttled my data today after having signed up with them in September. I used the wifi easily in the beginning to connect my large computer screen ( so I can see it with the cataracts I have) to do grocery shopping, zoom doctors appts. banking and watching videos on YouTube but on October 16th the speeds slowed and watching a video is impossible as it is buffering mostly. My plan states clearly that I have Unlimited Talk Text and Data. I am disabled and mostly home and my only source to the outside world is You Tube for news etc . I highly doubt it will be able to Zoom my appointments with my doctors now at this speed.



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**Ticket: # 6528211 - Xfinity data caps**

**Date:** 10/19/2023 03:00 AM

**State/Zip:** Washington 98513

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## **Description**

We have Xfinity broadband, they are the only provider of truly high speed internet in our area. We signed up for the 400 mbps service tier and never once went over the 1229 GB data usage limit imposed by Xfinity. Xfinity notified us out of the blue that they "gave us" a free upgrade to the 800 mbps service tier without an increase in monthly price. Since they increased our speed we have gone over the monthly data cap limit nearly every month, resulting in overage charges despite zero changes to our browsing or streaming habits. Sometimes we pay an additional \$20 or \$30 each month, which over the course of a year increases the cost significantly.

I asked them to lower the speed back down, but Xfinity said it could affect my promotional rate if I did so, and convinced me to stay on my current plan.

It seems obvious the quality of multimedia being downloaded from audio and video streaming services would increase with a faster connection, which results in higher data usage, which in turn leads to overage charges. This indicates it is in Xfinity's best interest to keep users at higher speeds to increase their profits.

They do offer an unlimited usage limit for an additional \$30 per month, but it feels wrong to pay for extra bandwidth when the overage never occurred before Xfinity unilaterally made the decision to increase our service speed.

Thank you for considering our experience with Xfinity data usage limits, and I look forward to an end of their existence in the future!

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[Ticket: # 6528522 - Data cap experience](#)

**Date:** 10/19/2023 10:27 AM

**State/Zip:** Minnesota 55442

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## **Description**

I have Xfinity Comcast that caps at 1.2 TB a month. My roommate and I both work from home in Plymouth MN and take multiple video calls a day, and I work for a video streaming platform. On top of that, our main hobbies involve video games and streaming. We hit our data cap regularly, and it's prohibitive to our work and personal lives.

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**Ticket: # 6529267 - Comcast ISP Data Caps**

**Date:** 10/19/2023 02:04 PM

**State/Zip:** California 94564

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## **Description**

I am writing to complain about the artificial data caps set by Comcast Communications. In the last 16 months our data usage is getting closer to the cap, and in September 2023 we finally went over our cap for the 1st time. We're a family of 3 with a special needs adult living with us. This completely artificial cap is ridiculous in today's world. With everything going to streaming of course we're going to use more data. This is just a cash grab by Comcast and the other ISPs. With no direct competition for internet services in our area they are preying on us.

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**Ticket: # 6529826 - Data Cap Experience****Date:** 10/19/2023 04:44 PM**State/Zip:** California 92027

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**Description**

To whom it may concern;

I am writing today to share my experiences with ISP data caps and my thoughts on the harm that they cause.

At the start of the pandemic, I was lucky enough to not need to worry about data caps, as my ISP had avoided imposing them. Unfortunately, that did not last very long once the ISP's got data on how much data customer's were actively using. With the increases in remote education, and remote work, it only made sense for the ISP's to capitalize on something that's inherently "free" or included in the service as a way to get a piece of the pie that the government was using to help support Americans through the pandemic.

After a few months into the pandemic, I noticed that my ISP began tracking my data usage, and I could see that I was regularly getting close to and exceeding the "soft cap" of 1TB. I reached out to the ISP to inquire why they were tracking my data usage. They informed me that it was to evaluate the health of their networks and that there was nothing to worry about when I asked if they were planning to charge for overages.

In December 2020, my father in law moved in with us due to health complications. I was still working from home, and my child was still remote learning. After my father in law moved in, my data usage increased. I started to keep track of what devices were using excessive amounts of data, and identified that my work computer was accountable for nearly 30% of the daily network traffic due to the constant monitoring tools and updates pushed to my remote device. My father in law, being bed ridden, watches TV most of the day to entertain himself, which also comes at the cost of increased data usage.

Then, my ISP decided to start charging for overages on the data caps. to the tune of \$10/50GB, or I could have the privilege to add 500GB of data for another \$29.99 to my bill, or I could swap over to unlimited data for an additional \$49.99 per month to my bill. To this day I have either had to maintain the unlimited data, or the 500GB of additional data due to the fact that my work computer consistently uses a large amount of data.

I think this is a quick cash grab from the ISPs especially as most of these proposals for data caps came after the prior administrations FCC chair decided to reject Net Neutrality rules. Other than profits I see no other reason why some data should cost more than others, especially when the service that the ISP provides is the transfer of data. From the perspective of others who may be more greatly affected than I, I can only imagine that lower income households or other households who

may be disadvantaged would have to have a harder choice to best facilitate their data usage and requirements.

I believe data should not come with data caps from ISPs, and I wholly believe that putting an excessive price on access to said PUBLIC and private data, is a barrier to equity for too many.

I wish I could articulate more, but I would wholly support some sort of governance or regulation of ISP Data caps, or the outright removal of said data caps.

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[Ticket: # 6531563 - data caps](#)

**Date:** 10/20/2023 01:47 PM

**State/Zip:** Michigan 48209

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## **Description**

In my case, using xfinity internet, their data caps are set just to make revenue. They say it is to regulate traffic on the internet, yet they have zero issues with not having a data cap if you pay an extra monthly fee. There should be no set data caps especially so since most places are limited to only one choice of high speed internet. In my area I have the choice of xfinity or at&t dial up and I am in an urban area. Also, there should be a law banning citys from making deals with internet providers so they have sole control of the internet.

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[Ticket: # 6532122 - data cap](#)

**Date:** 10/20/2023 04:05 PM

**State/Zip:** Texas 77963

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## **Description**

qlink wireless data cap after 2 days when asked what was th cap they said they didn't no

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[Ticket: # 6532404 - T-Mobile mobile hotspot cap](#)

**Date:** 10/20/2023 05:52 PM

**State/Zip:** Iowa 52405

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## **Description**

T-Mobile fraudulently classifies normal phone data usage as hotspot data usage that is capped. T-Mobile has not fixed the issue when contacted multiple times.



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**Ticket: # 6532684 - Filling Data Cap Experience**

**Date:** 10/20/2023 09:01 PM

**State/Zip:** Utah 84067

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**Description**

I live in a three person household with Xfinity internet service. Recently I started a new job which has a WFH day on Fridays. I didn't realize until too late that my new work laptop was syncing files with the cloud which caused us to quickly reach our data cap without realizing it.

Later we were sent an email saying the data has been used up and now xfinity wants to charge \$10 extra for every additional 50gb used up to \$100 max.

I believe in our current environment and with rapidly developing online services, work from home environments, and ever increasing sizes of files, apps, and various other downloads data caps have long overstayed their welcome. If xfinity can charge \$30/month extra for unlimited data but then penalizes you \$10 per 50GBs of data I fail to see how exceeding the data cap puts additional strain on their infrastructure.

I'm no expert but data is not a physical thing that can "run out" and judging by the pricing structure stated above they're more than capable of delivering unlimited data without additional costs.

I believe that unlimited data has no place in our ever connected world and should be done away with permanently.

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[Ticket: # 6534681 - Data cap troubles](#)

**Date:** 10/23/2023 03:57 AM

**State/Zip:** Oregon 97232

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## **Description**

I recently purchased an apple tv 4k and have been streaming 4k video in my household. The only internet provider that services my home is Comcast, and they impose a 1.2TB data cap. I quickly went over the data cap in my first month. I think it is wrong that Comcast can extort its customers by imposing a data cap and charge overage fees for it when it is completely inadequate for modern day data needs like 4k video streaming.

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**Ticket: # 6539511 - Data caps are a scam**

**Date:** 10/25/2023 12:51 AM

**State/Zip:** Washington 98374

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## **Description**

Surprisingly Xfinity has data caps only in areas where it has no competition. With the digital age of security cameras, the data cap is easily crossed for many families and are an unnecessary burden on top of the criminal monthly fees Xfinity charges once you are out of the first year contract.

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**Ticket: # 6539742 - Cellular Data Cap**

**Date:** 10/25/2023 09:00 AM

**State/Zip:** Florida 33773

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## **Description**

Had going over data near the end of a billing cycle. Next cycle they didn't turn it off and I didn't call near the end of that cycle. When I called the company tried to convince me that they left it on to protect me from possible high data using apps. Then called out this statement then tried to tell me it happen in the current billing cycle which then I asked what my data usage is right now(I had it pulled up) but didn't answer question and said it would reset in 5 days. Then 5 days still limited and it took an account removal of data and adding back to fix it with hard power reset of 3 phones. Not a great experience with data caps and what made it hard is why they tried to hide that their system screwed up.

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[Ticket: # 6539775 - Data inconsistent](#)

**Date:** 10/25/2023 09:20 AM

**State/Zip:** Florida 32145

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## **Description**

Data is not consistent and is too slow. How can I increase or speed it up

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**Ticket:** # 6540790 - Data caps

**Date:** 10/25/2023 01:52 PM

**State/Zip:** Washington 98112

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## **Description**

I work from home as an engineer who works with large data sets, streams movies, and plays games online. I have been going over the 1.2TB data cap almost every month. Considering the size of 4k video this cap is extremely low for any power users. Xfinity does not provide any plans with increased data cap, or if they do it's impossible to find online. When trying to view my data usage on their website or app it redirects back to the main menu, making monitoring my usage impossible.

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**Ticket: # 6541432 - data caps**

**Date:** 10/25/2023 04:38 PM

**State/Zip:** Texas 75009

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## **Description**

I use over 200GB on my personal devices at home and on cell phones with normal usage average 30GBs. Data Caps in this era of high bandwidth make no sense.

I'm convinced that data caps are detrimental to both consumers and the global digital landscape. These limitations, often imposed by major internet service providers (ISPs) like Comcast and Suddenlink, have raised significant concerns for various reasons.

One of the most concerning aspects of data caps is how they can lead to the unfair practice of throttling. For instance, Comcast faced controversy when it was accused of throttling certain types of internet traffic, such as streaming services, to give preference to its own content. This kind of behavior limits consumer choice and inhibits fair competition in the digital market.

Moreover, data caps can hinder progress and economic growth on a global scale. In today's digital age, numerous industries depend heavily on data-intensive services like video streaming, cloud computing, and remote work. These limitations can slow down the adoption of these technologies, making it difficult for businesses to innovate and thrive. Additionally, data caps disproportionately affect underserved and lower-income individuals, contributing to the digital divide by limiting their access to high-speed internet and educational opportunities.

Furthermore, data caps can lead to unexpected and often exorbitant charges for consumers. Many of us underestimate our data usage, resulting in additional fees when we exceed our allotted limits. These unclear billing practices can cause frustration and mistrust in ISPs.

In summary, data caps not only harm consumers' wallets but also have the potential to stifle innovation and competition, as evidenced by incidents like Comcast's throttling practices. They contribute to the digital divide and infringe upon the principles of an open and equitable internet. Removing or raising these caps is crucial to ensuring that the benefits of the digital age are accessible to everyone.

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[Ticket: # 6541505 - family of 4 hitting Xfinity data caps](#)

**Date:** 10/25/2023 05:02 PM

**State/Zip:** California 95051

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## **Description**

Our family of 4 is hitting Xfinity 1.2TB data limits regularly. We are trying to limit our streaming to 1-2 family shows in the evening, but my wife and I work from home some days of the week. The overage costs of \$10 for 50GB seems exorbitant and built to drive the customer toward a \$25/mo unlimited plan with extra unnecessary hardware.



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**Ticket: # 6542578 - throttling on what is supposed to be a premium network experience**

**Date:** 10/26/2023 10:23 AM

**State/Zip:** Texas 77612

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## **Description**

these wireless companies are making billions literally every quarter but yet the fcc is letting them get away with false advertising and throttling people cell phone data plans i pay for what is advertised as unlimited with premium network experience what i get is 5g signal that is so slow i cant even load a email or basic web page. IT IS time for the fcc and the american people to sue these carriers and end the false advertising and make them stop throttling every person on their networks

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[Ticket: # 6544514 - Data caps unnecessary](#)

**Date:** 10/26/2023 09:47 PM

**State/Zip:** Indiana 46383

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## **Description**

Broadband data caps are unnecessary for most customers. They're an excuse for overage charges. When we use less data than the monthly allotment we don't get a refund or data rollover. Its the same scam cellphone companies use for minutes and data, They round up data usage and if you go over the cap they charge a fee for predetermined data chunks that are arbitrary. During covid they provided internet service for most americans and their networks were able to provide service without problems. Data caps are an abuse and unnecessary.

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**Ticket: # 6544830 - cell phones not working due to no 5G and internet data caps**

**Date:** 10/27/2023 08:16 AM

**State/Zip:** Kentucky 41723

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## **Description**

I live in Hazard, KY. We were "forced" to purchase new cell phones earlier this year costing a lot of money that we COULD NOT afford to do because of this 5G coming through. As of right now these phones do not work, cannot be used, because we do not have the 5G here yet. WHEN WILL THIS BE FIXED. We are tired of paying for phone bills for phones that we cannot use! Also I pay a astronomical bill for internet, the cap on mine is only 15gb a month! They want to charge me \$20.00 to just send me an invoice....A PEICE OF PAPER! I wanted to upgrade to 50gb a month for only \$4.00 more till they hit me with the "invoice cost". That is just plain robbery of the consumer! What can be done about this?

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**Ticket: # 6545207 - Internet data caps should be illegal**

**Date:** 10/27/2023 11:13 AM

**State/Zip:** Michigan 48030

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## **Description**

Internet data caps only exist because of a corporate monopoly and exist only to separate consumers from their money, they provide literally 0 ZERO!!!!!!!!!! benefit to the consumer and only makes them have to be anxious about how much data they are using, because god forbid we use 500gb more than allowed (that 500gb of data costs the company literal pennies but we are charged 50\$+ dollars for it) data caps do not exist in other 1st world nations (see germany and literally any of the nordic nations) but they exist in the richest nation in the world simply because our own government doesnt give two shits about obvious monopolies like internet service providers stealing money from the public. PLEASE FOR THE LOVE OF GOD MAKE THIS SHIT PUNISHABLE BY 50+ YEARS IN PRISON

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**Ticket:** # 6546608 - Cox Communicaitons

**Date:** 10/27/2023 05:34 PM

**State/Zip:** Arizona 85338

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## **Description**

Cox Communications is the worst fixed wireline provider when it comes to data caps. We have nearly reached or surpassed their cap several times, and they are expensive. If you want "truly unlimited" internet with no caps, you have to pay an extra \$50 a month. It's hard to tell how much money they are making from this since they are privately held. It is ridiculous.

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**Ticket: # 6548398 - Data Caps**

**Date:** 10/29/2023 11:00 AM

**State/Zip:** Connecticut 06540

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## **Description**

I hadn't previously come close to hitting my monthly data cap but ever since I began to work from home I have been getting closer and closer to the cap, this month I had to replace my computer due to failing hardware, which means I had to redownload everything I needed again onto the new computer. I now face the choice of downloading everything I need to work efficiently on my new computer and eating another cost in the same month that I just paid to replace my PC, or I can try to cut corners and defer doing things for another 2 weeks to try to avoid redownloading more data. With work from home becoming as common as it is, cable infrastructure, to many people, has become even more critical than roads. I personally believe that, as critical national infrastructure, the government should take ownership of cable infrastructure, but failing that, it should at least force cable companies to run their businesses in such a way as serves national infrastructure needs and, in the modern age, capping and throttling data are identical to capping and throttling the economy.

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**Ticket: # 6548964 - Data caps**

**Date:** 10/29/2023 09:59 PM

**State/Zip:** Florida 32084

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## **Description**

We are just a two person house hold, my wife and I. I am a gamer, and the size of vido games and their updates have gotten large these days. Between that and streaming 4k content, we get close to Comcast's 1.2tb each month. This month, we hit 90% 5 days early, and I made sure to pause all game updates and download nothing new. We still went over, for the first time. The delayed reporting numbers are there just to screw us over, making us think we could scale back before we hit the limit. What does the data cap do for people? Absolutely nothing besides pay for Comcast CEO's 5th beach home.

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**Ticket: # 6549090 - Comcast Data Cap disadvantage gaming households**

**Date:** 10/30/2023 04:12 AM

**State/Zip:** California 94002

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## **Description**

I have a depression and playing videogames helps me to cope and be productive at my work. Comcast's 1.2T data cap makes it difficult to do it given how huge games are nowadays (50-100GB instalation size and 10GB patches are not uncommon nowadays). This, combined with streaming and videoconferencing make it very difficult for household to not get the cap.

I don't see the point in caps in 2023 and no benefits aside from Comcast just wanting more of my money.



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**Ticket: # 6551419 - Service Unusable Once Data Cap Hit**

**Date:** 10/30/2023 10:26 PM

**State/Zip:** Florida 32204

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## **Description**

My experience with T-Mobile data caps has been horrible. The service becomes virtually unusable once the data cap is hit. The so called "throttling" goes beyond simply slowing down the speed of the connection. Most websites fail to load completely, and other internet services become unusable. I had similar issues when throttled due to data cap limit with Boost Mobile. Providers portray in their advertising that the speeds will simply be slower once you hit the data cap, but that simply isn't the case.

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**Ticket:** # 6551748 - Comcast Data Cap

**Date:** 10/31/2023 09:40 AM

**State/Zip:** Indiana 46385

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## **Description**

Before being forced to use Comcast, I never had a data cap. After moving to a state where Comcast has a monopoly, one that they maintain via lawsuits, I have had a data cap. I work from home, but do most development locally so I have minimal internet usage. We also stream TV instead of using cable, however, it is a normal US household amount. Every month, I am close to my data cap and this month I have apparently gone over. In prior years, I never came close to the cap, yet this year I am always close to the cap even though nothing has changed on my end.

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**Ticket: # 6552029 - New Xfinity Data Cap**

**Date:** 10/31/2023 11:20 AM

**State/Zip:** Illinois 60452

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## **Description**

My wife works from home for an accounting firm. Her work alone is enough to exceed our newly imposed data cap from Comcast/Xfinity on our home Internet.

Throw in the fact we have a toddler and an infant, and the toddler streams shows on TV and his tablet, Comcast is trying to bankrupt us.

I used to pay \$50-60/mo for Internet without data caps for years. This is how Xfinity thanks their longtime customers for their loyalty. More than a \$100 increase in monthly bills.

Anytime I try and upgrade to their silly unlimited ripoff plans, I'm meet with other promotions that I don't need. I am waterboarded but their endless automated system on the phone that is designed to keep you running in circles. They prompt you with "home security, TV, mobile phone plans" where they're certain to lie about pricing and include hidden fees, and landline plans, because we're apparently living in 1976.

There is zero transparency whatsoever in any dealings with the monopoly that is Comcast/Xfinity. Their deceptive practices would only cost them customers in a world where Congress wasn't bribed to allow territorial monopolies like they currently run. Please do better.

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**Ticket: # 6554064 - Data Caps with Cox in Council Bluffs IA**

**Date:** 11/01/2023 08:18 AM

**State/Zip:** Iowa 51503

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## **Description**

I have been affected by Cox Communications 1.25TB per month data cap. I whole heartedly believe they impose this only in communities where there are no competitors such as mine.

My wife and I both use multiple streaming services to not only educate our 21 month old but provide entertainment to the family. With 1080p streaming from YouTube, Netflix, DirecTv Stream, and all the other myriad of streaming apps now available it's easy to blow thru that 1.25TB cap.

My wife is a school counselor for a rural community school district and has to work from home at nights A lot and we had to find \$50 extra a month to pay for "unlimited data" that really hurts in this economy to have to shell out an extra \$50 for something that is only to line the pockets of Cox executives. Data transmission over copper is not that expensive anymore it hasn't been for years.

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[Ticket: # 6554983 - Data caps experience](#)

**Date:** 11/01/2023 01:47 PM

**State/Zip:** Texas 77494

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## **Description**

I live with my parents in a household using Fidium Fiber. Before we switched from Xfinity /comcast in March, we paid an extra \$50 a month to remove our 1.2 TB data cap. We are a household that works and learns from home and as such use multiple terabytes of bandwidth a month.

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**Ticket: # 6554999 - Alaska GCI has a silent 4TB cap**

**Date:** 11/01/2023 01:50 PM

**State/Zip:** Alaska 99507

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### **Description**

GCI top internet tier has a 4tb limit that is not clearly conveyed when signing up for service. you have no recourse for crossing this threshold either! You cannot buy more high speed internet, you cannot pay to reset, you just have to put up with the slower speeds until your billing resets.

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**Ticket: # 6555086 - Data Caps**

**Date:** 11/01/2023 02:14 PM

**State/Zip:** Georgia 30338

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## **Description**

I use Xfinity cable Internet service, which has a monthly cap of 1.2 TB on the standard range of high speed plans. I do not have any other options with similar speeds in my current residence (fiber has not rolled out in my neighborhood from any provider, so my only other option is DSL).

While this cap is currently sufficient for my needs as a single person who uses a fair amount of streaming and works from home, I've come close to hitting it several times. Any month where I might need to download remote backups (or back up a new computer to the cloud) I would likely hit it. And as the size of files increases, I'm increasingly likely to hit it (notably, they keep offering increased bandwidth without corresponding increase to the cap).

If I had another adult living here and doing similar amounts of work and personal use, I would come close to or exceed the cap every month.

If I had any other options for high speed Internet, I would instantly switch, and a large part of the reason is the data caps.

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[Ticket: # 6555410 - Internet service data cap](#)

**Date:** 11/01/2023 03:33 PM

**State/Zip:** Maryland 20904

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## **Description**

I've noticed some buffering with my Internet provider Xfinity. They have given me a data plan which permits me to stream services and work without slowing down my service. But what's up with the buffering?



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**Ticket: # 6555734 - Paying for speed of 25 and getting under 5 constantly**

**Date:** 11/01/2023 05:02 PM

**State/Zip:** Iowa 52571

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## **Description**

We live in a rural area with 300 residents and windstream is our only choice. We are being charged over \$100 monthly for an advertised speed of 25. Our internet is averaging under 5 constantly. It was under 3 again where nothing will stay connected. Wind streams wait times are 1.5 hours and then un helpful and don't appear to have a complaint department for resolutions. 9 days ago they did a software update which left customers with my model number without service. When finally someone answered they had us waiting on the line for an hour as they ordered a new modem for us. 3 days later no promised modem. We called back again and was on hold for 1.75 hours and was told that no one put in a request for one. So after 9 days of no internet which means no security system, no Capp monitoring for my medical condition, no TV, and unable to work on the computer. Our cell phone data plan will have extra charges. They are only going to refund the number of days (9) without service. This happens so often that I can't describe all and they said can't do anything more. This abuse is happening to our neighbors in Moravia often. There lack of concern and attempts to solve an issue is shared.

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**Ticket: # 6555776 - Data cap with Mint Mobile**

**Date:** 11/01/2023 05:16 PM

**State/Zip:** Kentucky 40258

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## **Description**

I was told when I switched to Mint Mobile, I had unlimited data. I found that I had a data cap of 40 GB of 5G service. I pay extra to have 40 GB of 5G so I can stream from my phone, as I have no internet in my home.

Today my 5G was not working. They reset my network. It still did not work. I called back a second time and asked if I could disable 5G access on my phone to see if that works better, the rep walked me through my settings and how to disable 5G useage. I have been on LTE all day. I also had the Mint Mobile app opened showing my useage, I had used 9 GB of my 5G service.

Being I disabled 5G, I felt like my unlimited (40 GB) 5G service would not be consumed since I had not been using 5G service. I checked my account again later this afternoon and it showed that I used now 10.2 GB of my 5G service, even though I hadn't used 5G at all because it's disabled on my phone.

I called back again a third time and asked for a supervisor. I explained my 5G was disabled at the direction of the 2nd customer service rep. I wanted to know why it is still consuming my 5G (40GB) balance.

The supervisor just wanted to argue saying the 2nd rwp didn't know what he was talking about. I asked him how can I consume 5G service, if 5G is disabled and it shows LTE since my second call and you have taken 1.2GB of my 40GB data cap since?

The supervisor kept arguing and there was no one above him to speak with, so I hung up on him and filed a complaint.

They are stealing my 5G data. After I use 40GB of 5G data, they will throttle my account then aske to pay for more 5G data.

This is not right.

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**Ticket: # 6556238 - Data caps experience**

**Date:** 11/01/2023 09:00 PM

**State/Zip:** Arizona 85747

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## **Description**

Cox communications in Tucson, AZ has a data cap of 1 TB, after which they charge an overage fee for however much you use beyond it. Due to this limit, our household of 4 adults and 1 child had to intentionally limit our internet usage. We had a 4k TV, but we never streamed in 4k because that would use so much more data than streaming in 1080. Similarly, we had to limit the amount of large video games we would download off of the Xbox Game Pass. Some games are 50 GB or more, so we really had to think about what to download and when rather than trying everything out as the Game Pass is intended to be used. There were no benefits to having a data cap from our perspective.

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**Ticket: # 6556318 - Data Caps**

**Date:** 11/01/2023 09:50 PM

**State/Zip:** Ohio 44107

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## **Description**

I am disabled and have a daughter that attends public school and the Internet is necessary for her. Myself I use virtual doctors when I am unable to have a office. Streaming is how the world works today and Data Caps hurt and regulate a service that years ago was not so called metered by the cable industry. With all TV'S being 4k now and 8k just around the corner a 1280gb Data Cap is no where enough for a family. Maybe 1 user that doesn't use their service daily a Data Cap works but for a family that streams all of its content Data Caps limit the use of a product that you pay for and that is not how the free market should work. Cox Cable my provider offers Unlimited Data for a \$50.00 fee and that's outrageous. These Data Caps are to make up for a industry that cannot compete in a free market that is now dominated by streaming. There is not enough competition in my area because Cox Cable has my area locked down to keep a monopoly for its service. These practices need to change and give the consumers the right to use their service without restrictions.

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**Ticket: # 6556625 - Data cap affecting daily life (schooling particularly)**

**Date:** 11/02/2023 07:32 AM

**State/Zip:** Texas 75159

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## **Description**

I go to college, and the homework part is done online through Canvas and Blackboard. My house internet has a data cap at 10 gb a month, and 50 gb at night. This cap usually runs out within the first week of the month. I constantly struggle to finish my homework on time due to the data cap impacting me. I constantly have to tell my professor about it to get slack.

I also struggle to find remote work employment. The data cap prevents me from doing even some mundane tasks. I also want to work as a streamer to pay for school, but my internet never goes passed half an mb a second, and the streaming platform requires about 3 to 6 mb a second.

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[Ticket: # 6562847 - Cox data cap](#)

**Date:** 11/05/2023 05:00 AM

**State/Zip:** Kansas 67206

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## **Description**

It sucks. It's a scam.

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[Ticket: # 6563236 - ISP Data Caps and its effects on low-income families](#)

**Date:** 11/05/2023 02:16 PM

**State/Zip:** Indiana 46814

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## **Description**

These internet data caps unfairly discriminate against low-income families with large households. Low-income families often live under one household to save on housing costs. These families have school-age children who need internet service for their schoolwork. These families have enough to worry about-- putting food on the table, making sure utilities are paid etc...-- and they should not have to worry about policing their children's internet usage to make sure the family doesn't go over the monthly data cap, especially when it's needed for school work. Data caps unfairly target low-income families and place an unneeded worry on families that are already financially stressed.

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**Ticket: # 6566113 - Data Cap**

**Date:** 11/06/2023 06:51 PM

**State/Zip:** California 95826

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## **Description**

In working from home full time, I need to be regularly sending and receiving information from work, and the 1TB data cap on my internet has come up several times over the past few months.

As I work 40h weeks, 8 hours each day, it is critical to my livelihood that I maintain a robust broadband internet connection, but the speed they claim is ~300mb, 1/4 of the advertised 1.2GBit I pay for with a 1TB data cap that I've run over every month and must now pay an additional \$30/mo to avoid incurring ridiculously inflated overage fees of



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**Ticket: # 6567979 - Cox Data Cap**

**Date:** 11/07/2023 01:52 PM

**State/Zip:** Arizona 85297

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## **Description**

I am writing to express my concerns regarding data caps and related practices imposed by my internet service provider, Cox Communications. These issues significantly impact my family of five, particularly our three school-age children who depend on extensive online streaming for their education.

Cox Communications has repeatedly increased our internet speed, leading us to consume data faster and reach our data cap more quickly. This practice encourages higher-speed subscriptions without offering affordable plans with sufficient data allowances.

Furthermore, Cox Communications offers free streaming privileges exclusively to their cable TV subscribers, even after we discontinued our cable subscription and switched to streaming services. This practice unfairly disadvantages streaming services like Netflix and Amazon Prime and discourages the adoption of more cost-effective content delivery methods including their competitors like Sling.

My family relies on online streaming for educational purposes, especially in the context of remote learning. Data caps not only threaten our children's access to quality education but also impose a financial burden as we are forced into higher-tier plans to avoid overage charges.

I urge the FCC to investigate data cap practices and address unfair policies like those implemented by Cox Communications. Please take measures to protect consumers from these practices that hinder fair competition and accessibility.

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**Ticket: # 6568704 - Data Cap Experience****Date:** 11/07/2023 04:40 PM**State/Zip:** Texas 77075

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**Description**

I live in Houston, Texas and I switched from AT&T Internet to Xfinity's internet plan (400 mbps for \$50) with my own motem in January of 2023. I was notified that they have a data cap limit of 1.2T, which I thought was fine since our household never went over 800GB in the 4 years we had AT&T.

All of a sudden, when we switched, our internet usage was high (according to Xfinity) reaching up to 1.1T monthly and even going over the limit by 200GB for 2 months since sign up with extensive monitoring and no changes to our devices. However when I looked at our routers traffic, we where still maintaining the numbers we did with AT&T.

A quick Google search revealed that many others have had this same issue with Xfinity internet. In the end, 1.2T is more than enough for a household. As long as those numbers are accurate. The problem with data cap limits is no regulation on where the numbers of these usages are coming from. In essence - unless the usage can, with absolute certainty, be measured accurately, No data cap should be implemented. Otherwise, who would stop internet providers lying about how much data their customers are using and therefore illegally overcharging them?

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**Ticket: # 6569145 - Data caps**

**Date:** 11/07/2023 07:20 PM

**State/Zip:** Arizona 85706

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## **Description**

During Covid 19 data caps were removed and we were able to freely use the services we pay for without hidden costs tacking on and doubling our bills due to overage charges, Charging for data should not be a thing, Streaming videos, working from home, video calling loved ones should not come at an artificial limit, This is like the early 2000s where we had minutes on our cell phones. fight to give the people unlimited data as a standard

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**Ticket: # 6570838 - Data Caps**

**Date:** 11/08/2023 01:49 PM

**State/Zip:** Texas 75143

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## **Description**

Reliable internet is very hard to come by in our small town. Multiple companies have stated that our tower needs to be updated in order to service the area properly as the city of Tool, Tx has grown significantly over the course of a few years and the tower is at its capacity for unlimited data. I work from home, access psychotherapy online and i am unable to do so, reliably and effectively with our current provider.

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**Ticket: # 6571176 - Data Cap Experience**

**Date:** 11/08/2023 03:15 PM

**State/Zip:** Arizona 85053

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## **Description**

When I was in Massachusetts, I worked remotely during the pandemic and Comcast had suspended data caps (as did all the major ISPs) because of the influx of people working remotely because of COVID. While there were rumblings about those suspensions going away, I moved from Massachusetts to Arizona.

Coming to the Phoenix area, Cox has a 1.25TB cap on bandwidth. Since I work permanently remote, I can burn through that 1.25TB of bandwidth easily because of my workflow for work. For the past 3 months, I've been way over that 1.25TB cap (26 July - 25 August: ~1600GB, 26 August - 25 September: ~1800GB, 26 September - 25 October: ~1600GB, and so far since 26 October to present (8 November) I'm almost at 800GB used). Having to pay additional costs for bandwidth when the costs for it are minimal, it can impact my ability to do work. There's no true competition here in the greater Phoenix area for a true digital worker and Cox is predatory.

Removing data caps would allow me to save money.

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**Ticket: # 6571367 - Internet Caps are unethical and should be illegal**

**Date:** 11/08/2023 03:57 PM

**State/Zip:** California 92078

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## **Description**

Internet Caps are a parasitic capitalistic disease on the United States population, aiming to lock unfettered access to the internet behind greedy and shameful paywalls that are exorbitantly expensive, and the FCC should be ashamed of themselves for letting greed get in the way of ensuring the American Population can thrive. Internet companies already charge extreme rates for arbitrary and abysmal speeds, and to require people to pay more if they are leveraging the internet to it's fullest is a true moral crime. Data Caps are nothing more than a parasite on human progress. As humans become more interconnected with the internet, our need for more data will only become greater in order for us to improve our lives, work, hobbies and to pursue happiness. Data Caps are a leech, right on the vein of information, and it is malpractice to permit this leech to live. I presume the FCC will continue to condone this behavior, but I want to believe there are people there that will do the right thing.

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**Ticket: # 6574199 - Data Cap for Cox in Nebraska**

**Date:** 11/09/2023 05:24 PM

**State/Zip:** Nebraska 68022

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## **Description**

I recently transitioned to remote work due to changes at home and having Cox enforce data caps puts a strain on me monthly. I have to make conscious decisions to NOT stream movies or TV shows or YouTube because I download enormous files for work. In the last 3 months I have utilized near or over 1TB of the allotted 1.25TB data cap and that is with being cautious of my general usage. Cox wants to charge \$50/month more for literally the exact same service in order to get rid of this cap. As a consumer, what is the upside to me? It's an arbitrary number that they picked in the first place and maintenance for their network is pennies on the dollar vs what they bring in. Consumers should not be forced to either enjoy their time off using the internet or save that precious, artificially limited cap for their jobs.

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[Ticket: # 6574904 - Army work from home](#)

**Date:** 11/10/2023 09:05 AM

**State/Zip:** Nebraska 68046

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## **Description**

Hello. I work from home sometimes and have 4 children. I frequent run in to predatory data caps utilizing Cox wifi, just to get offered the next plan up for additional money. This was never an issue before data caps were put in place.



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**Ticket: # 6575010 - Fraudulent Data Cap overcharges**

**Date:** 11/10/2023 10:17 AM

**State/Zip:** Oklahoma 73034

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## **Description**

I am a subscriber to AT&T's high speed home internet service which provides me 1536 gigabytes of data per monthly billing cycle. Toward the end of the monthly billing cycle for October 2023, I received an email from AT&T informing me that I had reached 90% of my 1536 GB limit and that upon exceeding it they would automatically extend 50 GB of data for a \$10 fee. Despite only one wireless appliance being turned on in my house, within a few hours I went over the limit. Within hours after that, I had exceeded the 50 GB increase and was charged another \$10. This cycle continued for another 9 days resulting in \$100 worth of additional charges. I contacted AT&T customer support, but they were unable to explain why the sudden grossly disproportionate increase in data use after years of the same internet habits in usage and no new appliances being connected to my wireless network. Fast forward to the November 2023 billing cycle and the same exact scenario took place despite literally unplugging the only internet router serving the network. In researching this problem online, I read complaints from hundreds of customers reporting the exact same events and circumstances. This is systematic criminal fraud intentionally perpetrated by AT&T and they need to be criminally prosecuted to the fullest extent of the law.

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[Ticket: # 6575042 - Monopolized Data capping](#)

**Date:** 11/10/2023 10:29 AM

**State/Zip:** Virginia 24141

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## **Description**

Shentel is the only wired service in the area of Radford, VA.

They are throttling data speeds & insisting technicians come perform repairs on brand new equipment. Clearly a sham, the technician was even noting on the phone that it's getting ridiculous on his end. They refuse to provide what you pay for without paying extra.

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**Ticket: # 6575466 - Internet bandwidth issue by Verizon Fios**

**Date:** 11/10/2023 01:49 PM

**State/Zip:** Maryland 20871

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## **Description**

Hi,

I have Verizon Fios for internet service. I pay a monthly fees of around \$114.xx for 1 GBs of download speed every month. However, I have always been having issues with network. We work from home and we have been experiencing intermittent issues and sometimes this occur during an important meeting. I have complained to Verizon many times and they ask to reboot the router etc. but the problems persist. I took a speed test from multiple sites and I found that Verizon speed test download speed is more than twice every one else's speed test result. I think Verizon is not being truthful and honest and they're actually providing much less bandwidth than what they're charging their customers for. Could you please investigate their ongoing monopoly and scams. If they're left alone they will continue in their scams and people who work from home will have to suffer a great deal.

I have attached a file with snippets of speed tests I conducted from various sites. You will notice that only Verizon's speed test is over 900 Mbps whereas everyone else's is far below. That tells me Verizon is doing something on their end to trick consumers into believing that they are providing the bandwidth we are subscribing to when in fact we are not.

Please investigate.

Thank you,



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**Ticket: # 6576482 - ACP APPROVAL NOT BEING HONORED BY CELKULAR PHONE SERVICE COMPANIES**

**Date:** 11/11/2023 04:32 AM

**State/Zip:** Rhode Island 02864

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**Description**

I AM AN AMERICAN WITH DISABILITIES. AND MY RIGHTS ARE BEING VIOLATED. ACP: ø□□□

██████████

New ██████████

Transfer pin

MY ACP APPLICATION WAS APPROVED. BUT METRO BY T-MOBILE AND NOW VERIZON KEEP ASKING FOR MONEY AND WILL NOT HONOR MY ACP APPLICATION ID. MY CELLULAR PHONE DATA KEEPS GETTING SHUT OFF. AND THEY CONTINUE TO REQUIRE ADDITIONAL FUNDS OF \$25-40 PER MONTH. THEY KEEP DEMANDING MORE MONEY. AND HIGHER RATES THAN ADVERTISED. I AM ON A FIXED INCOME. I AM DISABLED. MY RIGHTS ARE BEING VIOLATED.

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**Ticket: # 6577363 - Data caps seem high but can easily be reached**

**Date:** 11/11/2023 09:19 PM

**State/Zip:** Utah 84009

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## **Description**

ISPs seem to take advantage of customers using data caps. My wife and i both work from home and watch a few hours of TV daily. We surf the web and social media and most month use maybe half of our data cap. Our usage doesn't really fluctuate all that much. However, at least twice a year, I will receive a notice from my ISP that we are about to reach our data cap. They threaten high fees and no good way to track usage or offer solutions to using less. I am dumbfounded because our usage doesn't change from month to month that much! It seems shady and suspicious. I think a potential solution could be a rollover model like phone providers use or increasing the limit and providing better tools to limit device access or block data at certain time (like when sleeping).

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[Ticket: # 6583467 - Data Caps](#)

**Date:** 11/15/2023 03:42 AM

**State/Zip:** California 92630

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## **Description**

The fact Cox cable even has data caps is clearly a money grab. If they are selling a service it would make sense they have the capacity to provide promised services. Data does not "Accumulate". It is used in the moment. If you offer a certain speed, it does not "Fill up" anything. Data caps are counter intuitive to high speed. To charge is nothing more than being greedy. They offer speeds that exceed their data cap in less than 24 hours. This is outrageous and why we switched to T-Mobile home internet.

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**Ticket: # 6584323 - Slow Drip of Date Cap Fees**

**Date:** 11/15/2023 12:31 PM

**State/Zip:** Florida 32212

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### **Description**

Being on a fix income and trying to take online classes has been a nightmare with these constant over data usage charges.

My ISP does not make it easy to track data usage in real-time with the usage report lagging by days, at which time it's impossible to avoided any changes.

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[Ticket: # 6585449 - My Experience](#)

**Date:** 11/15/2023 05:37 PM

**State/Zip:** Nebraska 68144

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## **Description**

I recently reached my 1TB data cap. I was billed \$10/50GB as I continued to exceed the cap. The unlimited data plan with my ISP is an additional \$50 per month so I was billed the same amount for overage for only 250GB for the same value that they price unlimited data plans at.



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**Ticket: # 6586085 - Data caps must go**

**Date:** 11/16/2023 07:22 AM

**State/Zip:** Arizona 85296

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## **Description**

We are locked into Cox communications as the only provider due to a deal with our community developers, cox prices their internet much higher than the competition in my area, you are limited via a data cap. If you want more data it's \$50 a month for unlimited. Otherwise cox will charge you overages up to \$100 extra per month. With a family of 3 and parents who work from home this is just outrageous.

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[Ticket: # 6586244 - Internet outages](#)

**Date:** 11/16/2023 09:32 AM

**State/Zip:** Georgia 30329

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## **Description**

I am continuously experiencing internet outages with the attempt to force me to change my plan. There is now a data limit on my plan as of 3 months ago. Now I am experiencing rolling outages. I have had Xfinity technicians come to my location and test everything finding no issue and providing no solution. My equipment is fairly new. I do not rent their modem and router I purchase my own. My address has also been wrong in their system for over the past 3 years and there has been no one to correct the issue and they have said that they have been servicing the wrong area. There are many issues with Xfinity and their service and tactics feel predatory.

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**Ticket: # 6589946 - Data Caps**

**Date:** 11/17/2023 03:28 PM

**State/Zip:** Illinois 60015

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## **Description**

I have cellular service through Xfinity Mobile. I enjoy the service, but the data caps mean I'm always thinking about how much data I use, especially now with 5G allowing for large amounts of data so quickly. The 20 GB cap comes up very quickly, and often without warning as consumers may not always be aware how much data consumption their devices use, especially with syncing files, downloading updates, and telemetric data- all sources of data usage that are triggered without explicit instruction by the user.

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[Ticket: # 6591026 - Comcast data cap](#)

**Date:** 11/18/2023 11:55 AM

**State/Zip:** California 95618

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## **Description**

Comcast Xfinity 1.2 TB data caps hasn't increased in years and as our household hasn't changed but our digital lifestyle grows these limits seem low and arbitrary considering the steep cost of our internet plan.

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**Ticket: # 6591555 - Data Cap is made up fees**

**Date:** 11/18/2023 06:59 PM

**State/Zip:** Florida 32578

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## **Description**

Data caps have always existed in the many years I used Cox as my ISP, not by choice, but by a lack of options for any other form of high speed internet in my area. With this monopoly, cox has shown a willingness to increase prices over time for the exact same service, with no improvements until forced by competition.

I pay for a plan based on bandwidth, not amount of consumption. They advertise the speed upfront, "1 GB/s" and then hide the data cap in the details, first 1 TB, and then 1.24 TB.

Internet is solely limited by bandwidth, data is not a finite resource, certainly not like eating an oreo. The job of ISP is to transport data back and forth, and by nature, they are more like a mail delivery service, which also bases pricing on the speed of delivery, and amount being delivered, both things making up Bandwidth.

Pricing should be purely based on bandwidth as that is the nature of transporting data, and ISP's should not be allowed to demand additional fees for using the service the customers already pay for.

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[Ticket: # 6591692 - Data Caps](#)

**Date:** 11/18/2023 10:53 PM

**State/Zip:** Colorado 80002

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## **Description**

Data caps on Xfinity only apply if using personal equipment. This is a monopoly practice and should be illegal. Since COVID my wife and I are still working from home even at end of 2023. Neither of our companies pay for our internet and the fees charged for exceeding caps.

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**Ticket: # 6592494 - Xfinity data caps**

**Date:** 11/19/2023 09:11 PM

**State/Zip:** Minnesota 55127

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## **Description**

I wanted to share my experience with Xfinity. I recently upgraded my home security system to include cameras with cloud recording. As such I am moving larger amounts of data than with my old cameras. As a result I reached the data cap of 1.2 TB before the end of the month. I typically use my own modem as it is a cost savings to me. However in order to receive unlimited data I have two options, rent a modem from Xfinity for \$25 or pay for unlimited data with my own modem for \$30 a month. Now I am stuck using the inferior Xfinity modem as it is cheaper than using my own modem. I believe if wireless providers, which arguably have lower bandwidth can provide unlimited data, Xfinity should too. This is a cash grab simply put.

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**Ticket: # 6595197 - WOW Predatory Internet Usage Charge**

**Date:** 11/21/2023 08:49 AM

**State/Zip:** Michigan 48178

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## **Description**

The predatory company Wow Way has been imposing tighter and tighter data caps for home internet. Currently, a customer can be charged a 200% penalty of their monthly bill for going over the data limit of 1TB. It specifically targets money conscious consumers. In addition to the data cap, they just started offering YouTube TV with their service, and this causes the data usage to increase significantly, as all television is provided over the internet. The worst part, they have a monopoly on high speed internet in many places in SE Michigan. People need to be informed about this predatory pricing that specifically targets folks with no other options.

Thanks,



South Lyon, MI



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**Ticket: # 6597508 - Xfinity Slowing Service**

**Date:** 11/22/2023 12:08 AM

**State/Zip:** California 94551

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## **Description**

I have repeatedly struggled with slow service on my mobile with my Xfinity service. Recently whenever I am at work I get a pop-up every few seconds that says it cannot verify the server. I tried every trouble shooting suggestion and nothing worked, so I had to resolve to turn off WiFi and just use data. Today I received an email saying because of the increased data usage they were slowing my service for the next 11 days. I called to complain and they noted a setting on their side which was causing the conflict and said that should fix the issue. When I then asked for them to remove the slow down the Customer Service Rep told me they would not. I asked to speak to a Supervisor and initially she refused to put one on saying no one would assist. When I persisted they just put me on hold for 55 minutes and counting.

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[Ticket: # 6597548 - Internet access](#)

**Date:** 11/22/2023 01:44 AM

**State/Zip:** Oklahoma 74107

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### **Description**

I've experienced data capped(turned off) at around 400 MB of usage. , EVEN THOUGH IT WAS ADVERTISED AS UNLIMITED TXT, TALK AND DATA

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**Ticket: # 6597588 - Data caps experience**

**Date:** 11/22/2023 03:38 AM

**State/Zip:** Texas 77089

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## **Description**

I have been struggling with the data caps put in place by Comcast/Xfinity due to increased bandwidth requirements. Everything we transmit and receive is constantly increasing in size. Higher resolution video, larger and more frequent software patches, larger game sizes, more streaming, more remote work, "smart" home devices; all of it adds up far more quickly than Comcast would suggest. The exorbitant overage fees have caused panic several times, when "too much" data was used. I've had to deactivate appliances, disable devices like tablets, and even had to disconnect security cameras in order to avoid these predatory fees.

The "usage meter" that Comcast uses to enforce these caps are only displayed on a monthly basis; no granularity or insight into daily use is available. The power company, gas, water, phone, all provide detailed usage information, so consumers can monitor their usage. Comcast provides no such detail. The consumer is forced to trust Comcast's unverifiable monthly totals.

As more and more of our lives are impacted by the constant flow of information, these caps are severely detrimental, the overage fees are excessive, and their monitoring system is anti-consumer at best; inaccurate and corrupt at worst.

Thank you

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**Ticket: # 6597634 - getting called with my data at 15 but should be called at 100**

**Date:** 11/22/2023 07:23 AM

**State/Zip:** North Carolina 28715

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## **Description**

I have the unlimited acp plan with safelink workers and i was getting called with my data at 100gb for months literally the same month my data changed from saying and this is only when i talk to customer service over the phone they say j only have 15gb of data and a 5gb hotspot and that changed literally the same month they were saying g i had 100gb of data and a 10gb hotspot

It still say i have a 100gb on my phone where you look up you dats usage in the settings and I've talked to customer service and they just keep acting like i i never had 100gb of data and a 10gb hotspot i just wished i could talk to someone that knows how to help me pleaseeeeeeeeeeeee

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**Ticket: # 6599041 - Cox Data caps, cost and poor service**

**Date:** 11/22/2023 05:22 PM

**State/Zip:** Arizona 85641

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## **Description**

We pay twice as much for much slower speeds and spotty performance for Cox cable internet as we did in rural South Dakota (where we had unlimited trouble free fiber through our local co-op). In addition, we experience frequent outages, including at least 5 in less than the last two months, two of which were all day and caused us to miss work, and the other two were partial days.

In addition, the cap is restrictive as we both work from home, have 4 kids and stream rather than using cable, so we are forced to pay the extra \$50 a month to avoid fees for the data caps. There are no real alternatives other than StarLink, which is also very expensive and you have to pay \$600 to sign-up to see what kind of service you are going to get. We tried Verizon mobile internet, but the performance fell way off due to congestion when the snowbirds arrived. In 2023 in a first world country where internet access is a necessity, it seems like we should have much better service at a reasonable price.

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[Ticket: # 6599413 - data caps](#)

**Date:** 11/23/2023 02:08 AM

**State/Zip:** Illinois 60538

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## **Description**

Comcast.... The limit my connection to 1028 tb a month.

Started to get overage warnings via email and text.

Was perplexed as to how I used as much data as accused.

Started watching my devices and their accumulated usage ...

Also checking the self owned network hardware as to their take on the usage statistics.

They are up there in the 600-800 mb range but not over their set limit.

I question the validity/ accuracy of their usage calculations.

They haven't charged me for a data overage yet, but i feel as though I'm being conditioned to expect it.

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**Ticket: # 6601608 - Comcast Xfinity Data Caps**

**Date:** 11/25/2023 09:42 AM

**State/Zip:** Indiana 47303

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## **Description**

The imposition of data caps by Xfinity presents a concerning obstacle in contemporary digital connectivity. In an age where internet access is akin to a public utility, these limitations stand as a significant impediment to seamless and uninhibited information access.

The restrictive nature of these data caps is not only inconvenient but inherently anti-consumer. Subscribers expect and rightfully deserve unhindered access to the digital realm upon subscription to these services. Instead, they encounter arbitrary thresholds that curtail their usage, akin to purchasing a commodity only to face limitations on its consumption.

Moreover, the argument in favor of data conservation as a rationale for these limitations lacks merit. In a technologically advanced landscape where the infrastructure to facilitate robust data transfer already exists, the notion of scarcity driving the necessity for caps seems unfounded.

Furthermore, these data caps do not serve a significant cost-saving purpose for the providers; they appear more as superfluous charges than pragmatic measures. Their imposition feels akin to extraneous fees designed to extract additional revenue from consumers, rather than reflecting any genuine need for conservation or financial prudence.

Especially in a time marked by remote work, online education, and digital entertainment, these data limitations pose a substantial hindrance. They unfairly penalize individuals reliant on the internet for critical tasks and create barriers to equitable access to information and opportunities.

It is imperative for internet service providers to reevaluate these policies and recognize the importance of providing unencumbered access to unlimited data. The current imposition of data caps transcends mere inconvenience; it represents an unjustifiable obstruction to what should be an open and universally accessible resource.

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**Ticket: # 6601992 - Comcast Data Caps**

**Date:** 11/25/2023 02:57 PM

**State/Zip:** Washington 98503

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## **Description**

Simply backing up my family's photo album once a month exceeds the data cap. Xfinity charged us a \$100+ fee for this. We are now paying \$30/mo extra for an "unlimited data cap". The charge would have been \$25/mo if we used Xfinity's xFi modem/router but we don't want to. Xfinity is penalizing users for using their own modem/router and charges exorbitant fees when customers accidentally exceed their arbitrary data "cap".



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**Ticket: # 6602755 - Internet Data Caps**

**Date:** 11/26/2023 01:02 PM

**State/Zip:** West Virginia 26180

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## **Description**

We were lucky enough to be grandfathered in years ago with unlimited internet through Verizon. We recently opened a business. We went to get business lines and internet. It's not going to be any cheaper for us to have a business account. There's also a cap on the data plan. 300 GB and then \$10 for a certain amount over. Obviously we would end up going over. Then paying a higher bill than for a residential account. Makes it impossible to run a business when everything involves the internet and they want to bleed you dry. Does it cost these people anything if I go over my internet? Wouldn't it be more of an expense to have the data caps and to be adding the additional charges?

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[Ticket: # 6603244 - Data caps make no sense, and actively hurts those that work-from-home](#)

**Date:** 11/26/2023 11:31 PM

**State/Zip:** California 95032

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## **Description**

I live in an apartment community in Northern California. The only internet service provider that has gigabit internet service is Xfinity, speed that is needed for working effectively at home; we have no other choice of provider in this tier. As I've transitioned to working from home, I've noticed caps being introduced as part of Xfinity plans, and since I use a considerable amount of internet (for work including video calls, document work, uploading assets), the only choice is to pay an additional \$30 for "unlimited" data, which can be throttled after a certain point too. I don't understand the point of putting a cap on data, as "data" is not a limited resource. While different speed tiers can be used to adjust to the neighborhood's bandwidth needs, limiting the amount of downloadable data makes no sense as it is not a finite resource. Additionally, Xfinity cited caps as being needed for the "unprecedented" amount of internet traffic persons would be using during Covid when they were forced to remove them; apparently, it ended up being a complete non-issue. However, if they were running into issues, the company is already making record profits, money they should be using to improve their network rather than letting it stagnate and just charging more to push down usage (which, again, doesn't seem to be an issue for their network to handle in the first place). Internet should be treated as utility, as it is a required need in society today, and should be treated as an on/off switch, with high speed internet for everyone.

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**Ticket: # 6603302 - Completely Greedy Data Cap from Xfinity**

**Date:** 11/27/2023 01:55 AM

**State/Zip:** Oregon 97229

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## **Description**

I live in metropolitan Oregon, where unfortunately Xfinity rules a monopoly over and there are no other ISPs in my area. I work from home full time as well as like to watch movies and play video games and video chat with my long distance fiance over the weekend. I unfortunately have been getting closer and closer to hitting my data cap each month with Xfinity. I can't believe in a post-COVID world where people are at home more, that this archaic and evil business practice still exists. I worry that one day I will hit my data cap and not be able to FaceTime with my loved ones for the rest of the month

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**Ticket: # 6604992 - Unfair Datacaps****Date:** 11/27/2023 04:27 PM**State/Zip:** California 92029

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**Description**

I currently use Cox for my internet. I use Cox because I have no other wired alternatives except DSL, and that isn't ideal. I was a happy Cox customer for years, and then they quietly implemented caps to a number that was reasonably high, but enough for them to increase their bottom line. Not too long after the 1TB cap, they increased it to 1.25TB likely to avoid regulation. I am usually able to stay under this cap, but they are now increasingly sending me alerts that I might hit the cap and have to pay. I just got an email that I have used 50% of which is the lowest threshold they have warned me with. This feels somewhat predatory because it's pressuring me to add extra data for some amount of money per month, even though I likely won't surpass it, and the overage prices are way out of line!

1.25TB for \$70/month. If I go over it's \$10 extra for every 50GB. If I went over by 1.25TB my cost would be \$70 + \$250 for the month. The math doesn't make sense and doesn't reflect their costs at all. The majority of their costs are in infrastructure and not in peering agreements!

I'd rather not have caps at all, and I shouldn't have to pay significantly more to remove them if I don't often exceed them.

If caps are to be allowed via regulation, the charges should be commensurate with the providers costs and not designed to maximize profits when their infrastructure was subsidized and monopolized.

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**Ticket: # 6605351 - Data Caps Experience**

**Date:** 11/27/2023 06:31 PM

**State/Zip:** Washington 98465

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**Description**

Our past internet provider, Xfinity (Comcast), required us to pay an additional monthly fee as we consistently used just over their cap limit (25-30 gigs on average) monthly.

We used our own equipment (cable modem / router), and because of that, we were told there was a cap fee unless we paid extra.

Each discussion with Xfinity always seemed to be the same: if we switched and paid to rent their branded equipment, the cap limit would be increased or removed

We ended up switching to a fixed wireless provider, which doesn't cap our usage or require us to pay a monthly equipment rental fee.

It never felt right that because we owned our equipment, Xfinity penalized us with data caps and higher bills than others who rented Xfinity's equipment.

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**Ticket: # 6606181 - Data Caps**

**Date:** 11/28/2023 10:12 AM

**State/Zip:** Michigan 48178

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## **Description**

Data caps have "got to go." We have WOW internet, with no other high speed provider in our area. WOW's data caps are already limiting, and lowering the data cap further (I understand it will be soon) will make it even more difficult for us.

Beginning yesterday through the end of NOV, we cannot use WOW data because we will go over the data cap and WOW will charge us. So, we use our cell provider (Verizon) for internet because I don't want to pay more money to WOW and I am watchful of my fixed income. My husband and I are retirees who rely on the internet more and more - for access to news, to information (educational), for telehealth needs, and yes, for entertainment. WOW is making it more and more expensive for everyone. The internet is becoming more expensive for us, but I am especially concerned for low income families and students who are already struggling.

PLEASE stop Data Caps. WOW appears to have a monopoly in our area (for high speed internet) and we are a captive customer. They know they control our market and we have no other choice. Unfair!

Thank you for listening to me.

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**Ticket:** # 6606913 - Data cap

**Date:** 11/28/2023 01:29 PM

**State/Zip:** Massachusetts 01902

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**Description**

I contacted google to remove me from Paying for higher data speeds as I accidentally pressed Opt in on my phone. It only took one click and not they claim there is no one at all of google who can reverse this and I'm stuck paying \$10 per GB.

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**Ticket: # 6607854 - Data Caps are Fraudulent**

**Date:** 11/28/2023 05:35 PM

**State/Zip:** Texas 77642

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## **Description**

I'm an oldschool IT professional who has been retired for some time now so to me data was/is information in the form of files that actually consumed space if stored on a media device. So unless I've just been out of the business too long and terms have change I fail to see how browsing the internet creates data or does anything that requires a cap.

The internet is like any freeway you drive on and your ISP is nothing more than your On Ramp. A freeway has lanes, the internet has (Bandwidth). Freeways have speed limits, so does the internet (Whatever speed you purchased from your ISP). No matter what the speed limit is or how many times you go up and down a freeway your speed will be regulated by freeway traffic. No matter how much you use the internet your speed will be regulated by internet traffic. There's no need for the internet police to slow you down. What the freeway doesn't have is a Cap on usage. Neither should the internet.

I have yet to get a logical answer from any of the many ISP's or cellphone companies as to how my internet usage affects them or why it needs to be capped. The answer is usually, well if you go over your cap there's a charge or my speed will slow down. Never an answer as to how it affects them. The internet is free just like a freeway but best I can tell, with the blessings of the FCC, ISPs have figured out a way to charge internet users for using a free entity.

It's like getting on the freeway in your hometown and going to the mall, a movie, and out to eat only to find that your car has been remotely shutdown. Your options are to pay the 'On Ramp Authority' some additional cash or spend the rest of the month on a regulated freeway speed of 35mph. I could be wrong but it sounds like a scam.



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[Ticket: # 6609592 - Data caps hurt productivity](#)

**Date:** 11/29/2023 01:21 PM

**State/Zip:** California 95006

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## **Description**

I subscribe to an expensive Comcast Xfinity ISP for 900 mbps download and a measly 25 mbps upload. I often find myself exceeding the data cap costing up to an extra \$100 and month. This added fee prevents me from fully utilizing the internet for education and career growth.

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**Ticket: # 6610785 - Mint Mobile Deceptive Services**

**Date:** 11/29/2023 07:22 PM

**State/Zip:** Tennessee 37879

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**Description**

I filed the following complaint today against Mint Mobile as they are engaged in deceptive sales practices!

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I purchased their highly advertised prepaid mobile phone services for seniors and at the time of my purchase their website stated that 'once the 5GB data limit would be reached, internet access would be much slower but still accessible.' Well, they lied. After purchasing their 12-month prepaid service, and only after using my limit twice, they changed their mind and decided to cut off my internet access on the phone unless I purchase more data! AND, this cutoff of my internet access on the phone only happened recently (in the last 2-3 days)! When I looked at their website today, nowhere there says anymore what happens once internet access is reached; nothing, no information about that anymore, unless you call (no phone number visible either for technical support) and then the bad news is given that I must purchase more to access the internet with their mobile phone service (outside of a Wi-Fi 3rd party service). My issue is not the data/speed limit. My issue is that they lied on their website, changed their mind after I used my limit twice, and decided to cut me off their internet access completely unless I buy more from them! This is a very clear and loud deceptive sale practice! They need to refund my prepaid monies completely as I no longer trust this company to continue using them and I'll purchase cell phone service elsewhere.

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Please let others know!

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**Ticket: # 6611302 - Xfinity data caps**

**Date:** 11/30/2023 08:38 AM

**State/Zip:** Tennessee 37135

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## **Description**

Hello. We have suddenly been notified by Xfinity that we are exceeding our data usage for the month by 138% ( this has happened the last two months), which is distressing because I spent money on smart switches and devices to monitor energy consumption and cut down on overall utility costs, and it seems now these devices are putting me over a cap and we will end up paying more to comcast. We are a family of 8 (3 toddlers) but not heavy TV watchers and no streaming video game usage, this feels wrong in so many ways and nothing more than corporate greed. We don't have as much competition in our area so they apparently just started enforcing this here but don't in markets they have stiffer competition. How are data caps legal in the US when the rest of the world doesn't enforce this? Please help.

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**Ticket: # 6611424 - Internet Data Caps**

**Date:** 11/30/2023 09:47 AM

**State/Zip:** Utah 84025

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## **Description**

We are a family of 4 with two small children and we routinely come very close to, or exceed, our 1.2TB data cap at home. We primarily stream video, but are not avid gamers. My wife works out of the home, but does not stream music or video during the day. With a modern household containing many IoT devices and 4K streaming, 1.2TB is just not enough. It is a shameless money grab by our monopolistic ISP. If we had another option, we would switch immediately. Internet should be considered a utility without data caps (reasonable network management policies are ok).

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[Ticket: # 6613756 - Cox is enforcing severely restrictive data caps, restrictive in relation to the streaming services provided in 2023](#)

**Date:** 12/01/2023 02:06 AM

**State/Zip:** Virginia 23503

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## **Description**

I work from home as a software engineer, and most of my entertainment, and not a trivial amount of my socializing, happens through real-time internet video streams and their chats. I don't watch conventional television, nor am I interested in it. Cox is now enforcing a monthly 1.25 terabyte datacap.

720p 60fps quality video on twitch.tv averages 8 to 9 megabytes per second, and limits me to about 34 hours total per month before the datacap is reached (not taking into account any other internet usage I need for any other things - like my job). I'm forced to downgrade to 480p 30fps quality, which averages about 1.33 megabytes per second, which would reach the data cap in about 260 hours, but my interaction quality with the streams and their communities are incredibly hampered.

Cox does not offer an unlimited consumer data plan in my area, and they're "gracious" enough (quotes to make the sarcasm extremely obvious) to allow me to pay \$10 for an extra 50 gigabytes of data - which equates to about 13 hours of 720p 60fps video; one full day if I left it running in the background. It's a large reason I'm hoping for more competition from other ISPs in my area.

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[Ticket: # 6614449 - Xfinity suddenly over the limit](#)

**Date:** 12/01/2023 12:09 PM

**State/Zip:** Utah 84405

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## **Description**

I've read on many blogs and experience it myself this fall, that for no apparent reason, xfinity users are going over the monthly limit of 1.2 tb. Without changing any normal usage habits or adding any new devices. There is something really fishy going on with xfinity.

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**Ticket: # 6614508 - Boost Infinite Data Cap**

**Date:** 12/01/2023 12:26 PM

**State/Zip:** Massachusetts 02184

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**Description**

I reached 55GB during my first month and although the company states that the plan is unlimited, they completely shut all data off. There is no throttling or decreased speed. Just a complete shutoff of the data.

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**Ticket: # 6617684 - Data Caps Experience - Astound Broadband****Date:** 12/03/2023 05:29 PM**State/Zip:** California 95776

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**Description**

I pay \$52.92 (including taxes) for my internet plan. I get the internet speeds I'm supposed to get according to my plan. However, over the last 2 months (September and October 2023), I was charged \$13 for going over my 400 GB data cap.

It is jaw dropping that in this day and age, an ISP has a 400 GB data cap for a 100 Mbps down line. I have a 3 person household with 2 adults and 1 toddler. We don't consider ourselves to be heavy internet users. We don't have cable TV so we rely on streaming services for our media consumption. We don't have a landline and we get poor cell coverage at our house, making us totally dependent on calling over WIFI. We don't host any servers of any kind nor do we game online.

According to my ISP's data usage FAQ (<https://www.astound.com/policies-disclaimers/data-transfer-usage/>) only their heaviest internet users will be affected by their data caps. I find that hard to believe. On a recent call to my ISP I was told that I could get unlimited data by paying an additional \$15 per month.

In practice I don't need download speeds greater than 25 Mbps. What I need is either unlimited data or a data cap that is grounded in reality. High speed internet is a critical service for my household just like electricity, gas, water, sewer, etc. For my address I only have two providers as an option: Astound broadband and AT&T. It looks like AT&T might have a better price but only if you bundle their internet with their cell phone plan. This limited competition probably does not help with the value of the internet service I'm getting.

My suggestion is that there should be federally or state mandated data cap minimums that adjust yearly according to some sort of index. And if the caps are exceeded, speeds should be capped at whatever speed is defined as the minimum for high speed internet (currently 25 Mbps).

Thank you for the opportunity to tell my story. More supporting info is below.

My internet plan specifics are:

Price inc. taxes and fees: \$52.92

Speed: 100 Mbps download, 6 Mbps upload

Data cap/usage limit: 400 GB

Data cap overage fees: \$6.50 per additional 25 GB

Optional addon price for unlimited data: \$15

My internet provider is:

Astound Broadband Powered by Wave



PO Box 1330 Wilkes-Barre, PA 18703

My home address is:



Woodland, CA 95776

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**Ticket: # 6623861 - Comcast Data Usage and Data cap**

**Date:** 12/06/2023 11:52 AM

**State/Zip:** California 94523

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## **Description**

"Since I discontinued cable services from Comcast, I have observed a significant increase in my internet usage. Over the past three years, my internet usage remained consistently between 400GB and 800GB. However, in the last three months, it has spiked to a range of 1000GB to 1100GB. Particularly, this month, they claim I've used 275GB in the first four days, which amounts to nearly 6% of my data cap within a short period. I am certain Comcast is inflating my data usage, and there are numerous online complaints from other customers experiencing similar sudden spikes in data usage.

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**Ticket: # 6624071 - Xfinity/Comcast Data Caps in Nashville Tennessee**

**Date:** 12/06/2023 12:51 PM

**State/Zip:** Tennessee 37211

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## **Description**

I work remotely for Microsoft as a software engineering leader for one of their AAA game studios that makes Xbox and PC games. As such, I require access to internet with unlimited data in order to fulfill my job duties effectively. The apartment complex I am currently living at has a bulk-tenant agreement with Xfinity/Comcast, with no other internet provider options. The bulk-tenant agreement also removes my ability to purchase the \$30/mo addon for unlimited monthly internet data, forcing me to pay \$100 every month in overages. This feels predatory and discriminatory towards my industry and profession, and data caps should not exist whatsoever. Unlimited data in 2023 should be a baseline expectation for ISPs to provide to their customers.

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**Ticket:** # 6624157 - ISP Data Cap Charges

**Date:** 12/06/2023 01:10 PM

**State/Zip:** Nevada 89130

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## **Description**

We use the internet for education, entertainment, enrichment, keeping in touch with loved ones, and staying updated on current events. We go over the data cap pretty regularly for our ISP (Cox Communications) and the fees are pretty outrageous. We can pay for more data, but they cost just as much as the fees, so there's no advantage to paying ahead of time. In a world where the cost of living keeps going up, rarely with good reason, this just seems like greedy money grab from an ISP. Considering that internet is integral to our society now, it's not like going without it is an option.

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**Ticket: # 6624162 - Data Cap**

**Date:** 12/06/2023 01:11 PM

**State/Zip:** Arkansas 72751

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## **Description**

For years Cox claimed that their internet was unlimited, and while it may have felt like that, it really wasn't unlimited in fine print. A data cap was squirreled away somewhere in that jargon, but why would that matter when the cap was never enforced? Times were good in that regard, because even the customer service agents would tell you it was unlimited. Then one day the caps were enforced, and no one could really argue about it. It was just something we had to live with; unless we bought the new TRULY unlimited plan. At 50.00 more a month, I imagine many families like mine felt comfortable with what we had and stuck with it; even if it wasn't quite the same. Every once in a while though, something goes wrong in our normal usage. It spikes and sky rockets, but the detailed data breakdown Cox provides doesn't tell consumers which device is the internet hog. Their website used to say that they could do that. Cox sends us messages when this happens saying they have blocked a threat to a specific computer that has been scanned to be free of viruses, etc. and yet it can't tell us what just ate all of our data in the first 2 weeks of our cycle. It does say 80 percent is gaming downloads and updates. If that is the case then the gaming industry should really calm down too. But, my kid only plays Fortnite. All I know, is that I used their app to pause most devices' access to try to put a stop to it, including my son's home school computer. I pay for internet, but have to use my phone or go to a business to get his online school curriculum done for the day. Since this has happened this month, only two weeks into our billing cycle, they have added 5 increments of 50 gb for 10.00 a pop. Exactly what the new TRULY unlimited plan costs. Talking to customer service provides no answers other than to get the TRULY unlimited plan to cover your tale, because you may never find out what is eating all the data. I don't think they really want the consumer to find out, but just pay for the 100/mo plan. Maybe I am wrong, maybe all my devices randomly a couple times a year decide to get drunk on data. None of it matters, because we are stuck with Cox anyway unless I want more cellular type internet. It is costly and undependable, and has an extra costly and unnecessary cap, but it is all we have on this side of town. We are stuck, and probably will be as long as my kid goes to school online. Honestly, that's really the only reason I haven't unplugged the router. I lived before internet and could do it again, but his school comes first.

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**Ticket: # 6635443 - Comcast Bandwidth Caps**

**Date:** 12/12/2023 02:42 PM

**State/Zip:** California 94901

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### **Description**

I have Comcast Xfinity cable internet which is capped at 1.2 TB monthly. They charge \$10 per 50 GB after that if you go over. In this day and age, this is absolutely nothing but greed and money extraction from consumers. It is increasingly hard not to go over the cap, since data usage only goes up. I have to be diligent about not using the Internet or doing things that might affect me and wait for the next month, how ridiculous is that that I have ration my internet? Bandwidth caps need to be removed, or at least sensibly regulated. Give us 5 TB/month at least.

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[Ticket: # 6637729 - Cox Data Caps](#)

**Date:** 12/13/2023 02:46 PM

**State/Zip:** Nebraska 68134

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## **Description**

My wife and I both work from home and use a lot of video conferencing. With Cox, we'd routinely go over the 1.25TB cap and have to pay extra. It got so bad that we switched to a much slower DSL service offered by CenturyLink that doesn't imposed data caps.

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**Ticket: # 6638760 - Comcast Data Cap Issue****Date:** 12/13/2023 11:30 PM**State/Zip:** California 94114

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**Description**

Comcast recently updated their app and it shows that I have a 1.2TB cap on my home internet. In my neighborhood there is no internet choice - it is only comcast. I reached out to comcast support for clarification and was told the cap has always been there. I read the offer and did the checkout online for the service and I never saw anywhere there was a cap. I was told by comcast support not to worry because I was not close to the cap.

However, I have gotten within 20% of the cap within the last 3 months and I work from home multiple days per week. Without the ability to access the internet I could lose my job. I do not understand how comcast was able to impose these caps without ever giving clear consent. Further, I do not know how they are able to charge these fees when there is no competition - I tried to switch to AT&T but when they came out to connect the house they told me they do not service my area.

The main issue I have is I don't know how this was ever disclosed to me as a customer beside an app update that now shows it (I am not clear I ever agreed to this). If the caps were much, much higher I could see an argument for a cap that moves up a certain percentage per year, but at 1.2TB with no choice of another provider for our home I am locked into higher fees with work from home being more prevalent (my company does not have an office within 30 miles even if I wanted to go in) as more things in our home connect to wifi and download updates automatically (e.g. cars are now internet connected and downloads multiple gigabit updates).



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**Ticket:** # 6639174 - Data cap

**Date:** 12/14/2023 10:22 AM

**State/Zip:** Texas 78752

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**Description**

Spectrum limits data in retaliation to fcc filing , removing hotspot usage- altering billing information , removing promos all in response to be caught violating consumer rights law

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[Ticket: # 6640828 - Usage based throttling.](#)

**Date:** 12/14/2023 10:34 PM

**State/Zip:** Texas 76137

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## **Description**

Verizon Wireless throttles certain websites and data depending on what you're using even though I have an unlimited plan with unused premium data. Usage based throttling should not exist.

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**Ticket: # 6641780 - Cox Internet Data Caps**

**Date:** 12/15/2023 01:38 PM

**State/Zip:** Oklahoma 73162

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## **Description**

My family uses Cox internet and they have a 1.25tb data cap for our internet plan, which I don't even recall being mentioned to us. Im pretty sure we were all under the assumption that our internet didn't have a limit to it. 1.25tb may sound like a lot according to cox, but it's absolutely not in the modern era. Some modern games clock in at up to 250gb alone to download, and many people including myself use their computers to work and do things like conference calls and file transfers regularly. These limits make no sense overall and are only possible due to the monopoly Cox and AT&T have over our area. They've fought any other provider like Fiber that tried to come here, and because they won, they can egregiously overcharge us since there's no other competition, and impose things like data limits while misleading customers into thinking that there's no way anyone other than a heavy gamer or streamer could reach the data limit. They also charge \$10 for an additional 50gb automatically if you pass your limit, so I can easily see people potentially racking up those extra charges without even realizing it.

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**Ticket: # 6643229 - Comcast Data Cap**

**Date:** 12/16/2023 02:28 PM

**State/Zip:** Texas 77007

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## **Description**

It's almost 2024. Data caps shouldn't even exist. I shouldn't have to worry about going over 1.2TB when I use a cloud gaming service. I also shouldn't have to pay \$30 extra per month for unlimited data. Especially on a home internet connection.

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**Ticket: # 6645101 - Data Caps**

**Date:** 12/18/2023 11:39 AM

**State/Zip:** Illinois 60515

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## **Description**

Broadband internet is essential in today's world. It is equally important for entertainment, smart home connectivity and for business. As such I require not only a fast speed but fast download and upload speeds. This means I have to select the top tier plan and to not run into overages I must add the unlimited data option. This requires that I lease the company modem and pay an additional cost. I formally owned my own modem but made no sense to keep it since I was constantly going over my data limits. With my family streaming entertainment, me keeping up with work and the smart devices installed throughout my home to protect my home and help keep my family safe, data caps means more money going into the pocket of ISP and less in mine.

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**Ticket: # 6646797 - Data Caps**

**Date:** 12/18/2023 11:25 PM

**State/Zip:** Utah 84107

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## **Description**

I work from home as a lawyer for a public interest organization. I spend my day doing eviction defense. My son (7 yrs old) is on the autism spectrum and we enjoy playing games together after he gets home from school and I get done with work. My younger son likes watching documentaries about monkeys and my wife enjoys listening to music and books. All of this takes a lot of data, and we don't make very much money. We already pay A LOT of money \$111 for a fast internet connection since I work from home. Xfinity's unlimited data plan wants to charge us another \$30. It's ridiculous. Their advertisements about how much you can do with their data cap, like stream hundreds of hours of TV or thousands of hours of music, are blatantly misleading and designed to get people NOT to worry about the data cap. However, that data runs out VERY quickly with a family of 4 using it. Not to mention that if you exceed the data cap you get charged ludicrous amounts of money. It's ridiculous and wildly unfair.

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[Ticket: # 6646837 - Wireless Internet throttling](#)

**Date:** 12/19/2023 12:12 AM

**State/Zip:** Washington 98223-8581

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## **Description**

We have Verizon wireless internet as our only source of internet access. We have their Home Fusion service which a dedicated line just for internet. We receive the wireless connection from a mounted antenna on our house. Our complaint is Verizon treats this service as a mobile hotspot and slows the speed down after we reach a data usage limit. This is not mobile at all. The new service Verizon offers for home internet with no reduction in speed is not available here. Nobody at Verizon will tell us why our present service considered a hotspot. Very frustrating as we reach our data limit within 4 days. With all the windows updates and other things, data is used up very quickly. We can't even consider streaming. We use internet for basic things, like banking, email health care, and shopping. Sometimes even those basic uses are frustratingly slow. Wish Verizon would make an exception and not treat our service as a hotspot.

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Ticket: # 6647588 - FTTH w/o data cap vs cable Internet with data cap: the choice is pretty obvious

**Date:** 12/19/2023 12:22 PM

**State/Zip:** Oregon 97405

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## **Description**

Used to be a Comcast Xfinity customer. Then they added their data cap. Paid it -- didn't have any choice. But wow, what a PITA.

Now Hunter Fiber (FTTH) is available where I live (see <https://hunterfiber.com/>). Didn't hesitate, I bought FTTH and I LOVE IT! **\*\*NO DATA CAP\*\***

Besides no data cap, lower overall cost for gigabit symmetric service, no charge for installation or equipment, \$100/month for life (no teaser rates, none of Comcast's continual emphasis on bundles, although I can and did add land line phone service for \$25/month). My only whine (and this is relatively minor) is that IPv6 support isn't currently available (while it used to be routinely provided by Comcast).



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**Ticket: # 6648591 - VYVE BROADBAND**

**Date:** 12/19/2023 05:44 PM

**State/Zip:** Oklahoma 74804

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**Description**

MY INTERNET PROVIDER IS SAYING iAM OVER MY DATA LIMIT WHICH HASN'T CHANGED IN YEARS AND SAYING I , WILL BE CHARGED \$10 FOR EVERY DATA THAT I USE AND WANT ME TO PAY \$24 FOR MORE DATA LAST YEAR DOING THE SAME AS TODAY WAS NEVER TOLD ABOUT GOING OVER THE LIMIT ON DATA AND HAD MORE CHANNELS THAN I, DO NOW THIS COMPANY IS A SCAM AND ROBBING OLDER PEOPLE OF THERE MONEY

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**Ticket: # 6649471 - Data Cap Problems with Xfinity.com**

**Date:** 12/20/2023 08:16 AM

**State/Zip:** Michigan 48380

**Company Complaining About:** comcast

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## **Description**

For the past 3 months, I have had issues with Xfinity measuring our data accurately. I have been told by several agents that they cannot measure our data usage accurately because we are using our own modem. However, it is not required to rent a modem from them and we chose to purchase our own modem to not have to pay rental fees. When I have contacted them to address why our data usage is being measured so high (limited TV use, some tablet use by children, no gaming or downloads), they say I need to rent their modem in order to have our data correctly measured. When I refuse, they say I need to pay the data overage fees they are charging me. How can they charge data overage fees for a specific amount of data used if they cannot accurately measure it? I do not know what to do. We are a homeschool family and I cannot just disconnect our Internet as the kids need it for learning purposes. The data fees are very high and are crippling for us financially. I don't know how they can legally do this if they can't even measure the data use accurately. I need help.

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[Ticket: # 6650154 - Data usage](#)

**Date:** 12/20/2023 12:08 PM

**State/Zip:** Nebraska 68142

**Company Complaining About:** other

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## **Description**

My data usage has doubled the last two months, forcing me to buy more data. We have not changed anything, all devices are accounted for and categorized. The data usage meter shows 48% of usage going to other. I've unplugged everything and even the modem for two days and data usage keeps rising. I've talked to at least six representatives at Cox and no one has any answer just telling me to purchase a bigger data plan. None of this makes any sense. I feel like I'm being scammed.

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**Ticket: # 6651963 - Comcast's 1.2 TB Internet Data Cap in a Monopolized Territory**

**Date:** 12/21/2023 04:04 AM

**State/Zip:** Washington 98006

**Company Complaining About:** comcast

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## **Description**

When we asked another Internet provider when they might install fiber on our area, we were informed that Comcast owns a monopoly on the lines in our area, therefore we are subject to Comcast's whims as though they're a gang offering us & our neighbors their services -- and we have no choice but to pay up. We have a "basic" plan that allows us to use our own router & skip renting one from Comcast for \$25/mn more or \$30/mn more for removal of the data cap. We have to worry about our data use on our home broadband internet like it's a 2000-2010s cell phone data plan.

Case in point: I bought myself a used 512gb Steam Deck from a friend and wanted to download games on it. But it's not unusual for recent AAA games to be +50-100GB each. If I downloaded enough games to fill my Stream Deck, then the 3 other people in my household would have to share the remaining 688GB of data. What is that when 3 of us are home all day watching videos & streams, working remotely & taking video calls, or relaxing after dinner with video games and tv shows?

What really makes me upset is that this 1.2 TB cap doesn't exist for Comcast's NE customers (<https://www.washingtonpost.com/technology/2023/06/21/fcc-home-internet-data-cap-investigation/>), where many people haven't even heard of Comcast in my experience. I grew up in and now live in Bellevue, the same city where Valve (the company behind the Steam Deck) is headquartered. And yet, this too is my family's reality. I really can't imagine what else people are dealing with if this is how it can be even in a city as wealthy & privileged as Bellevue.

Thank you for your time & reading my story.

Comcast internet plans & FAQ: <https://www.xfinity.com/learn/internet-service/data>

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**Ticket: # 6654504 - Datacap abuse**

**Date:** 12/21/2023 11:54 PM

**State/Zip:** Florida 33183

**Company Complaining About:** comcast

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## **Description**

Xfinity has lied multiple times about their data caps. I have used self hosted monitoring and found that Xfinity is reporting 20-40% higher data usage with one case where they doubled the total data used. The data cap provided is too small that I have to worry with most downloads and streams about our allowance. If I want, I can get unlimited for a 40% increase in our price despite the fact we would only need hundred gig more. I pay \$86 for the first 1.2TB then \$40 for the next .1TB. There is no reason that these prices should be this high for a datac

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[Ticket: # 6657361 - Job meetings, backup data, media up/down stream](#)

**Date:** 12/23/2023 08:25 PM

**State/Zip:** California 95122

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## **Description**

Often hit data cap with multiple people in household using network services for video connections and media usage, especially when downloading essential software updates and media consumption + data backup

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**Ticket: # 6657859 - Xfinity Data Cap**

**Date:** 12/24/2023 01:20 PM

**State/Zip:** California 94583

**Company Complaining About:** comcast

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## **Description**

Have been forced to use Xfinity for internet in the San Ramon area as it is the only provider that has fiber speeds available (>900-1000Mbps).. they have been our provider since 2017 when we moved here. We have not changed our usage, do not stream HD videos (except in the evenings) or play games all day long. Have not increased any usage and for the last 4 months suddenly getting emails from Xfinity that our data cap is approaching each month. Just went over their cap with 9 days left in the month and will be getting charged for this.

The sent emails stating that "one month out of the year would be forgiven for overage", but credited me \$10 and will likely charge more for any further usage over 50GB unless I add on their "unlimited plan" for an additional \$30 per month permanently. Will bring my bill from \$103 up to \$133 per month for out-of-the-blue data usage overages??

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**Ticket: # 6658239 - Xfinity Data Cap**

**Date:** 12/25/2023 12:44 AM

**State/Zip:** Illinois 60610

**Company Complaining About:** comcast

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## **Description**

I live in Chicago and have Xfinity internet at my home. We use our own modem and router and are subject to a 1 TB data cap. We do not have cable for TV, and I work from home full time, so I take video calls for several hours a week and we stream all of our content on our television. This data cap is simply not enough for our general use. In order to get unlimited data through Xfinity, there is, in theory, an upgrade for \$30 per month to remove the data cap, but the links I have found online to try and add this to my plan have never worked. I've breached the data cap once and Xfinity let it go once. I am, however, anxious on a monthly basis that I will exceed my limit and I have absolutely no recourse to fix this.



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[Ticket: # 6658245 - Deceptive advertising](#)

**Date:** 12/25/2023 02:27 AM

**State/Zip:** North Carolina 28311

**Company Complaining About:** other

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## **Description**

Qlink wireless provides the free unlimited data plan for the acp program that I currently participate in, they however have completely shut off the data after 27 gb of use, I cannot sign into online accounts to search for a job or other important activities like paying bills. No mention of any data caps were communicated or slowing of internet speeds. Advertising "unlimited" data is false and deceptive by this company. They need to taken to court.

Thank you

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**Ticket: # 6658981 - Very Slow at best on a Verizon DSL**

**Date:** 12/26/2023 08:28 AM

**State/Zip:** Pennsylvania 18431

**Company Complaining About:** verizon

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## **Description**

I'm paying for high speed internet from Verizon through a DSL. I've conducted numerous speed tests over the years and the best that I get for both uploads and downloads is "very slow. I have reached out to Verizon over and over again with no improvement to my service. I'm hoping that NEP will run a cable into our community which includes [REDACTED] in Dyberry Township of Wayne County, Pennsylvania, 18431

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**Ticket: # 6659375 - Data Caps Should Not Exist**

**Date:** 12/26/2023 11:51 AM

**State/Zip:** Arizona 85396

**Company Complaining About:** other

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## **Description**

I am frequently charged fees for exceeding the Cox Data Cap. I feel that this is just a tool to make more money and not really required due to a technology infrastructure constraint. They offer these plans with buzz words like "Unlimited" which misleads consumers only to find themselves hit with overage fees. They also tend to be more enforced in Monopolized areas where no other options exist.

I work from home, I game, I stream tv shows, my family relies on the internet daily. We pay for the most expensive plan available to us but still we are required to pay more to to use data.

Why offer 1000 Gigabit connection speeds as some glorious package to just limit the use of those speeds? Great I can download things fast but forget about using them. Its like buying a high end sports car but then being told you can only fill the gas tank up once a month. You then must limit your driving to adhere to ridiculous enforced rules to avoid fees.

A real life example is this:

My household consists of many devices that utilize internet but we will just consider the major elements.

1 Desktop PC

3 Xbox Consoles

2 Nintendo Switches

2 Ipads.

We also subscribe to Gaming Services such as Game Pass as well as streaming services such as Netflix, Hulu, Prime, Disney+, etc.

Now all these devices are not all Active at the same time, but its likely 2-3 devices will be running at the same time. Its not unheard of for a game to be upwards of 50GB download. To add to that, most games have several patches a month. AAA title games like Call Of Duty are even larger values around 250GBs. Imagine 2 XBox Consoles downloading a Call Of Duty patch in 1 week, you are looking at 500GB gone from your 1250GB data cap. My gigabit plan allowed me to download this within an hour, which is exciting but this also ate up a majority of my data cap in such a short time.

I understand that sometimes limits should be placed and it shouldn't be like drinking from a fire hose. However, these data caps are not scaling with technology or the demands from the newer devices. They also do not scale with the ISP plans and advertised speeds. They offer solutions to this by suggesting we spend outrageous amounts on upgrades for "Unlimited Data" that cost nearly as much as the plan itself.

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**Ticket: # 6659900 - Data Caps**

**Date:** 12/26/2023 02:56 PM

**State/Zip:** Minnesota 55444

**Company Complaining About:** comcast

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## **Description**

Since I started working from home, I have had to pay more to upgrade my plan with Xfinity. This has raised my costs significantly for something I did not know was an issue.

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**Ticket: # 6664686 - ISP Data Caps causing excessive overage fees**

**Date:** 12/28/2023 03:22 PM

**State/Zip:** Tennessee 37075

**Company Complaining About:** other

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## **Description**

Xfinity has a non-negotiable data cap of 1.2TB on all of their data plans. They claim to have the option to purchase an unlimited add on to remove the data cap, but not all customers are considered "eligible" and they will not provide any information on how to qualify for the purchase.

As a result, I am regularly subject to monthly overage fees of up to \$100 on top of my regular internet bill. ATT is the only other ISP in my area and they also have a 1.5TB cap. As a remote employee who relies on home internet for work, a data cap of 1.2TB/month is unfair and unrealistic and I am forced to pay regular additional fees each month because there are no other options. I would gladly pay additional for an unlimited option or even a higher data cap, but instead I am forced to pay high fees on a regular basis.

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**Ticket: # 6664725 - Data Cap**

**Date:** 12/28/2023 03:33 PM

**State/Zip:** Florida 33073

**Company Complaining About:** comcast

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## **Description**

I am currently using xfinity as my internet provider in Florida. I am using one of their 1.2 TB data cap plans. On recent months I have been going over the cap. We are a household of 5 people and everyone is usually online doing something. So in my view the 1.2 TB is not enough for a family with some many internet users. Besides that, I have reached out to xfinity to find out how I can remove the data cap and go to an unlimited plan. The employee at the store told me if I pay \$10 extra a month, I could remove the data cap but for me to do that I had to call a phone number and ask for the promotion. I called the number and they told me that I had to rent their equipment to be able to have that promotion and that I could not do it if I own my equipment, which is the case. I spent a lot of money on my own modem and router, and I think this is unfair and a way for comcast to make more money. I believe I pay enough for internet usage and I should not be banished from promotions just because I own my own equipment. Another point is that 1.2 TB cap was probably good 4 years ago, but today, everything you buy has a connection to the internet and it probably does not apply today for what is required for a regular size family. That cap should be double for today standards. I just wish some law would exist to protect consumers to this type of issue and abuse.

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**Ticket: # 6665517 - Slow connection using data**

**Date:** 12/28/2023 11:57 PM

**State/Zip:** Arizona 85365

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## **Description**

I am a customer of Q Link wireless and suppose I have the Unlocked data plan and unaware or to my knowledge I don't have a cap on my data.

I am constantly waiting for my phone (Samsung Note 10) as it buffers for a long length of time or my phone will pop a notification informing me my "internet has reconnected to online OR internet connection currently offline". What's up with this? I call and can never hear the representative speak loudly or clearly enough therefore the problem is never really. It's becoming a problem and I know it's not my phone. When I do connect to WiFi at friends or public places I have no issues, no buffering, no waiting, connection is for the most part is quick.

Major of the time I am home I don't have WiFi use my phone for everything, I research a lot and relying on my provider to provide UNLIMITED DATA as advertised and it becomes a problem when I can't use my browser or phone. It's not dependable or reliable...

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**Ticket: # 6666527 - ISP data caps complaint**

**Date:** 12/29/2023 02:23 PM

**State/Zip:** Louisiana 71418

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## **Description**

Hello, I live in rural Louisiana, but not far from multiple fiber optic Internet providers. Unfortunately, the only Internet available to us out here is extremely costly LTE Internet or satellite Internet. They're all nearly double the price of standard Internet and have low data caps.

We depend on Internet for television, my son's school work and homework, he's also special needs, so we have regular video chats with doctors due to his rare genetic condition. We are regularly reaching our data cap and then we're completely cut off. My security cameras can't work, which is a must due to the severity of crime in my area, our phones won't work because they rely on Internet based calling due to a lack of working service towers in the area, and my son can't do his necessary studying, doctor conference calls...etc. for what I pay for just standard Internet service, \$140 a month, for substandard speeds, and paltry data caps, it truly feels like we're being largely taken advantage of out here. The satellite and cellular Internet providers moves in, puts up signs everywhere, and makes claims that are extremely misleading about speeds and connectivity, as well as misleading about the federal broadband discount availability. After you sign up, they'll tell you that it doesn't apply to their service.

Why do these data caps exist? Especially considering that everything advertises as unlimited these days. Louisiana is mostly rural and largely stuck 50 years in the past compared to the rest of the country. Unfortunately schools, work, and bills aren't and requires online access for everything from paying bills to obtaining basic safety information from authorities and so on.

Thank you for your time.



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**Ticket:** # 6667367 - Data usage limits

**Date:** 12/29/2023 10:17 PM

**State/Zip:** Oregon 97124

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## **Description**

I wish to file a general complaint on the use of data usage limits by ISPs. In the modern world, internet is no longer a creature comfort, but a necessary utility that citizens use to work, socialize, and otherwise live our daily lives. To limit the access to these necessities in the name of profit is unethical and immoral at best and borders on exploitative and illegal. It isn't like ISPs have armies of soot covered workers in hard hats descending daily down the byte shaft to mine more and more internet. There is no additional material or capital expended by companies to provide additional data, so why are consumers being charged for it? It's an archaic practice that has no place in our modern, connected world and I urge you to take the appropriate steps to being revising policy in this area.

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**Ticket: # 6667859 - I am furious about data caps**

**Date:** 12/30/2023 01:44 PM

**State/Zip:** Colorado 80247

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## **Description**

I am absolutely furious about having to pay for "unlimited" internet. I have long attested that since you are charged by the bandwidth you wish to use, data caps are essentially charging you for the same thing twice. Basically, if you want access the internet more and in more ways you should pay for more bandwidth. I pay for a fast 800Mbps connection because I use the data for video conferencing, 4K video, and gaming across multiple devices. A few years ago I started getting notices that I had "used up all my data" about halfway through a month. I thought that was nonsense because while we do use the internet quite a bit in our household, our usage is not crazy and we were already paying for pretty deluxe internet. These notices also came with a charge \$10 for enough "extra data" to last a few days. It was running my bills up \$40-\$50 per month. I got curious, and wondered how long I could actually use the internet that I was paying for at full blast. At 800Mbps, which I paid for by the MONTH, I could use my internet to its fullest for about 3.3 HOURS before I would hit the data cap. This seems very unreasonable to me. I pay by the month, I want to be able to use it for the month. If you want to actually use what you pay for you have to pay an additional fee of \$30 per month. I absolutely hate Xfinity. I HATE them. Unfortunately, I have no other options in my area. I don't live in the middle of nowhere, I live in Denver. Basically, Xfinity gets to dictate the price to me because I need the internet for just about everything that I do. Not having it is not a option. It is obscene.

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**Ticket: # 6667868 - Cox Communications Data Caps**

**Date:** 12/30/2023 01:50 PM

**State/Zip:** Oklahoma 74107

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## **Description**

I have been a Cox customer for over 10 years, about 5-6 years ago they added a data cap to my plan. I've had nothing but trouble with their service, constant outages, and planned maintenance periods. If customers aren't provided with 99% uptime and great customer service I see absolutely no reason that they can charge an extra \$50 a month for an unlimited plan when they used to not have data caps.

A few years ago they bumped my plan from 250mbit down to 500mbit down free of charge. While this sounds like a good thing, it ensured that I would reach the data cap faster. I had been forced to purchase their unlimited data plan for an extra \$50 a month. I know people who pay \$60 a month for fiber with no data cap, it's insane that Cox can charge more than competitors for slower speeds and still insist on an additional unlimited plan.

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**Ticket: # 6668048 - Comcast/Xfinity Evil Data Cap**

**Date:** 12/30/2023 03:57 PM

**State/Zip:** Illinois 60074

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## **Description**

During the COVID pandemic, Comcast bragged about how their "network has more than enough capacity to provide stable, fast connections to tens of millions of customers, even in the face of unprecedented demand."

Yet they continued to impose an EVIL data cap. Some states have blocked their data cap because they know how ridiculous and evil they are.

However, not all states have! Please stop them! Our modern way of life, year after year requires more and more data. We have 4k-8k video streaming, online gaming, work from home, online school platforms, online banking, online shopping, online data/Cloud backups. The list can go on forever!

FCC, we need you to stand up to internet provider bullies. Every year they increase their rates, but provide no extra value in return, not even security improvements. In fact, take Comcast as an Example. They just emailed customers about a data breach that happened months ago! And then they also email customers in same month that they are increasing rates!

Ultimately, Internet providers have proven why they are the most hated group of companies to exist on Earth.

They criminally overcharge for services, impose arbitrary data caps, expose customers sensitive data, yet they have the audacity to increase prices for services even more!

Please FCC, please, I beg! Stop them! Please! They spit on customers rights. They spit on and lobby against State interests, and they spit on the FCC's power. They do it because they think no one will stop them. They monopolized the industry and have controlled it for so long without repercussions. Please stop all their nefarious actions! Make them accountable! Tell them no more! FCC, this is your chance! We need you! Represent us and stop them! Please, and a gracious thank you for your efforts to come. Thank you.

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[Ticket: # 6668216 - 'Unlimited' data is a farce](#)

**Date:** 12/30/2023 07:08 PM

**State/Zip:** Kentucky 40324

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## **Description**

I'm on the Unlimited Data plan with Mint Mobile, yet after 60gb of data has been used, the speed is throttled to the point that it takes 12 minutes to download a 28mb app update.

After you've reached the limit, you are offered the option to BUY more data (despite already having supposed Unlimited).

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**Ticket: # 6668565 - Sudden rise in data Xfinity, believe artificial**

**Date:** 12/31/2023 04:47 AM

**State/Zip:** Florida 33319

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## **Description**

I'm always between 700-800 gb then all of a sudden it doubled to 1400 a month without any changes in habits. I can turn off my modem or block all devices through the router however it still rises 30-80 gigabytes a day. Xfinity has been giving me the run around and the only options offered are to pay them more money. I believe they are calculating the data incorrectly and charging me for it.

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**Ticket:** # 6668568 - Data caps

**Date:** 12/31/2023 05:19 AM

**State/Zip:** Colorado 80521

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## **Description**

I currently have comcast xfinity internet service and when updating my most recent plan I'm now subject to a data cap. As a long distance student, I don't have the option to go to campus and use the internet for data intensive projects and assignments. This is causing me to exceed limits and pay fees, or miss assignments and learning opportunities when I can't afford overage fees.

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[Ticket: # 6668685 - Data cap experience form](#)

**Date:** 12/31/2023 10:40 AM

**State/Zip:** Idaho 83702

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## **Description**

I've had Sparklight as my internet provider for a few years now, and started with their 200MBPS service. Overall it's been a pretty good experience, but started receiving messages about data usage during the first year. (At the time I believe my cap was 500G of data.) I'm now on a 300MBPS service with the same company, and not really sure when the speed changed, but my data cap is now a bit higher. Seems odd for Sparklight to have such low data limits when a number of other providers offer unlimited data with internet services of 100MBPS and above.



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**Ticket: # 6668957 - Data Caps**

**Date:** 12/31/2023 03:43 PM

**State/Zip:** Arizona 85249

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## **Description**

My plan with Cox allows for 1.25TB of data. I am then charged overage from there, or I can option for a \$25 plan for 500MB more or \$50 for unlimited. However unlimited has a hidden limitation which has been shared online by many after they have been cut off. Data Caps on "unlimited" data should not be allowed to exist. The term Unlimited cannot include limits. It is a conflict. This should not be allowed for Cellular or LEC providers.

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**Ticket: # 6669306 - Frustration with data cap in family home**

**Date:** 12/31/2023 11:56 PM

**State/Zip:** Florida 33952

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## **Description**

Our data cap has become very frustrating for me and my family. We live in a family household consisting of four adults. Our Xfinity "Gigabit" Internet plan limits our monthly data usage to just 1.2 terabytes, with additional blocks of 50 gigabytes adding \$10 each to our monthly charge, capping only at \$100, which is more than double the cost of our plan!

We use our Internet service no differently than most Americans. We browse the web, watch videos, play video games, and socialize with friends and family, yet we still worry about exceeding our data cap which according to the Xfinity website, "A very small percentage of our customers use that much."

As we have added more "smart" devices to our network (lights, cameras, etc.), we have exceeded this cap increasingly often, and now find ourselves with little choice other than to pay the added data costs, or pay an additional \$30 per month for the "Unlimited" plan, regardless of whether the additional data is used.

To be clear, "data" is not a tangible resource, and data usage can vary wildly over time. Data caps such as these exist only to siphon more money from those who are unable to pay for the more expensive service plans outright, or to prey on those unaware that such caps exist, or who lack the awareness to avoid added charges. Managing data usage in our modern society is far from simple. Everything is connected. Smart phones, smart TVs, smart refrigerators... the list goes on. Some devices such as smartphones are capable of recording their data usage for convenient viewing, and some devices have settings to limit data usage, but NOT all devices are capable of these things.

To properly track data usage across an entire network requires the use of networking devices with traffic monitoring functionality such as routers and wireless access points, and not everyone is tech-savvy enough to use said functionality. In short, the average customer can do little more than disconnect their devices from the Internet entirely to avoid exceeding data caps. This is unacceptable.

A strict data cap is not only an arbitrary limit to extract funds from customers, it is completely unrealistic and does not fairly cover every use case for customers. Many goods and services are now bought and sold over the Internet, with some purchases such as video games requiring downloads of as much as 250 gigabytes, which is a fifth of our entire monthly data cap, for a SINGLE purchase.

Should customers suffer from device failure and loss of data, how are they meant to download their digital purchases again without exceeding their data cap for the rest of the month? How are we meant to plan and ration out data usage for the many Internet-connected devices we use in the modern day? The truth is that managing data usage in this fashion is simply not feasible. Limiting usage of the

Internet, which our society so heavily relies on, is not as simple as pulling the plug. It disproportionately affects working-class citizens who cannot afford "unlimited" service plans, it limits productivity for those working from home, and stifles freedom.

Action must be taken.

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[Ticket: # 6669332 - Xfinity data caps](#)

**Date:** 01/01/2024 12:43 AM

**State/Zip:** Indiana 47401

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## **Description**

Data caps are now another thing I must think about. Especially with how connected everything is in 2023. Either working from home that requires a connection to data servers or teams calls. Or just trying to relax at home with a stream or two running. Or even just having items connected to the internet from phones to refrigerators. It all uses the internet either in the foreground in use or in the background as a downloaded update. It all adds up and it is ridiculous for xfinity or any ISP set data caps for private regular users on top of the usual billing. This should be labeled as it is, a blatant grab for money from captured consumers and it should be VERY illegal.

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[Ticket: # 6669466 - Availability](#)

**Date:** 01/01/2024 09:52 AM

**State/Zip:** Mississippi 39501

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## **Description**

Q Link wireless has a cap on unlimited data plans. They do not advertise this stipulation nor do they mind disconnecting your internet every month if you do not pay for extra data.

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[Ticket: # 6669796 - COX Internet Data Cap Experience](#)

**Date:** 01/01/2024 02:55 PM

**State/Zip:** Oklahoma 73020

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## **Description**

Internet access is no longer nice-to-have, but need-to-have. There is no good reason for data caps, and in fact they act as a limit on what an every day American can do on the Internet.

I have a partly remote work position as a 3D model/renderer. I am required to upload and download large files of data to earn a living and data caps make that harder to manage.

The Internet should be considered a vital utility.

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[Ticket: # 6671741 - My thoughts on data caps](#)

**Date:** 01/02/2024 04:02 PM

**State/Zip:** Delaware 19939

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## **Description**

I am writing to express my concerns about the anti-consumer nature of data caps, particularly as implemented by Mediacom Cable, currently the only internet service provider available in my area.

### **The Burden of Data Caps:**

Our household, like many others, relies heavily on internet services for daily activities. With three streaming devices in use, we typically consume between 1 and 2 terabytes of data per month. This usage is driven by regular activities such as streaming television, working from home, and gaming. Despite this being a reflection of standard modern internet usage, we are penalized if we exceed these arbitrary limits through substantial overage charges.

### **Inadequate Service for High Costs:**

We currently pay \$109 per month for a 300/25 Mbps internet plan. While this plan occasionally bursts to around 600 Mbps, the service predominantly hovers around 150 Mbps, significantly below the advertised speeds. The inconsistency and under-delivery of the service are concerning, especially given the high cost.

### **Issues with Service Reliability:**

Furthermore, we have experienced significant reliability issues, including periods where our download speed plummets to an unusable 0.002 Mbps. Despite repeated service calls to address this, the problem persists, disrupting our work and leisure activities.

### **The Case for Fair Service:**

The current situation raises a question of fairness and accountability. If Mediacom imposes financial penalties on customers for exceeding data caps, should customers not be able to levy charges against Mediacom for failing to provide a consistent and quality connection? This asymmetry highlights the one-sided nature of current policies.

### **The Role of Data Caps:**

Data caps, as they stand, do not serve the consumer. They seem to be a tool for providers like Mediacom to gain undue advantage and revenue, rather than a means to manage network congestion effectively. In an era where internet access is essential for professional and personal life, such practices are not just inconvenient; they are detrimental to equitable access to digital resources.

I urge the FCC to consider the ramifications of data caps on consumers and to scrutinize the practices of ISPs like Mediacom. The goal should be to ensure fair, transparent, and consumer-friendly policies that reflect the vital role of the internet in our lives today.

Thank you for your attention to this matter.



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**Ticket: # 6671966 - Xfinity data cap**

**Date:** 01/02/2024 04:59 PM

**State/Zip:** Michigan 48076-1051

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## **Description**

Comcast/Xfinity data cap too low and is not aligned with customer data usage in 2024. Since the Pandemic, Work From home, reliable 4K streaming, it is safe to assume the average household has been using more data than in 2021 when the current data cap was implemented. In my own household experience, monthly data usage has increased dramatically due to my WFH status and higher bitrate streaming services. Comcast looks at their loyal customers and wants to squeeze every last penny out of them while delivering no added benefit in return. They want to charge \$30 a month extra for unlimited data plan or else risk getting gouged \$10 per 50Gb over. When your personal finances are already stretched thin, it can have an effect. They also make it difficult to access unlimited data. When I log into my Xfinity account, the unlimited data plan is listed as "unavailable" (see attached screenshot), and their data usage monitor tool is a terrible mess. I would choose another ISP, but better options for reliable broadband are unavailable in my area.

I have already been hit by several costly data overage fees in 2023, and it is only getting more difficult to manage typical monthly data usage in a family of four. Things we enjoy, such as streaming TV and movies are being cut back and I am looking for alternative ways to limit my data usage to avoid the hefty charges. With the increasing data demand in our personal lives, Comcast needs to do more to meet that demand, otherwise they are taking advantage of customers for their own profit. Data Caps should not exist for residential customers, and if they are allowed, at least set the cap at a more realistic number and the unlimited data options should be more affordable and better accessible to consumers.

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**Ticket: # 6672836 - Data Caps**

**Date:** 01/03/2024 09:31 AM

**State/Zip:** Minnesota 55341

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## **Description**

Data caps impacts how/when I can use the internet. With 4x tv's in my home supporting 4k resolution and 4x members of my household. We have to be cognizant of how much video we stream or we'll go over the cap each month. Current caps might have been fine 10 years ago but in the move towards internet based tv services, higher caps or no caps are needed. Add in the move with my kids doing school work at home , myself doing school work at home, and my wife having occasional work from home, its unreasonable.

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**Ticket: # 6675179 - Complaint against Xfinity's data cap policy in San Jose, California**

**Date:** 01/04/2024 01:56 AM

**State/Zip:** California 95148-2817

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## **Description**

I am a software engineer residing in a suburban neighborhood of San Jose, California, and I am writing to express my serious concerns regarding Xfinity's (formerly Comcast) data cap policy. This policy significantly impacts my professional and personal life, requiring a stable and high-speed internet connection.

Xfinity advertises a download speed of 1Gbps, but the associated 1.2TB monthly data cap is grossly insufficient. At full speed, this cap would be reached in just 2 hours and 40 minutes, accounting for only 0.37% of the entire month. Considering the plan's cost of \$50.00 per month, this limitation seems particularly unreasonable.

The financial implications of this policy are also concerning. To remove the data cap, customers must pay an additional \$30.00 per month, a 60% increase over the basic plan's cost. Those who do not opt for this face a \$10 charge for every 50GB block of overage, which can be used up in approximately 6 minutes and 40 seconds at full speed. This pricing structure leads to unpredictable bills and significant stress, often exacerbated by notifications of nearing the data cap well before the month ends.

In today's digital era, where even basic home appliances require internet connectivity, such a restrictive data cap is not only impractical but also hinders effective living and working. My daily tasks as a software engineer, including video conferencing, code compilation, and accessing cloud-based software, demand substantial bandwidth. The constant fear of exceeding the cap and facing excessive charges severely affects my productivity.

Research and comparisons with other regions and providers, which often offer unlimited plans at comparable or lower prices, highlight the unfairness and predatory nature of Xfinity's policy, especially for customers with limited options.

I urge the FCC to investigate Xfinity's restrictive practices and consider implementing minimum data caps proportional to download speeds or region-specific regulations. Such measures could provide a fairer landscape for internet service and protect consumers from exploitative practices.

Thank you for your attention to this crucial matter.

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**Ticket: # 6678770 - Data Cap waste**

**Date:** 01/05/2024 01:54 PM

**State/Zip:** Colorado 80014

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## **Description**

I have two data caps. Mint mobile (3gb) and Comcast Internet (1tb). Mint will pump your phone with so much bandwidth (between 200-400mbps) that your data caps out in literal hours after a billing cycle reset, whether you even use your phone or not. When your mint data caps, they throttle your bandwidth to sub 100kbps, essentially bricking your phone when away from wifi. Which can be dangerous on the road.

Comcast, on the other hand, has atrocious bandwidth capacity in Denver and spends most of every day disconnected for various environmental (etc.) reasons. Despite these low speeds and nearly perpetual outages I still manage to hit a data cap I barely have access to. These business practices are degrading into fairly effortless class-action lawsuit material.

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[Ticket: # 6680417 - Cox Internet Data Caps](#)

**Date:** 01/06/2024 12:48 PM

**State/Zip:** Louisiana 70810

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## **Description**

Cox is my only option for high speed internet after moving into this home. I previously had ATT fiber which was cheaper, faster, and had no data caps. Now I am limited to 1500 GB/month, and have to pay \$130 for an extra 500 GB and \$150 for unlimited. I have run up against the caps constantly as we do not have cable television and I also use the internet for work.

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**Ticket: # 6680687 - 1.25TB data cap from Cox seems too low**

**Date:** 01/06/2024 04:00 PM

**State/Zip:** California 91941

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## **Description**

Over the past year I've seen 3 data cap warning notices from Cox. Th most recent warning was 75% of the cap reached with 9 days left in the billing cycle. We are retired and on the affordable connectivity program. If the cap were doubled to 2.50TB that would allow more margin than the current 1.25TB cap. Cox will also charge us \$10.00 for every 50 GB used above the cap which is pretty onerous. Data usage per household has been increasing every year.

AT&T has started installing fiber infrastructure in my neighborhood, but the installation progress has been very slow. AT&T fiber internet plans currently have no data cap. When AT&T turns on the fiber in my neighborhood there will be lots of people defecting from Cox unless they increase or eliminate the data cap.

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**Ticket: # 6680954 - COX Data Cap Cause Me To Go Hungry**

**Date:** 01/06/2024 07:52 PM

**State/Zip:** Rhode Island 02842

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## **Description**

COX Internet has a strangle on the offered internet providers and constantly charges \$10.00 for every 50Gb over the data cap that they have. They are robbing customers of their money. They are providing a service to have internet and they are up-charging customers. I have never had such a horrible experience. I pay \$100.00 a month and continuously pay \$200.00 due to these business practices. It is forcing me to cut back on my daily living and leisure activities. Please do away with data caps. They are unconstitutional.

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[Ticket: # 6681001 - Data caps sucks](#)

**Date:** 01/06/2024 08:35 PM

**State/Zip:** Oklahoma 73160

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### **Description**

Data caps suck. I have to pay an extra \$50/month just so I can work from home. I have zero competition in my area and Cox has a monopoly so I'm forced to pay whatever they want to charge.



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**Ticket: # 6681016 - COX Data Cap Cause Me To Go Hungry**

**Date:** 01/06/2024 08:52 PM

**State/Zip:** Rhode Island 02842

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### **Description**

COX Communications attempted to defraud me. I have attached 2 chat logs accounting what happened with the customer service agents that tried to commit bait and switch tactics and defraud me.

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**Ticket: # 6681401 - Hughes Net Data Caps a d service**

**Date:** 01/07/2024 11:15 AM

**State/Zip:** Puerto Rico 00731

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## **Description**

I've been a customer of Hughes Net for over 2 years with, for the moment, no other option of Internet service due to the fact I live at a rural difficult-to-reach area. I've tried all their plans before and right now we're in the 20GB data plan partially paid under the federal ACP PROGRAM. Not even being that type of customer their hard data limits and downgraded speeds keep affecting my service. We use Internet at home for work, study, entertainment, etc. Most of the time my speed is of 1mb or less!!! Every month after the payment is made my 20GB only last ONE DAY!! Therefore the rest of the month I have to survive with their hard data limits and downgraded speed of 1mb or less!!! That's robbery!!

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**Ticket: # 6684599 - Data Cap Experience**

**Date:** 01/08/2024 10:43 PM

**State/Zip:** Arizona 86314

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## **Description**

Data caps with my ISP, Sparklight, have not been increasing proportionately to industry standard technology that is provided today. As framerates, resolution, and the presence of non-negotiable high resolution advertisements, most commonly in the form of videos rather than photos, become increasingly common, data caps are forcing Americans to constantly spend more to ISPs, even though their base web browsing does not increase. Furthermore, Sparklight, shifted approximately two years ago in their cable television practices. Sparklight no longer offers wired cable subscriptions, but only offers cable through a streaming platform. This streaming platform costs the same as the wired cable plan, despite the fact that it uses significantly less infrastructure. Additionally, the requirement of now streaming the cable plan that you pay for also takes a decent chunk out of the data plan that you additionally have to pay for. Not only are ISPs still creating an artificial scarcity, but they are doubling down in requiring additional services that use large chunks of your data plan, while not simultaneously increasing infrastructure or data caps consistent with developing standards and plummeting costs of infrastructure hardware.

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**Ticket: # 6686137 - Las Vegas Internet Provider: Cox**

**Date:** 01/09/2024 02:51 PM

**State/Zip:** Nevada 89002

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## **Description**

The going format for watching video in a movie theater is 4K, I have to limit my household to 720p to meet Cox's data cap. I'm tired of having to decide when I can stream a movie OR download a video game.

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**Ticket: # 6687350 - Cox Data Cap fees**

**Date:** 01/09/2024 09:38 PM

**State/Zip:** Arizona 85304

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## **Description**

Cox is the largest ISP for residential use in Arizona to the point they have a monopoly. But, at the start of the Pandemic they started doing data limit caps. If you went over the specified amount you would be charged a fee. First off, shame on them for taking advantage of all the people that had to stay home using more data and the people that had to work from home. Punishing people due the pandemic when they are just trying to survive. Thats a disgusting way to make more money. Second, they never warned us about it. I never received any mail, email, phone call, or an online account notification that they would fine you for going over. I found out after seeing my bill. Third, the plans are not done by data limits when you are shopping for a plan. they just tell you the speeds, not the data limit. thats false advertising, misleading. I have a attached a photo their page that describes their plans. they show everything but the limit cap on there. you have to click on the link in the small print that they seem to be hiding. then in the middle of the paragraph they show the data limit cap. It should be advertised just like they advertise the speeds. To me this is no better than taxing tea ;)

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**Ticket: # 6690018 - Internet Is A Utility Not A Luxury**

**Date:** 01/10/2024 07:25 PM

**State/Zip:** California 90731

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## **Description**

Something needs to be done about ISPs that misrepresent their unlimited plans. I'm currently with Truconnect and they capped my "unlimited" plan at 3gb. I can't use my GPS. That can be dangerous.

I am not okay with capping plans as the Internet is a utility and not a luxury.

There is no way to get many daily tasks done without the Internet. That includes work and education.

People who are older, disabled, and in historically underserved communities get the brunt of data capping. This feels like a punishment for being poor. It's not right.

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**Ticket:** # 6693314 - Data Cap penalty by Cox

**Date:** 01/12/2024 08:31 AM

**State/Zip:** Rhode Island 02914

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## **Description**

Cox Communications charges \$10 for every 50 gigs of data used beyond their 1.25 terabyte cap. My wife has been home sick with Covid, followed by pneumonia. Her time home sick has led to an increase in TV viewing which has now sent us far above the monthly data cap. We use YouTubeTV as our television service. Cox is penalizing us for not using their Cox cable plan -- as Cox does not charge for data used for TV viewing if you are using their streaming television services, Contour by Cox. This is a monopolistic practice. Thank you!

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**Ticket: # 6693566 - Xfinity Data Caps**

**Date:** 01/12/2024 10:19 AM

**State/Zip:** Illinois 60074

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## **Description**

An ISP should be able to ensure that a consumer isn't running a business server on a residential line. However its current implementation should be considered criminal. The data caps set are designed to discourage streaming in lieu of watching through a cable subscription. 1TB caps are too low and punish normal users who may download video games and stream steadily throughout the day. Cable companies know this. It wasn't an arbitrary cap they set. It was intentionally set to create more revenue from cord cutters who need to pay to remove the data cap.

What's more frustrating is what My local Xfinity charges for unlimited data. It actually costs MORE to use your own modem with unlimited internet than it is to use their hardware. \$30 to add unlimited internet if you use your own personal modem, but only charges \$25 to use their modem with unlimited internet. It's absolutely scandalous. There is zero justifiable reason for this. The only sensible reason is that they data mine from their own modems. If there were true alternatives to the monopoly of cable internet we would see competition to help combat this. But there's not and so consumers are left high and dry.

Please limit or stop the use of data caps that cable companies are using to gouge us consumers who don't want to use their cable television services and wish to stream instead.



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**Ticket: # 6694974 - Data Caps and limited internet providers**

**Date:** 01/12/2024 03:53 PM

**State/Zip:** Washington 98405

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## **Description**

In my low-income housing location, where I live due to my chronic health condition, there are extremely limited internet providers. The only true options are Verizons 5g and Xfinity. Xfinity, while providing a more stable and faster connection for what at face value, with the ACP discount, seems like a greater value, charges for data caps or an extra fee for their own router/modem to access unlimited data. This is ridiculous as someone who relies on the internet for school, doctors appointments and to simply stay connected to the outside world while ill. There are no good, affordable solutions for staying decently connected to the internet within this low-income community and as they know they have a bind on us they can charge whatever they like.

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[Ticket: # 6695977 - Comcast data cap](#)

**Date:** 01/13/2024 10:14 AM

**State/Zip:** Colorado 81008

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## **Description**

I hit the data cap using normal internet services. It was the one free chance I got from the benevolent monopoly you call Comcast. Now I have to watch my data and make sure I do not go over every month. Thanks for allowing that fun new part of my life.

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**Ticket: # 6696322 - Xfinity's Data usage app doesn't show me my data**

**Date:** 01/13/2024 01:34 PM

**State/Zip:** Colorado 80127

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## **Description**

Hello Comcast says they provide access to a Data Cap tracking application, but both on my mobile and home computer I can not get to this data.

I have found out through text messaging that I'm going over some "data cap" agreement that Comcast put in the fine print where they are instituting 1.2 TB data caps in the greater Denver area. I attempt to check my data usage from their app (on mobile and my PC) I'm unable to get to the data, I instead get an error or screens that simply don't show the data and do not show how you might click further to find it. See screenshots.

How is this appropriate that they charge me for overage, yet I can't see my actual usage? By the way I work in a home office for a cyber security company working to help US companies stay secure from hackers and my wife is a school teacher.

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**Ticket: # 6696358 - Urgent Request for Action: Unfair Data Caps and Lack of Competition in Denver**

**Date:** 01/13/2024 01:50 PM

**State/Zip:** Colorado 80127

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## **Description**

Dear FCC Commissioners,

I am writing to express my deep concern about Comcast's recently imposed data caps in the Denver area and the lack of competitive alternatives for internet service. These caps, coupled with the existing lack of choice, result in unfair pricing practices that harm consumers and hinder our ability to participate fully in the digital economy.

### **Unfair and Untransparent Data Caps:**

Comcast implemented a 1.2TB data cap without adequate communication or clear explanation. My own data usage, consistently averaging between 650 and 750GB per month, falls below this threshold, yet I am still being charged overage fees. This suggests inaccuracies in metering or potentially deceptive practices.

Metering data usage like electricity usage is fundamentally flawed. Unlike energy, data usage patterns are less predictable, with peak surges not necessarily reflecting overall consumption. Furthermore, Comcast guarantees peak throughput but not consistent delivery during peak times, making the metered pricing model even more incongruous and unfair.

### **Lack of Competition Exacerbates the Problem:**

The absence of viable alternative internet service providers in my neighborhood prevents market forces from regulating Comcast's pricing and practices. This lack of choice leaves consumers like myself captive to their unfair data caps and monopolistic pricing.

### **Impact on Individuals and Community:**

As a cybersecurity professional working remotely for a US company, reliable and affordable internet is crucial for my job and national security. My wife, a school teacher, depends on the internet for remote learning and educational resources. These data caps and monopolistic practices stifle our ability to work, learn, and contribute effectively.

### **Call to Action:**

I urge the FCC to take immediate action to:

**Regulate data caps:** Implement fairer pricing models that account for data usage patterns and differentiate between peak throughput and consistent delivery.

**Promote competition:** Encourage and incentivize the entry of new internet service providers in areas like Denver, empowering consumers and fostering a competitive market.

Increase transparency: Require ISPs like Comcast to clearly communicate data usage policies and pricing structures to prevent hidden fees and deceptive practices.

The current situation is untenable. I implore you to use your authority to protect consumers, promote competition, and ensure fair and transparent internet access for all.

Sincerely

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**Ticket: # 6696839 - Data Caps**

**Date:** 01/13/2024 07:51 PM

**State/Zip:** Florida 33545

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## **Description**

Data caps make no sense whatsoever to me, in my instance for lifeline phones it's designed to be gone as one gets it. Considering that software keeps infinitely growing background usage alone exceeds allocation and \$9.95 fee to carriers is stone age that they being capitalistic pirates will always devise a way to exceed which leaves people it was intended to help buying more and more data or exiled from carrier to carrier as amount of transfers can evidence. WE need a better medium carriers feel they are being muzzled, we the clients can feel it in their attitudes towards us. We the clients are muzzled as well, can't speak for others but my cell is wifi dependent or literally non-existent out of range.

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**Ticket: # 6697236 - Billed an extra \$100**

**Date:** 01/14/2024 10:07 AM

**State/Zip:** Michigan 48160

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**Description**

We were billed an extra \$100 due to data caps on our Xfinity account. We're very frustrated because we have no alternative option for internet in our area, Comcast keeps raising our prices, and the practice feels very predatory in nature; we have no recourse.

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[Ticket: # 6697487 - Boost infinite data cap](#)

**Date:** 01/14/2024 02:48 PM

**State/Zip:** Virginia 22201

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## **Description**

Boost infinite claims to have unlimited data however they do not mention the 5GB data cap for personal hotspot or the unusable speeds after 30GB on cellular



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**Ticket: # 6697683 - Xfinity Data Caps**

**Date:** 01/14/2024 05:25 PM

**State/Zip:** Tennessee 37064

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## **Description**

I live in an area of Franklin TN where Xfinity is the only high speed internet provider. There is no fiber, 5G Home internet. Using their monopoly they charge \$25 extra a month for unlimited data. I work from home and do a lot of video conferencing and use up the data cap every month. Xfinity advertising their base price for internet but through the sign up processes they have so many rules and restrictions to get the discounted price through their mobile service and unlimited data package. It would be great if they would have transparent pricing at the very beginning

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**Ticket: # 6703348 - Qlink wireless throttling data connection to 0 bits per second on unlimited plan**

**Date:** 01/17/2024 12:08 PM

**State/Zip:** Washington 99201

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## **Description**

I have qlink wireless unlimited cellphone plane through the affordable care act. As these funds are from a federal entity, this company is subject to all federal laws. This company states the unlimited plan has no restrictions, yet after 10 gb of data the service has cut me off completely, now as a homeless disabled woman, access to the internet is vital to my health and safety. Im not able to meet with any of my healthcare workers as most work remote now. So, because they dont want to back up there own words with actions I am being restricted access to vitally necessary heathcare. I suffer from extreme depression anxiety and ptsd, i need regular consistant therapy, and even with that im still likely to kill myself. I need this assistance and my phone company has made it impossible for me to recieve consistent care. Im tired, if you dont do something im just going to sue. Tho it would be much easier if you did it for me.

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**Ticket: # 6704254 - Unnecessary Data Caps**

**Date:** 01/17/2024 03:05 PM

**State/Zip:** Ohio 44131

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## **Description**

Cox Internet charges \$70/month for a 1.25 TB data cap on hard wired internet in the Cleveland area and charges \$10 / GB over that limit. AT&T and the other wired service providers are about the same. The service does offer unlimited data for an additional \$50/month. While 5g internet service is \$50/month like T-mobile or Verizon is unlimited. If you don't prescribe to their predatory scam, it is cheaper to have two different internet accesses than one. Just like airline fees, the data caps are another means for these companies to extract more money from consumers that have no other choice. Yes I could switch from a wired cable connection to a wireless one, but I would be subject to more latency (about 10x higher) than a wired connection and unstable connection speeds depending on how many people were on the service. Especially since the pandemic, I am required to work from home to care for my family and thus required to use more data than at home. Second, more streaming services are offering higher resolution streaming options that eat more data as more people want better quality TVs. Third, I would like to have a security system on my home and most use the internet to provide a real-time picture of the surroundings. So in essence to reduce my bill I either have to use my service less, get a worse and unstable experience, throw away my new television, find a new job, or take away my peace of mind and ability to capture any threats or thefts against my home. These companies are relying on the ignorance of their customers and partial monopolies to extract as much profit as possible as there is little recourse on alternatives. With the roll out of DOCSIS 3.1, 10 Gigabit speed is available in EXISTING CABLE. These companies have to do nothing but upgrade their End point and you have to upgrade the modems they provide to their customers (or the customers purchase their own which there are plenty of options on the free market). There is no extensive network change and pulling down cable lines and replacing cable lines. This is NOT ABOUT CONGESTION. THIS IS ABOUT CHARGING YOU MORE FOR A SERVICE YOU ALREADY PAY THEM FOR. Internet companies need to be regulated as a utility as more of everyday life revolves around equal and affordable access to the internet. It is time we move away from the 1880s logic of providing a monopoly to companies to expand access across the US. Bring in more competition and allow the backroom deals and exclusive city contracts to be left to the past. The internet is for everyone and is the great equalizer in this modern world.

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**Ticket: # 6707172 - Comcast Data Caps**

**Date:** 01/18/2024 03:13 PM

**State/Zip:** Georgia 30114

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## **Description**

Comcast has a data cap in place in my area. Since starting service with them I have routinely gone over the 1.2 TB data cap that they have in place resulting in overage fees that I've had to pay. I have pulled the data metrics from my router and found that for each month I am only using 500-600GB of data. Comcast is grossly overstating how much data we consume by roughly 75%. I have called to complain that there may be an issue with how they're metering data usage and every single time the customer is blamed that the issue lies on my end. I have the data usage to back up my actual usage vs. how they're reporting it. This needs to stop. Data caps are arbitrary and clearly being used to fleece customers for more money. The proof is that their networks held just fine when the data caps were suspended during the pandemic. It's currently illegal for them to impose data caps in the Northeast. They don't seem to have network issues up there as a result. This needs to stop.

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**Ticket: # 6708883 - Data Cap Experience**

**Date:** 01/19/2024 10:57 AM

**State/Zip:** Arizona 85323

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## **Description**

Data caps should be outlawed - the internet is a utility and companies should not be making billions of dollars off usage, when it's required for nearly everything these days. I have Cox internet in Phoenix, AZ and they are lying about my data usage and charging me extra. I have an Eero that tracks every device on my internet, and how much it uses, and Cox is reporting that I'm using double every day than my device says. I get 1280 gigs a month, and charged extra if I go over. I filed a report with Cox and they claim nothing is wrong on their end and everything is reporting properly. Then how is my house using 40 gigs of data on a day that no one is home, and goes right to bed when I do get home? I would much prefer Century Link who only charges 65 a month for UNLIMITED data, but they are not available in my neighborhood. I am stuck paying 100/month for Cox with a data cap. It's awful.

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**Ticket: # 6711469 - Data caps should be illegal**

**Date:** 01/20/2024 01:14 PM

**State/Zip:** Nevada 89122

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## **Description**

Data caps should be illegal. With homes being filled with more and more technology like 4k streaming, online gaming, IoT, Security Cameras, Phones, tablets, smart appliances etc the amount of internet a home uses will only increase. What an average household uses in internet today will be nothing to what an average household will use in 5 years. In a consumer market, data caps hurt households who are looking to expand their home with more and more smart devices. Our household limits the amount of streaming we do because of data caps. That has also lead us to cancel more streaming services since we're allocated a limited amount of data per month. Making data caps illegal should be a priority!

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**Ticket: # 6713216 - Data Caps: My Experience with Cox Communications****Date:** 01/21/2024 11:44 PM**State/Zip:** Arizona 85708

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**Description**

During these unprecedented times, our reliance on home internet has become more critical than ever. As the COVID-19 pandemic swept across the nation, broadband connections emerged as the lifeline supporting our day-to-day activities. The demand for data skyrocketed, prompting both fixed and mobile broadband Internet service providers (ISPs) to offer higher bandwidth plans with faster speeds.

In response to this surge in demand, many ISPs, including my ISP, Cox Communications, introduced data caps which put limits on the amount of data users can consume. These caps, often accompanied by the threat of higher fees and slower speeds if exceeded, have raised concerns about equitable access to broadband. Because the FCC recognizes the importance of collecting consumer experiences with data caps, and I feel compelled to share my own story.

As a Cox Communications subscriber, I have personally encountered the impact of data caps on my home internet experience. My plan, boasting a seemingly generous 1.25TB data cap, proved to be more restrictive than anticipated. Recently, I exceeded this cap, triggering additional charges of \$10 for every 50GB over the limit. Luckily, I was given a one-time exception to this rule. But I now have to constantly watch my internet data usage.

The potential of exorbitant fees imposed for surpassing the data cap struck me as unreasonable and, frankly, frustrating. As a home internet customer, I believe I should not be burdened with the worry of data caps or face additional charges for exceeding what is deemed an arbitrary limit. The idea of paying extra for unlimited data feels unjust, particularly when considering the essential nature of internet access in our daily lives.

In my perspective, data caps, especially when coupled with such steep overage charges, seem counterintuitive to the principle of providing accessible and affordable broadband to all. Home internet should be a reliable and unlimited resource, not a source of financial concern due to punitive pricing structures.

In sharing my experience, I hope to contribute to the dialogue on the broader implications of data caps. I firmly believe that such limitations should be reconsidered, if not deemed outright illegal. The narrative of my encounter with Cox Communications reflects the challenges faced by many consumers. As we navigate the evolving landscape of internet usage, let our stories shape a future where data caps no longer hinder our access to the essential services that define our interconnected lives.

Sincerely,





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[Ticket: # 6714348 - Data caps are hindering our home education.](#)

**Date:** 01/22/2024 01:06 PM

**State/Zip:** Florida 32327

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## **Description**

We have lived in Wakulla county for almost 3 years, and in that time, we have exceeded the data cap severel times with Xfinity. We have a large family of homeschooled children, and internet is crucial to our home education program. The 1.2 TB data cap is unreasonably low, and entirely un-necessary, Paying for overages takes a significant chunk out of our budget. Xfinity would be glad to lift the data caps for us... for an additional \$30 a month! That's \$360 a year which we do not have. We went over last month, and as you can see from the attached screenshot, we will most definitely go over again this month. Where we lived previously, there was no data cap, so wondering why we should be subject to one here. Please help!

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**Ticket: # 6720791 - Data caps make higher bandwidth service tiers a price gouge**

**Date:** 01/24/2024 03:51 PM

**State/Zip:** Virginia 23509

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## **Description**

Data caps make paying for higher bandwidth service tiers an absolutely price gouge. You will reach the data cap faster with those internet plans. But if you pay the extra \$50 per month for actually unlimited data, then the network problems magically go away.

In Hampton Roads, COX chooses not to enforce their data cap or charge overage fees. This is ONLY because of the direct competition from other ISPs like Verizon and MetroNet. In all over service areas, Cox charges overage fees and strongly enforces their data cap policies. This is wrong, and directly tells consumers that they would be price gouged if only COX could get away with the practice.

Hold ISPs to better standards. End data cap price gouging and customer abuse.

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[Ticket: # 6721262 - extremely high cost to work at home](#)

**Date:** 01/24/2024 06:04 PM

**State/Zip:** Arizona 85248

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## **Description**

I work from home full time and most of my time is spent on video calls all day. I am a project manager at a technology company. I work with people across the country managing projects. My cap on my internet usage is always maxed out due to my internet usage while working for my company. I have cox communications and they give a default 1.25 TB of bandwidth/mo. We are in 2024. How in the world is that an acceptable amount of bandwidth in the age of connecting the world together with technology?

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**Ticket: # 6721373 - Data caps hurt consumers**

**Date:** 01/24/2024 06:46 PM

**State/Zip:** Colorado 80920

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## **Description**

As we saw during COVID all major ISPs (Comcast/Xfinity) removed their data caps and their networks were just fine. They use data caps as an anti-competitive procedure to try and reduce usage or charge consumers more for service. In places where there is high competition with other telcos, fiber companies, coops, etc. Comcast/Xfinity doesn't have those caps because there is competition that doesn't have those caps. In my own state of Colorado where they are a lot of municipal broadband projects in places like Longmont/Fort Collins Comcast suspended those caps but continue to have them in places like Colorado Springs where the fiber isn't built out yet or worse they strike exclusive deals with apartment complexes to prevent consumers from using fiber.

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**Ticket:** # 6721564 - Data cap

**Date:** 01/24/2024 08:32 PM

**State/Zip:** New Mexico 87123

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## **Description**

To use xfinity internet I am required to pay \$30 on top of my internet bill to remove the 1.2 tb monthly data cap. I typically use at least twice as much as that so it is a fee that I can't avoid or I will face over usage fees. 1.2 tb is not a reasonable data cap in 2024.

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[Ticket: # 6722722 - Negative Data Cap Experience](#)

**Date:** 01/25/2024 12:32 PM

**State/Zip:** Michigan 48322

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## **Description**

Comcast/Xfinity waived data caps during lockdown, with no degradation to their network. They have re-imposed arbitrary data caps that have no bearing in reality, charge rates 10x higher than normal for overages, and limit these data caps to certain regions (the midwest). There is no cable competition, no realistic other internet provider, and they punish you if you don't rent their equipment at a rate multiple times higher than the cost of that equipment.

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**Ticket: # 6724699 - How data caps affect poor, older, poor, rural, and disabled people**

**Date:** 01/26/2024 01:10 AM

**State/Zip:** Washington 98245

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## **Description**

Hello; I copied this from your FCC site because the points listed below affect me, concerning data caps. My experience is below that.

The FCC has established this Data Caps Experience Form so everyone can share their unique experiences and challenges with data caps. By sharing their data cap stories about their fixed or wireless broadband plans, consumers will help the FCC understand how data caps impact access to broadband for all individuals, including:

Individuals with disabilities.

Low-income consumers.

Historically disadvantaged communities.

Access to E-911 services, emergency alerts, or other public safety services offered over the Internet.

Access to online education.

Access to telehealth.

Access to remote work.

All of these things affect me by limiting data. Once my phone is filled with data, I have to keep choosing which data can stay and which must go. Please consider that since the ACP program, some of us had access to cell phones with unlimited minutes and text FOR THE FIRST TIME EVER. During the pandemic, so many things went from in-person to online and thankfully, some are continuing to offer hybrid classes, meetings, remote healthcare appointments, remote appointments with therapists and social workers - ETC. Some of us had these services for the first time - those of us fighting disability, mental illness, physical limitations such as compromised immune systems and the like. We could order food remotely and then pick it up in the worst of the pandemic, or have someone pick it up and drop off. Suddenly, classes were online and we could broaden our educations, those who work could work from home. I do not have a plan with unlimited data so to have unlimited data would be another game changer for people who don't have it. Like it or not, I think remote everything is the way things are going. Low income or otherwise disadvantaged people should not be discriminated against. Please consider that the ACP program changed many of our lives for the better, and now that we have cell phones for the first time in our lives, having unlimited data or higher data caps would help things be easier. Thank you for listening.

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[Ticket: # 6727177 - Faulty data overages with Xfinity](#)

**Date:** 01/26/2024 07:23 PM

**State/Zip:** Oregon 97219

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## **Description**

Xfinity enforces 1.2TB data caps across much of the country. Xfinity is the sole arbiter of whether those data caps are exceeded. I have also filed an FCC complaint detailing how Xfinity's determination of usage is fatally flawed.

As bad as data caps are, it is worse that Xfinity is wrongfully charging for overages. In an era of gigabit internet connections, 1.2TB caps are woefully small anyway.



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**Ticket: # 6727318 - Data Cap Experience**

**Date:** 01/26/2024 09:11 PM

**State/Zip:** Texas 78634

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## **Description**

I do deliveries for doordash and favor part-time. By the 2nd week of the month I'm out of data. The statement that says after 5 gb your service will run slower than normal until the 1st of the month when everything refills. I tried to buy data and i was charged 5. 00 dollars for each

500 mb I purchased with a total of 10.00 dollars. No data added. When I went to zhe website there is no indication that i purchased the data. I am currently looking for another phone service because I can only do self contractor work 2 weeks a month no matter if I stop apps from using data or put the data saver on. I have to literally turn off my data setting so I can get on any Wi-Fi. Inconvenient and this service is taking the food off my table. Even though its free. :/

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**Ticket: # 6727322 - Data Caps Should Be Unconstitutional**

**Date:** 01/26/2024 09:17 PM

**State/Zip:** California 94556-2312

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## **Description**

Data caps are inherently fucked up and should be made unconstitutional. If I pay for the internet, then I should be able to use as much of it as I want to. Just because someone else doesn't use as much internet as me doesn't mean my rights or freedom when it comes to data should be restricted. Internet companies operate essentially a monopoly and wifi service is a right at this point in time. We use wifi for work, play, learning, school, and a myriad of other purposes. No internet company should be able to cap how much data I use. We should nationalize all internet companies, which are monopolies anyway. Comcast are greedy assholes who have made enough money as it is off the backs of regular people who are forced to pay tooth and nail for their exorbitant wifi rates. Nationalize them and don't give them a cent for it.

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[Ticket: # 6727432 - False usage data](#)

**Date:** 01/26/2024 10:30 PM

**State/Zip:** Georgia 30318

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## **Description**

Hello,

I have tried contacting xfinity countless times about their false data usage information and charges. They do not allow me to talk to anyone and just put me on hold or take the chat service offline. They say I am using data when no one is even home to do so. I also monitor my own usage with my own modem/router so I know this is happening for a fact. These overages are costing me money and there is no way to hold them accountable.

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**Ticket: # 6728447 - Data Cap is bleeding us**

**Date:** 01/27/2024 06:25 PM

**State/Zip:** California 94510

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## **Description**

As the internet is an endless growing realm, there will be those that are desperate to keep people limited in some way. Internet service providers implementing data caps inhibits the full extent the internet has to offer. I recently lost my full time job and have been staying home. Not eating out, relying on recipes I learn from youtube, applying for jobs online, staying home is the most reasonable thing to do if you're trying your best to save money. Yet, I receive an xfinity email that I've used 75% of my 1.2 terabyte allotment halfway through January, I need to decide how to use my allotment wisely, otherwise I'm penalized. Xfinity is taking advantage of its customers by constantly implementing caps, and high costs. There is no affordable option elsewhere because xfinity has a tight grasp of the market here in Northern California.

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**Ticket: # 6728792 - I hate Data Caps!**

**Date:** 01/28/2024 05:39 AM

**State/Zip:** Florida 33436

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## **Description**

I use the internet a lot to stream movies and shows, playing online gaming, and watch YouTube videos. But, there's one thing I really hate about the internet and that is Data Caps.

The reason why I hate Data Caps. Internet Service Provider can rip me off by adding Data Caps to my Internet Bill. I have 1TB Data Limited Cap from Comcast. If I used up 1TB of data. Comcast will charge me extra \$10 plus taxes per 50GB extra data. The maximum Data Cap Fee is \$100. Comcast also offer Unlimited Data Plan (No Data Caps) for extra \$30 per month. In my opinion, this is a complete rip-off from Internet Service Provider! Yes, you can pay extra \$30 per month for Unlimited Data. But, what if you're below 1TB of Data while paying extra \$30? This is not fair to me and everyone else!

When I reached to my Data Cap Limit (or 90% of my Data Cap Limit). I have to stop streaming, playing online gaming, or do anything else on the internet that use big data without having Comcast charge me more Data Cap Fees for more data I've used up. The only way for me to continue use the internet is just use a cellular carrier. The cellular carrier that I use on my smart phone has no Data Cap. I can download and upload as many data as I want. That means streaming, online gaming, and watching YouTube videos on my phone. The only part that do have Data Caps on my current cellular plan is Personal Hotspot feature where I can connect other devices directly to my phone through Wi-Fi and use it as a Hotspot Wi-Fi. That I did not know this feature use Data Caps until a Email (or Text Message) came or a phone bill charges Data Cap Fee for Personal Hotspot.

I think Data Caps needs to be illegal. It's one of the biggest schemes that our Internet Service Providers has given us to screw us over just to make more money out of our pockets.

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**Ticket: # 6729690 - Timely courtesy messages appreciated**

**Date:** 01/29/2024 01:29 AM

**State/Zip:** Illinois 60634

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## **Description**

First off there should be no data caps. Besides them controlling and limiting what you do online because your internet has surpassed the 1 tb threshold which doesn't take much these days, like my home with Internet security cameras, smart devices i.e alexa&google assistant. Pcs and tablets add A kid that likes to game on top of that. My issue and complaint is recent comcast/xfinity data cap practices. I have every text message comcast (and every thing else) I ever got stored on my phone and backed up in the cloud. So I have messages going back to 2017. My issue is how they notify you now versus 2 years ago. Back in 2020 I got reminders from 50% and up in 10% increments saying "we used \_\_\_\_% of the data for that month. So as we got closer we would curb the use, I even would yank the modem at 90% to prevent a fee for going over what they determined was the typical household. The usage messages would come every few days updating our remaining data. Sure it stinks but we were able to adjust on the fly to stay under their limit. The kids home from school just after the new year, Now Out of the blue at 8:40 am My first message Regarding this months usage was and we were at 90% usage, and somehow by 5:26 the following day it said we were at/over 100%. Naturally we were upset that we didn't get earlier reminders like we have many times before. I feel that Its almost like they are setting you up to pass the cap. So we call them and their agents answer for me saying where were the reminders like before AND how do you go from 90 to 100% in some 32 hours 46 minutes? And they told me to check it my self daily as to know where we are at. So they want me to do that and ration the internet basically limiting and controlling what we can do. And you know the squeeze they are feeling from cable cutting the guy went on a tangent to try to sell us a wireless plan so they can recoup the losses from people that were priced out of cable tv. So our call was about the data cap and the unsatisfactory and bad timed courtesy reminders as well as the high bill, all that and they try to upsell me fir cell service as they perform damage control for the mass exodus that they have created with their high rates. Currently shopping for their replacement. I will likely have to get their competitors service and bounce back and forth when their introductory rates go up as they only seem to care if your a new customer. Now we had cable in this house since 1985 (give or take a year or so) when I was a kid eventually comcast bought them out and here we are some 38 years later and you'd think a lifelong costumer would get some kind of deal but the only way these guys listen is when you talk with your wallet and you leave them which we may have to do now given their lackluster answer on how to use our Internet.

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**Ticket: # 6730497 - Data caps are tolerable, but not optimal**

**Date:** 01/29/2024 12:17 PM

**State/Zip:** Minnesota 55305

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## **Description**

I would say data caps are, at a minimum, an annoyance for a two person household.

If we had more people in this house, it would certainly be problematic and a financial burden. I'm paying \$86/mo (although it may be increasing to \$96/mo next month) for 500 mbps down / 10 mbps up and 1.2 terabytes of data. If we don't exceed the cap, everything is fine. I just received an email notification that we are using 75% of our data cap. This means I now have to log in to the Comcast website and check our usage to make sure we don't accidentally start getting charged \$10 per 50 GB.

I don't like having to check our usage, particularly because Comcast's website is rather slow. I just went to check, and the data usage page didn't even load properly! At some point, Comcast was also reporting inaccurate numbers -- they were seemingly 1.5x to 2x of our real usage for the affected months. When I went back to visit the portal on a future date, the numbers were corrected. How can I ever trust that they are accurate? Does the ISP have any accountability?

Comcast's pricing and data caps are a bit triggering, knowing that I previously had fiber gigabit internet for around \$65/mo without any data caps. Symmetrical internet speeds without data caps are glorious.

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**Ticket: # 6732106 - Comcast Data Caps are wrong and stealing**

**Date:** 01/29/2024 07:40 PM

**State/Zip:** Pennsylvania 15057

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## **Description**

My family of 6 - 2 adults and 4 children, use over Comcast's 1.2 TB data cap on a regular basis. This is just doing online schooling for 3 of the kids, limited streaming and only 2 people doing limited online gaming. They charge \$10 per 50 MB of data over that, watching a Netflix series can use 50 MB of data or in my daughters case the zoom meetings for her school. My children have had to lose points in school because once we hit data limit I have to limit the overage cost so I block video streaming up and down and gaming and they lose points for not showing their faces on zoom calls and such. Please get rid of data caps and overage charges as they are preventing schooling and learning for children and normal downtime for adults.



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**Ticket: # 6735568 - Internet Data Caps Make Life Difficult**

**Date:** 01/31/2024 01:08 AM

**State/Zip:** Georgia 31093

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## **Description**

Hi there,

I don't have much to say about my experience with data caps, other than they're terrible and sharply limit what I can do each month. I conduct a significant amount of my business online, and there are things I'd like to do that just aren't practical because they'd run my internet up over the tight limits placed upon me by my ISP (Cox Cable.) If I do run over, I'm susceptible to Cox's practice of automatically adding extra data for a cost - effectively extracting a fine from me for my internet use. This practice is disgusting and constantly gets in my way, but upgrading to unlimited data would more than double my monthly internet costs; honestly, I think this should be illegal.

Thank you,



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**Ticket: # 6735718 - Spectrum data cap**

**Date:** 01/31/2024 06:38 AM

**State/Zip:** Florida 33569

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## **Description**

I was with spectrum for about 5 years in October of 2021 I switched my cellphone provider to spectrum after receiving a call about my cable and a promotion they had that would lower my bill at the end the agent told me I could save money switching to them at that time I purchased 2 cellphones at 1st the data was fine after awhile I noticed me and my husband's phone would run through the data within a couple of days at that point we wouldn't have any speed really my husband lost his job because he needs his phone to work and he couldn't get a connection we spoke with a few different people at spectrum they couldn't tell us why we was going through that much data within a few days this happen month after month till I had to switch to another provider. I believe it's a scam il would have to pay for the month and they knew that so they added the data to make it go fast then the rest of the month they didn't have to give me the speed I really was paying for

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[Ticket: # 6739340 - Xfinity Data Cap in Minnesota](#)

**Date:** 01/31/2024 08:31 PM

**State/Zip:** Minnesota 55127

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**Description**

Xfinity has unfairly imposed a data cap of 1229GB a month for my residential service.

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[Ticket: # 6739650 - Att data caps and throttling](#)

**Date:** 01/31/2024 11:41 PM

**State/Zip:** Mississippi 39740

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## **Description**

I pay for unlimited high speed data on my att phone and still get data throttled and very slow internet alot.

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**Ticket: # 6743462 - Data caps**

**Date:** 02/01/2024 11:49 PM

**State/Zip:** Ohio 44060

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## **Description**

You guys really need to crack down on this egregious bs that is data caps. Why should consumers be punished for using WiFi at their homes when they already pay for the service? Service providers have always based their prices on speed which consumers knew, NEVER has it been about data usage and capping it. That is total bs and you guys should restrict this. This is total capitalism at its finest and another way for big business to drain the everyday consumer. How is this even legal? I literally got a bill saying we are close to going over because I use my WiFi at my house on my phone, ironically enough I have unlimited on my phone but am being dinged for using WiFi at home. If you don't see that as being asinine then you are part of the problem too and are probably getting hand outs. Fix this immediately and crack the whip on businesses doing this because this is absolutely insane!!!!

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**Ticket: # 6755398 - Cox Data Monitoring is only limited to 29-30 days, not the full month. They will not warn you on the final day if you go over.**

**Date:** 02/06/2024 12:12 PM

**State/Zip:** California 92656

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## **Description**

I have had Cox as an ISP, on and off, for about 24 years now. Their latest plan that I have is 100mbps down and 10 mbps up with a data cap of 1280gb. Most of the time I stay under the data cap and I'm able to see my usage using the app or the Cox website. Cox does forgive, one time only, the first instance of data overage.

I keep track of my data usage up until the last day, where I cannot see any of my data usage until the following day. If I go over on the final day of the billing period, I don't get a notification until the next day. Cox will charge \$10 if you go over your 1280gb limit, and \$10 for every 50gb you go over up until a certain limit of \$50, I believe. So if you go over on the final day of the period, you can rack up \$50 of overage fees without a notification until the next day.

This is unacceptable without real-time data monitoring provided to the consumer, at the very least, on the final day or a real-time data overage warning via sms or app push. If that isn't provided then I believe the consumer should not be charged up to \$50, instead only \$10 because there is no way they can see their data on the final day of the billing period.

I chatted with Cox and they have confirmed there are no tools to view usage on the final day of the billing period (attached).

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**Ticket: # 6759192 - Data Caps**

**Date:** 02/07/2024 11:18 AM

**State/Zip:** Louisiana 70520

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**Description**

Cox cable: 1.25Tb data cap

Overage fee: \$10 / 50Gb

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[Ticket: # 6762770 - Rent-seeking behavior in the form of data caps should be disallowed](#)

**Date:** 02/08/2024 07:56 AM

**State/Zip:** Michigan 48214

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## **Description**

Internet service providers do not need to charge for data caps. If they are concerned about over-utilization, then they should contact their heaviest users, and advise them as to their data usage. Because I work from home, I realize that I need to purchase an extra "unlimited data" plan in order to be absolutely positive that I will not cause issues with work if I happen to go over the arbitrary limit imposed by Comcast. I would prefer to switch away from Comcast, but the city of Detroit has been captured by the company, with no capable service provider as an alternative. Comcast's only competitor is AT&T which offers one DSL tier at \$55/mo for 25MBPS. Comcast's lowest tier is \$56/mo for 75MBP.

This is an effective monopoly in the city, and I am forced to purchase this "unlimited data cap" every month at a cost of \$30.00 a month. I noticed that Comcast tested this out during the Trump administration with Ajiot Pai in control of the FCC. I am surprised that this hasn't been rolled back.

This is anti-consumer. Please disallow this practice on terrestrial Internet access.



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[Ticket: # 6770620 - Data cap](#)

**Date:** 02/10/2024 08:46 AM

**State/Zip:** California 95624

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## **Description**

Hate data caps, it's a greedy money grab tactic because they can. Please help us to stop this.

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[Ticket: # 6780819 - data draining](#)

**Date:** 02/12/2024 08:13 PM

**State/Zip:** California 92101

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## **Description**

Hello. I am a Tracfone customer and have long suspected that they were draining my allotted data that i had purchased. I decided to test my suspicions and purchased 1GB of data. One week later I checked my usage and it was down to 826MB without me ever using any data. One week later again without using any data it was down to 624MB. In case you are wondering I am 100% sure of no data use. 100%.

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[Ticket: # 6796554 - Data Cap impact on Remote work productivity](#)

**Date:** 02/15/2024 12:00 PM

**State/Zip:** California 92078

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## **Description**

Hello,

As a remote worker, data cap instituted by my ISP has impacted my line of work. Specifically, when i have to download files or transfer files to work on, it takes up a lot of bandwidth and reduces my ability to use my internet service after work hours. The price instituted by my ISP for unlimited data is 50% of my current ISP plan and is not reasonable.

What is worse is that the ISP has a monopoly in the region and i have no other alternatives.

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**Ticket: # 6798326 - Xfinity Data Caps Experience**

**Date:** 02/15/2024 04:51 PM

**State/Zip:** California 95618

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### **Description**

I find the data caps from Xfinity extremely limited. These data caps do not exist if you rent their equipment, but I do not want to be stuck paying a monthly fee when I have my own equipment. The fees are grossly in excess of actual costs, and if I had any alternative options for service without data caps I would use them.

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**Ticket: # 6803929 - Failure of Unity Wireless to provide UNLIMITED DATA AS ADVERTISED**

**Date:** 02/17/2024 12:30 PM

**State/Zip:** New York 10457

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**Description**

What Is Bait and Switch?

Bait and switch is a morally suspect sales tactic that lures customers in with specific claims about the quality or low prices on items that turn out to be unavailable in order to upsell them on a similar, pricier item.

It is considered a form of retail SALES FRAUD, though it takes place in other contexts. Bait-and-switch tactics, as a form of FALSE ADVERTISING, may be subject to lawsuits in many countries, including the U.S., England, and Canada. Bait and switch is a fraudulent advertising tactic that is prohibited by law in New York. The New York City Consumer Protection Law prohibits deceptive trade practices. Bait and switch advertising is grounds for an action of common-law fraud, unjust enrichment and sometimes breach of contract.

Unity wireless offered me UNLIMITED TEXT/DATA/MINUTES FOR Phone Number: [REDACTED]

Enrollment ID: [REDACTED].

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**Ticket: # 6804114 - Data cap and ads**

**Date:** 02/17/2024 02:32 PM

**State/Zip:** Illinois 61813

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## **Description**

I live in rural area with Verizon wireless as my phone and internet service.

Not much else is really available.

My complaint is about streaming services such as Hulu that I pay for as a bundle with Disneyplus.

I understand I have to watch commercials, but Hulu is horrible, 3 minutes of a show followed by 1:30 minutes of commercials.

My Verizon hi speed data is limited and very expensive.

My main issue is that all these ads are costing me money, eating up my data.

I don't know if Verizon needs to limit this problem or Hulu.

It is not right!

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[Ticket: # 6827422 - Data cap qlink](#)

**Date:** 02/25/2024 02:08 AM

**State/Zip:** Alabama 35956

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## **Description**

I have had this service for a few months now. The first month was no issues but every month after my data limit has been reduced every cycle from over 30 gb down to 5.5 this month. And it's not slowed down it is unusable

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[Ticket: # 6828926 - No other public utility is limited like the Internet is.](#)

**Date:** 02/26/2024 07:36 AM

**State/Zip:** Washington 98109

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## **Description**

The value of data and transmission speeds varies wildly and once a cap is hit all data is therefore limited regardless of value any context. Medical issues, emergency contact etc will then be limited.

Why are we limited on data when water and electricity aren't even limited. This utility needs to transition to a rate based system with the expectation of support to the heaviest data consumers.



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**Ticket: # 6835690 - Data Caps and Monopoly ISPs**

**Date:** 02/27/2024 04:33 PM

**State/Zip:** Arizona 85353

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## **Description**

We live in a large household. In order to save on the cost of living, my partner and I share a 5 bedroom home with four other friends and their children. We had to fight with our ISP (cox) to give us unlimited data because we cannot reasonable control how much data is being consumed because for one - each parent manages their children's' screen time differently or not at all (and it's not our place to tell them how to raise their children) and secondly, we are all gaming or streaming or otherwise keeping ourselves entertained in multiple rooms of the house. I have hobbies that include uploading and downloading large amounts of data - including uploading and downloading cloud files and sometimes transferring them across devices. When we monitored our data usage, we exceeded the 1tb allotment within the first week. In an age where digital media and internet browsing is the primary form of entertainment and productivity, it makes ISPs appear to have malicious intentions with adding data caps. Additionally, in Arizona, Cox is the only ISP in many areas (the only one in my neighborhood) and we're forced to pay for this outrageously priced service in order to be productive members of society. The only alternative is satellite internet which would end up either being more expensive or otherwise incredibly inconvenient on rainy/cloudy days.

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**Ticket: # 6842891 - Comcast Xfinity 1.2TB Cap**

**Date:** 02/29/2024 03:01 PM

**State/Zip:** Florida 32080

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## **Description**

Comcast's Xfinity Home Broadbands plans are all limited to 1.2 TB of data transfer per month regardless of how much you are spending on the plan. Afterwards Comcast bills an extra \$10 and will give you a mere 50gb of additional data transfer and then continue to charge \$10 a month each time you surpass the 50gb allotment until a maximum overage charge of \$100 above your standard bill.

To get around this and receive unlimited data you can use their modem/wireless router which costs \$25 a month. Users who own their own cable modem are required to spend an additional \$30 a month for unlimited data.

There is no way to have comcast limit your account to the 1.2tb transfer and not let you exceed this data to prevent being billed upwards of an additional \$100 for that billing cycle. The \$100 overage charge accounts for 500gb of data; the type of user who is going to exceed 1.2tb in a month will probably exceed another 500gb of data as well, it almost seems designed to slap a \$100 charge on consumers who exceed this limit.

There are plenty of users working from home or students who work with large amounts of data ie video editing, who will unsuspectingly hit this limit unintentionally. An internet plan alone costs \$95 without the equipment rental which seems to be significantly higher than other providers. Often users in areas that subscribe to Comcast only do so because it is the only option other than DSL or Dial-Up which are both painfully slow and most likely should not be considered Broadband.

I feel that if I purchase a faster internet plan from Comcast then I am probably going to be using more data; these different tiers should have a corresponding higher amount of available transfer data to reflect the amount on the plan.

Personally I'm tapped out at \$95 on internet and not willing to spend another \$30. To get around this I suffer from data overage anxiety and when I get close I log into a Comcast hotspot with my username and password to continue to work. Comcast's wifi hotspot usage does not count against the 1.2tb data cap however this is a pretty subpar experience which causes me to check AT&T's and Verizon's fiber availability weekly so that I can break from from the Comcast Xfinity nightmare!

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**Ticket: # 6847025 - Please ban data caps!**

**Date:** 03/01/2024 05:16 PM

**State/Zip:** Arizona 85233

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## **Description**

Data caps are nothing more than another way for Internet Service Providers to nickel and dime consumers with extra "fees". In the same way text messaging was once an additional service from telecommunication companies, data caps have become the same for ISP's. It costs nothing for the service provider to provide unlimited data, the wires are connected, and data will flow regardless. This is similar to how it works with text messaging where messages are attached to the pings phones' continuously make to their network to maintain service connection. The data in your internet connection flows continuously, charging fees for data caps is just an arbitrary ceiling dictated by these companies to charge customers more money and increase profits. This is not added value for the consumer in any way, just stakeholders in the ISP.

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[Ticket: # 6847221 - data caps](#)

**Date:** 03/01/2024 06:04 PM

**State/Zip:** Colorado 80104

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## **Description**

data caps are over-restrictive and are a poor excuse to squeeze more money out of the consumer

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[Ticket: # 6847668 - Please Ban Data Caps](#)

**Date:** 03/01/2024 09:05 PM

**State/Zip:** Arizona 85258

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**Description**

Please ban data caps as they are bad for the consumer.

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[Ticket: # 6847690 - Important information](#)

**Date:** 03/01/2024 09:13 PM

**State/Zip:** New York 11205

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## **Description**

Boost mobile isn't providing good service. The hotspot that they offer isn't working or eventually you have zero data in 1 day that happen to me for the first time ever.. I need a phone to make calls and boost mobile hasn't met on mailing me my phone or anything.. I used my laptop for one day and my 10GB of hotspot is gone in one day. I think they manipulate on how much you use your data and how fast it is .. I think that certain companies like boost mobile needs to be investigated. Boost mobile supposed to send me a phone so that I could be able to make calls and to receive data and it's been 2 1/2 weeks and they haven't sent me anything.

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[Ticket: # 6854069 - data cap restrictions](#)

**Date:** 03/04/2024 07:19 PM

**State/Zip:** California 94089

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## **Description**

Comcast's data caps have become more and more restrictive over the years, as users start using streaming services, and switching over to 4k TVs. The cap has not been raised substantially in a very long time, and is likely part of a business strategy to force users over to their streaming platforms. This is an anticompetitive practice, and the data caps should be raised substantially or removed entirely.

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**Ticket: # 6854503 - Xfinity Data Caps enforced for those who use their own modem**

**Date:** 03/04/2024 11:17 PM

**State/Zip:** South Carolina 29841

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## **Description**

I am an xfinity customer because I have to be as our only other ISP option is ATT DSL that has terribly slow speeds in our area. Xfinity uses this to their advantage and doesnt offer Unlimited data with their service. ATT automatically gives unlimited data to all plans. Also Xfinity is taking to practice that I as a consumer must rent their modem in order to be eligible for Unlimited data. This is very detrimental to the consumer especially when a lot of people are working at home and want to be able to control what type of device their internet traffic flows through. Xfinity also has an EXTREMELY low data cap at 1.2TB. This number is easily hit with todays bandwidth hungry websites, streaming sources, and game download size that consumers may want to participate in. 1.2TB of data can easily be burned through in just a few days if one is not careful. I recommend the FCC look into this communistic practice of charging consumers and limiting their bandwidth to such low numbers.



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**Ticket: # 6856966 - Data caps are unfair**

**Date:** 03/05/2024 03:47 PM

**State/Zip:** California 95133

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## **Description**

As the pandemic swept across our neighborhood, our once familiar routines transformed. The dining table became a classroom, and the living room, my husband's office. Our family relied heavily on our internet connection. But then came the dreaded email from Comcast: "Attention Comcast Customer: You've Reached Your Data Cap."

Our bills skyrocketed. The extra data charges were like hidden landmines, waiting to explode at the end of each billing cycle. Our children suffered too. Their online classes required stable internet connections, but the data cap throttled their learning. Emma missed crucial lectures, and Liam struggled to submit homework on time. The more telecommunication was required, the more anxiety we had about how much our next bill would be. We felt like we were being held hostage by our ISP. Pay up or else.

I question the fairness of data caps. Why punish families when the world had shifted to remote work and learning? Comcast provided no tools for customers to monitor their usage independently. It was frustrating.

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[Ticket: # 6862309 - Data Caps restrict my freedom of speech](#)

**Date:** 03/07/2024 01:20 AM

**State/Zip:** California 95124

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## **Description**

When I reach my data caps with Xfinity (Comcast), I can no longer browse the internet without paying a significant fee. This is unacceptable in 2024 and is extremely harmful to my way of life.

What they should do is throttle my connection, but at least still give me access to the internet that I paid for.

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**Ticket: # 6869077 - Unlimited data but capping at 5GB?**

**Date:** 03/09/2024 07:50 AM

**State/Zip:** Idaho 83301

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## **Description**

I was using Qlink. When I start they told me everything was unlimited everything. Well as if August of 2023 the dropped the unlimited plan with out saying anything to unlimited talk and text to 4.5gb plan. So I switched to the ACP program and that also was unlimited but it was not. It was unlimited talk text which hardly worked with 5GB data cap in when was Set by the government. This is what they are telling there customer is that the U.S. GOVERNMENT is putting this 5GB data cap on this unlimited plan. I use my phone for work purposes and navigation and having data is crucial when I started to get capped nothing worked and so I tried calling Qlinks customer service and at one point I was waiting to talk to a rep 3.5 hours and still never spoke to anyone. I tried their call back service and the recording tells you they will call you right back. Well when you opt in for it it then tried your they will call you with in a 48 hr period. Well I never got a call back whatsoever.

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**Ticket: # 6871938 - T-Mobile High Speed home internet Service**

**Date:** 03/11/2024 09:23 AM

**State/Zip:** Michigan 48228

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## **Description**

I ordered the home highspeed internet for my home service, after 3 days of service I recieved a text alert I was over the amount allowed for my plan. I explained to the agent on a call how my home used the internet and was advised that my area does not offer the volume of internet needed to run my home. I did cancel and was aware of the non return equipment fee. Life got busy and I forgot to send pack the equipment. I was billed \$250.00. After things in my life calmed down, I called to see if I was able to use the equipment since I have paid the fee and this was my fault. I was told I could not use then equipment for any other service. I cannot use the service because of the data I use from my home which is work, 3 smart TV's, 5 cellphones, a gaming system and two laptops.

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**Ticket: # 6875621 - Cox Internet and customer service**

**Date:** 03/12/2024 10:51 AM

**State/Zip:** California 92103

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## **Description**

I've been a loyal cox customer for over 10 years and they've honestly been a terrible company to work with. Sense they are the only internet provider in my area and have no competition, they keep increasing the rates. In July of 2023, my bill was 59.99, then in April 2023 went up to 79.99, as of feb 2024 its up to 90/m. On top of all that, my date usage is now at 100% so its an extra 10 for every 50 megs overage up to 50.00. Historically my data usage has never gone above 400 GB. Now all of sudden its about 1321 GB, which is over the allotted 1280GB. The only thing I have done differently is upgrade to the COX Panoramic router because the salesperson said I wasn't getting the speed I was paying for. I told him my internet Is fine, then he offered 24m free so why not. I've tried to call into customer service several time asking why my data is so high and they say I'm just using a lot of data, I remind them I'm not doing anything different than usual and they're response is don't worry, we'll credit the first month overage. Told them that was nice, but what about the following months, they said based off my usage, it shouldn't be any more than 50.00 additional or I could upgrade to unlimited data for another 76/m bring my bill to 155/m. I got an email yesterday saying I've gone over the limit so called customer service 5 times and every time, they verified my info and ask me to hold for a supervisor and every time the call disconnected making it impossible to reach someone in the states that could help resolve my issues. Cox is a monopoly in my area as and I feel they take advantage of their customer. Can someone please investigate this? Thanks

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**Ticket: # 6876670 - Data Caps on Xfinity threaten my livelihood**

**Date:** 03/12/2024 02:48 PM

**State/Zip:** Washington 98229

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## **Description**

Without any change in usage behavior over the past months, Comcast alerted me on March 8, 2024 that i had already used up 75% of my data cap for the month of March. This is insane. Either they are measuring it incorrectly or something else but it is suspicious to see that every email alerting me prominently features an upsell for their unlimited option. My wife and i have been working from home for the past 5 years and this has never been an issue and now suddenly our data usage has supposedly tripled from one month to the next? I don't believe it! Please help regulate this and reign in greedy practices like this that threaten people's livelihoods by making it more and more difficult to earn a living when working from home in jobs that are already underpaid.

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**Ticket: # 6876861 - Xfinity data cap inaccurate measurements**

**Date:** 03/12/2024 03:31 PM

**State/Zip:** South Carolina 29492

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## **Description**

Xfinity/Comcast Data caps issue. Back in approximately August I noticed a jump within my data. I have never gone over the limit before. I monitored it and did not seem accurate. I did research and reset my modem/router etc. The measurements did not change. Let me be clear that by measurements I mean the ones xfinity provide as a consumer there's no other way for me to measure other than my router. My router data usage didn't match and was much less.

Approximately Sept 2023 there was a confirmed error with Xfinity/COMcast where the data usage was doubled. After several conversations of this on the official Xfinity reddit I called Xfinity security team and they advised there was an issue. I also called before and asked about my data issue and that they're data is wrong. miraculously after they fixed this error my data went back to normal before August. This means before i was going over 1TB each month of data and now I hit around 700GB. There have been no changes in our usage.

To conclude it's not a fair or reasonable practice to have an alleged 3rd party who has past history of data errors, to track my data with xfinity. Currently the data usage tracking seems accurate but it's not reasonable to have them track it and their practices are questionable.

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[Ticket: # 6884417 - Xfinity Datacaps](#)

**Date:** 03/14/2024 05:14 PM

**State/Zip:** Michigan 48221

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## **Description**

I play a lot of video games and stream movies and TV shows in 4K which makes it virtually impossible to stay under my xfinity data cap every month. I get charged an extra \$50 on top of my already high bill every month simply for downloading a few video games and streaming a movie every few days.



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**Ticket: # 6897515 - Complaint Against Cox Data Cap**

**Date:** 03/19/2024 04:11 PM

**State/Zip:** California 92630

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## **Description**

I have limited internet providers and am basically forced to go through Cox by my home owners association. I work from home, so I am constantly online due to work. With Cox I subscribe to the highest level of internet possible and still am constantly facing notices from Cox that I am near a data cap and they will charge me extra if I go over. These overages can happen by simply downloading a large file throughout a given month.

This is obviously a HUGE money grab by Cox. I am paying \$138.00/month for their "highest level" of internet, which is questionable at best, and don't even get unlimited data! The fact that they impose data limits whereas other providers and cell phone companies provide unlimited data at higher quality for less money is absolutely detestable.

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**Ticket: # 6899077 - Data Caps Experience Form**

**Date:** 03/20/2024 04:08 AM

**State/Zip:** Kansas 66609

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## **Description**

My residence currently has internet service through AT&T. We have the lowest internet plan available to us which is called the "Internet 25" plan. This plan has a download speed of 25 Mbps and a data cap of 1TB. This cap is routinely reach by myself alone not counting the other members of the household. From my experience and speaking to other people I know my data usage is fairly average for the world we live in today. It is my belief that this data cap is insufficient and unnecessary. These data caps are just a way for these ISPs to wring as much money out of the consumer as possible. This is unethical and should not be permitted to happen. Thank you for your time.

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[Ticket: # 6900271 - Cox California Data Cap](#)

**Date:** 03/20/2024 12:49 PM

**State/Zip:** California 90274

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## **Description**

My area has no other internet option other than Cox. Our initial plan was for unlimited data and now they have caps which has doubled the cost of internet for my family. Our household consists of 3 full-time students and my husband works from home. Cox has a monopoly on my area. Please help.

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**Ticket: # 6907890 - High speed, low cap**

**Date:** 03/22/2024 01:47 PM

**State/Zip:** Colorado 80016

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## **Description**

I work from home and blew past my data cap in under 7 days with Xfinity/Comcast. While they offer high speed, you can't actually use it. Further, Comcast has had the same 1.2 TB cap in place for years. If you have Comcast and want to stream TV, you have to pay an additional \$30/month or lease their modem for \$15. The data cap is arbitrary, does not scale with higher tier plans (in my area, the 300MB plan has the same cap as the 1.2GB plan), there is no technical reason for it, and it is a money grab for using the service that I'm paying for. The mere fact that the data cap is removed if you lease their equipment highlights the fact that it's a money grab.

As more consumers use higher bandwidth, more consumers are going to hit the data cap. Effectively, since 2016, the cap has not been adjusted to account for 4K TV, streaming video devices, and IOT and yet, Comcast has increased the cost of internet plans. If you stream 4K TV for 5hrs a day, you will exceed 1TB of usage. The unreasonableness of the data cap seems geared at forcing consumers to use Xfinity for TV or pay a tax for choosing someone else.

The data-cap calculation is wrong as well. My own equipment shows that I have used ~60% of the data cap, while Xfinity says I've used 1.2TB. The lack of transparency in how the cap is calculated is problematic.

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**Ticket: # 6911799 - Data Cap Experience**

**Date:** 03/24/2024 02:22 AM

**State/Zip:** California 94545

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## **Description**

With the increased popularity of streaming services, remote work, and gaming, data caps are being more and more of a hindrance to everyday life. Having to live each day in fear of not going over the limit at the end of the month is horrendously unenjoyable and stressful since the penalties are severe. Personally, remote work and streaming have left me and my family near the 1.2TB cap from Comcast and in one particular month we've gone over. Having to pay extra for unlimited or \$100 penalty for going over is absurd and shouldn't be a thing. Data caps are a thing of the past, and they should be left in the past. And it's not like there are competitors that I can utilize at my address- Sonic isn't laying their fiber at my home since my utilities are underground, so Comcast has free reign to charge whatever they want. I have no choice but to use them and be wary of my data usage every month.

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[Ticket: # 6911938 - Xfinity Data Usage Bad Business- Overcharging Consumers when not using data](#)

**Date:** 03/24/2024 09:50 AM

**State/Zip:** Georgia 30127

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## **Description**

Xfinity is overcharging me when devices may be connected to wifi but no applications are running. When I turn my tvs off at night and return from Roku applications to home screens, it appears that Xfinity allows those periods to decrease WiFi usage. I recently removed cable and only kept wifi for work in an effort to reduce monthly household costs only to receive multiple emails and texts about how quickly I either approach the wifi cap or run over the cap from Xfinity. There are countless Xfinity forums where consumers complain of this issue. You should not need to disconnect from the wifi completely from all devices to not be charged for wifi usage. Most consumers would not do that because that's a technical challenge that most will face. Its a very sneaky way to charge all consumers. I only have a three person household and shouldn't be going over any wifi caps monthly. My Mother lives with me and she is a senior and has to be instructed to minimize her tv and phone wifi usage and knows only to turn off tvs to stop running wifi. As mentioned I recently discovered even after returning tvs to home screens Xfinity is still charging and decreasing monthly usage even when you think you are not connected to wifi. Investigate Xfinity wifi caps and how the Roku and other applications consumers connect to are causing financial hardships for consumers. We are being forced to enter into contracts and higher dollar plans to use the Internet for school and work because lots of us work from home now. Extra \$10+ after reaching cap.

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**Ticket: # 6912167 - data cap frustration**

**Date:** 03/24/2024 12:54 PM

**State/Zip:** Arizona 85745

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## **Description**

Data caps cause a lot of discomfort in our home. As a very technical person with a family who is not technical is causes constant stress worrying about whether we will hit our monthly data caps. Having to impose restrictions when the family has no perception of what types of activities use a LOT of data is frustrating for them and for me. My family works from home regulatory and the data caps are often insufficient.

It is unfair for users to have limited visibility or technical knowledge and be expected to monitor their data usage to prevent absurd charges (\$10 per 50GB overage with no option not to pay).

My service is with Cox in southern arizona and I feel their behavior is predatory. They constantly promote, offer, and increase data speeds for free in some cases while rarely disclosing that the cost drivers are total data used rather than speed offered. Data rates and costs continue to increase. Data requirements for content are increasing, but the service providers continue to strangle hold the data caps.

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**Ticket: # 6912168 - pain of data caps**

**Date:** 03/24/2024 12:54 PM

**State/Zip:** Arizona 85745

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## **Description**

Data caps cause a lot of discomfort in our home. As a very technical person with a family who is not technical is causes constant stress worrying about whether we will hit our monthly data caps. Having to impose restrictions when the family has no perception of what types of activities use a LOT of data is frustrating for them and for me. My family works from home regulatory and the data caps are often insufficient.

It is unfair for users to have limited visibility or technical knowledge and be expected to monitor their data usage to prevent absurd charges (\$10 per 50GB overage with no option not to pay).

My service is with Cox in southern arizona and I feel their behavior is predatory. They constantly promote, offer, and increase data speeds for free in some cases while rarely disclosing that the cost drivers are total data used rather than speed offered. Data rates and costs continue to increase. Data requirements for content are increasing, but the service providers continue to strangle hold the data caps.



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**Ticket: # 6912905 - FCC Complaint Against Comcast Internet Data Cap**

**Date:** 03/24/2024 09:40 PM

**State/Zip:** South Carolina 29841

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## **Description**

Dear FCC,

I am writing to express my dissatisfaction with Comcast's implementation of an internet data cap, specifically the 1.2TB limit, which has become a constant source of worry and inconvenience for me. As a customer, I believe that this data cap is unnecessary and unfair, and it severely limits my ability to fully utilize the internet services for which I am paying.

The imposition of a data cap not only restricts my online activities but also creates unnecessary stress and uncertainty as I constantly monitor my data usage to avoid exceeding the limit. This not only impacts my personal use but also hampers my ability to conduct work-related tasks efficiently from home.

I urge the FCC to intervene and compel Comcast to either increase the data cap significantly or eliminate it altogether. In today's digital age, access to unlimited and reliable internet is essential for individuals and businesses alike, and arbitrary data caps only serve to hinder this access.

Thank you for your attention to this matter.

Sincerely,

██████████

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**Ticket: # 6913103 - Data cap**

**Date:** 03/25/2024 02:40 AM

**State/Zip:** Wisconsin 53950

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## **Description**

Originally when I signed up with airtalk wireless in January of 2024. The original plan was unlimited data and talk and text. Then after paying \$46 for the phone started using it in February then changed their policy to only 15gb of data. And I also recently on a daily basis that I've been switched out of my acp. I call n verify it with a representative they jot in thee computer say im ok. I haven't got a refill on my data sine I first use there company. I've been without data for about a month called the other day the receptionist said it refills on the first explained mine hasn't been refreshed she said it was. Idk the problem is that I am really thinking I'm getting screwed to b honest. Thanks in advance

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[Ticket: # 6913109 - Data cap experience form](#)

**Date:** 03/25/2024 02:43 AM

**State/Zip:** Texas 77450

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**Description**

Xfinity mobile reduced data speed

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**Ticket: # 6919862 - Cox Data Cap Complaint****Date:** 03/26/2024 11:13 PM**State/Zip:** Arizona 85224

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**Description**

I am a remote worker that relies on high speed internet and I am an employee for a government contractor that relates to the defense of the USA and our soldiers abroad. There are times when I need to move large volumes of data between my computer, my employer, and the US government in a safe and secure manner. My employer does not reimburse me for my internet service. Cox's data caps have me making the choice between assisting in the defense and future of our nation and our soldiers abroad, and being able to reasonably enjoy my off duty time (and data allotment) with browsing the internet, watching movies, or playing games. I know employees in my industry who have waited to download/upload what I would consider time-sensitive data due to their data cap.

I have incurred additional fees of up to an additional \$100 (plus tax) on top of my already \$100 dollar monthly internet bill. Currently, Cox charges \$10/50GB (plus tax) not to exceed \$100 (plus tax) once you go over their data cap (currently at 1280 GB/month). My ONLY "good" alternative is using DSL provided by Centurylink which can only provide 40mps down and 5mps up with not as reliable of a connection due to the deteriorating state of DSL in my area. But there is only 1 ISP who can provide fiber internet in my area, Cox communications. I have personally paid at least \$200 in fees (pre tax) for going over my data cap in 2023.

I view the current Data cap policy at its best as a hinderance to innovation, personal enjoyment, and overall anti-consumeristic since this company essentially has a monopoly in my area when it comes to high speed internet. At worst, it can threaten the safety of our country by jeopardizing the lives of our soldiers (at least for my job), since employees must budget their data between job responsibilities and personal enjoyment, or else pay an additional "fee" out of pocket for unlimited or additional internet over an already high price for internet.

My opinion: If ISPs want to act like a "Utility" company than they should be regulated like a utility company and face more scrutiny and regulations regarding their services and pricing. COX ENTERPRISES, INC. (the parent company to Cox Communications in AZ) has already received federal funding to the amount of almost half a billion dollars since 2008 (see <https://www.usaspending.gov/recipient/143a6181-1901-0581-a61f-148989514eea-P/all>). I believe it is time for the American public deserve better than a price gouging corporation that receives moneys from their customers both in the form of direct payments for services, and indirect payment in the form of tax dollars/awards.

The least our government can do is protect the constituents/consumers who have assisted in building the infrastructure for the internet. Please stop the unethical practice of data caps.

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**Ticket: # 6921745 - Data caps are abusive and are implemented anywhere that lacks competition**

**Date:** 03/27/2024 03:08 PM

**State/Zip:** Washington 98155

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## **Description**

Data caps are insane abuses of power for telecom providers in areas without competition. In my area, there is only one real provider. Xfinity is the sole provider which offers true high speed internet. Their service also comes with a data cap that any power user and many work-from-home people would exceed. If you exceed this limit, they charge \$10 per 50 GB on top of a bill that is already \$130 a month.

These data caps are only implemented in states where there's no competition effectively giving the consumer no option besides paying the overage fee or \$30 a month in addition to your \$130 bill. These companies are already wildly profitable without implementing data caps so surely penalizing the consumer is not the optimal solution for the country.

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**Ticket: # 6923201 - Harmful Xfinity Data Cap**

**Date:** 03/28/2024 04:43 AM

**State/Zip:** Oregon 97266

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## **Description**

We are a multi-generational household of four-one retired, one working from home, and two students using online resources and courses. The internet is our lifeline to employment and education, we simply would not function as we do without it. Here in Oregon, Comcast imposes a 1.2 TB data cap on its customers, and we regularly are just under that cap. We are constantly monitoring our usage and often have to ensure everything non-essential is off the Wi-Fi just to keep it below the cap. This month for the first time, we went over the cap. Nothing abnormal happened in our usage, just a confluence of a few too many meetings or software updates. If we go over the data cap again, we would find ourselves paying charges that could add up to \$100 to our bill. A loss of \$100 can make a huge impact on anyone's life, this is no small sum. A 1.2 TB data cap may have been fine even 5 years ago, but the world we live in is different now, the internet is wholly vital for our basic needs. Companies like Comcast are hurting households by only granting higher-paying customers the data that everyone needs. They are not going to change by themselves, I welcome anything the FCC can do to help.

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**Ticket: # 6926419 - Data Caps**

**Date:** 03/28/2024 11:09 PM

**State/Zip:** California 94506

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## **Description**

Plain and simple, I can't use my internet in the latter half of my months to do what I want because I can easily use over 1TB with my fiance just through normal use (streaming, video games, sending photos and videos to friends, etc). I have to carefully monitor and "budget" my data, which is absolutely asinine! Internet companies know exactly what they're doing, and it's basically price gouging. Symmetric (same speed up and down) should also be a thing--there's no reason we should be behind most of the developed world in terms of internet when we have the biggest GDP in the world, as well as the ability to improve our infrastructure.

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[Ticket: # 6927634 - ATT data cap](#)

**Date:** 03/29/2024 01:15 PM

**State/Zip:** Illinois 60465

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## **Description**

I have AT&T and the max speed is 75mbps and they have no plans to install fiber. I switched my plan to remove the TV service and att did not inform me there would be a data cap. I only found out recently when they suddenly charged me \$100 extra for two months that I apparently went over their limit. Though, looking at the usage summary before those dates I also was over my limit but was not charged. AT&T rep said there is a "Grace period" but refused to inform me what that period was and they assured me that all plans had a data cap and I was never on a unlimited plan. Though reviewing my past statements when I had the TV plan I had unlimited.

It seems that they are just charging extra for something that shouldn't be a thing. I don't think all the ISP's do this and especially overseas.



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**Ticket: # 6928236 - Xfinity/Comcast data caps**

**Date:** 03/29/2024 03:25 PM

**State/Zip:** Minnesota 55437

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## **Description**

It's fairly clear that Xfinity's data caps are a cash grab/junk fee. As folks move away from cable tv and rely more and more on the internet for their entertainment needs, the bandwidth consumed grows. However, the data cap is stuck at 1.2tb/month. In many locations, cable internet is the only real option for high-speed internet.

It is funny that Comcast continues to increase internet speeds, while leaving the cap in place. Just this month, my speeds were nearly doubled. We can hit the data cap faster! These speed increases are inevitably followed up by emails offering unlimited internet and warning of data caps. If bandwidth needed to be managed, why are they increasing the speed of the connections? They are just trying to recoup the money they no longer get on overpriced cable tv bills.

Please help. Please end this practice. Please prioritize competition for this company. Have a great day!

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[Ticket: # 6929498 - Data caps and extremely slow internet speeds](#)

**Date:** 03/30/2024 03:57 AM

**State/Zip:** California 95451

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## **Description**

Extremely Slow Speeds, and never receiving any discount or any form of acp benefits for installation fees

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**Ticket: # 6930952 - Internet Data Cap**

**Date:** 03/31/2024 03:10 AM

**State/Zip:** Minnesota 55318

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## **Description**

I have purchased my own internet equipment because I have noticed the equipment provided by Xfinity was not as good and I didn't want to pay the rental fee. Now because I am using my own equipment I am being punished by not being able to purchase the unlimited plan and have to pay \$10 for for every 50GB over. My monthly overages have been anywhere from \$40 to \$50 extra a month. I also do not have any other option in my area for internet that is comparable to the speeds that Xfinity offers. I feel Xfinity is punishing me and taking advantage of their strong hold of service provided.

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**Ticket: # 6930965 - [REDACTED] - tmobile fraud discrepancy "unlimited" data and text plan, billing issues**

**Date:** 03/31/2024 03:55 AM

**State/Zip:** Maryland 20772

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## Description

Do NOT ADD ME ON CALL LIST KEEP PRIVATE

Complaint T-Mobile

2/29/24 ORDER# [REDACTED] discrepancy "unlimited" data and text plan, billing issues

I [REDACTED] making official complaint against T-Mobile as consumer.

I have discovered their "unlimited" data plan included "de-prioritized" data speeds after using a fixed amount of data each month. Since, I have services for last 5 months. T-Mobile has misrepresent customers on "unlimited" plans exceed a monthly data threshold. I believe T-Mobile is committing fraud to customers include myself when comes to providing unlimited data and text services by degrading speed mobile phones and web search.

I am asking that T-Mobile cover cost lost Data and Text wireless services for last 3 months free, and Replacement Cell phone. I am attaching document and purchase invoices.

Purchase Nov30, 2023

Device Model: [REDACTED]

Phone Number: [REDACTED]

Paid bill Jan and February 2024 wireless services

IMEI

[REDACTED]

Start getting strange text from T-Mobile multiple code numbers Jan 19 , 2024 - to Feb 7, 2024 begin disconnected

Feb 16, 2023 losing data and services

March 11, 2024

Customer Services: Rep Ken #1901

Change plain without my permission

T-Mobile order id # [REDACTED]

Unlimited Talk and TEXT with 3.5 gb (disagree data plan)

Ken Rep indicated I will continue have service until April 13, 2024.

Which was False In four days lost data

Invoice

1 mg data there no data unless purchase more.

When I paid \$ 63.00 Unlimited /DATA Text store location  
at 12160 Central Ave Unit 26 Mitchellville  
T-Mobile indicated they have no record of purchase.

Contact customer service March 15, 20, 2024 again at T-Mobile  
March 20, 2024 Customer told take phone to close T-Mobile  
Assistance about billing and problem  
Have with phone popup prevent see key boards  
Cannot search web and message are missing  
Errors getting sorry service are temporarily unavailable  
Try again later.

T-Mobile at Marlow Height located indicated -2/20/24  
Could not help this prepaid phone  
Contact T-Mobile customer services again get around with T-Mobile.

I would like FCC investigate these charges against T-Mobile has fail me did not try to remedy the  
situations or try to resolved issues. I do believe T-Mobile is commit data fraud to members



Do NOT ADD ME ON CALL LIST KEEP PRIVATE

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**Ticket: # 6931260 - Data Caps**

**Date:** 03/31/2024 01:40 PM

**State/Zip:** Nevada 89130

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## **Description**

Data caps are the most significant fraud, and Cox Cable gets away with it because it has a monopoly in Las Vegas and can charge and do whatever it wants. It knows this, and it does not push for innovation. Unfortunately, it doesn't seem interested in trying to innovate and instead charges for everything it can. Data Caps punish people who must count their internet time and regulate their actions until the cap resets.

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**Ticket: # 6931716 - Xfinity Data Cap**

**Date:** 03/31/2024 08:52 PM

**State/Zip:** Illinois 60201

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## **Description**

Xfinity recently informed me I have a data cap on my plan and that we exceeded the cap. I was unaware of the cap and feel that this cap is absurd.

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**Ticket: # 6936991 - Cox Cable AZ Data Caps**

**Date:** 04/02/2024 03:33 PM

**State/Zip:** Arizona 85023

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## **Description**

Cable has long been the most dependable internet service. Cox, as an ISP has a 1.25TB cap on their service. Phoenix ranks 6th in home break-ins across the world and therefore we find ourselves needing to add extra security measures to our home. We would have minimum coverage with 6 cloud-based cameras around and inside our property. Even with just these 6 cameras Cox's own data usage calculator (<https://www.cox.com/residential/data-usage-calculator.html>) estimates this would take 900GB of our monthly data. Over 70% of Cox's cap has been consumed for simple public safety. That doesn't include email communication, web-browsing, streaming, gaming or any other typical internet use. If you move up to 8 cameras, you've now exhausted your monthly cap before the month even starts. How is this fair? If there is going to be a monopoly on cable, the cable companies cannot have internet caps! Or open up the competition, allow other cable ISPs to come in, and create fair competitive competition with Cox so we can show our disappointment in their service with our wallets. Please do something about this. Public safety is at risk!



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**Ticket: # 6938142 - Data Caps**

**Date:** 04/02/2024 09:33 PM

**State/Zip:** Michigan 49120

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## **Description**

I hate data caps because they make it harder to connect to the world when i need to both work on schoolwork or even on work work. These data caps are not reasonable and have no sense in being in the consumer market.

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[Ticket: # 6938599 - Cox cable data cap](#)

**Date:** 04/03/2024 08:58 AM

**State/Zip:** Arizona 85641

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## **Description**

Running into cox cable 1280 GB data cap per month on a regular basis. 4 person household with one working from home. Streaming tv services which we have set to 720p resolution to limit bandwidth usage. Always near or above the same 1280GB cap that has never been adjusted by ISP. Overage rates at \$10 per 50GB, with \$30 extra charged last month.

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**Ticket:** # 6950388 - XFINITY

**Date:** 04/07/2024 02:12 PM

**State/Zip:** Illinois 60102

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## **Description**

I had a data usage overage charge for \$100, and when I called to cancel my account they said they would waive this fee if I rolled over to a new plan with a 24 month contract. The fee has never been removed and they state it was internally denied, but I am still locked into a 24 month contract. I agreed to a new contract based on the waiver of this fee and they used deceptive practices to have me lock into a new contract.

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**Ticket: # 6953252 - Cox Data Cap**

**Date:** 04/08/2024 08:45 PM

**State/Zip:** California 92114

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**Description**

Cox has a data cap that charges you 10\$ if you go over 1.25 terabytes and gives you 50 gigabytes if you use all the 50 gigabytes it will charge you again and again and if you want unlimited data you have to pay 50\$ just to have unlimited

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**Ticket: # 6953347 - Data Caps**

**Date:** 04/08/2024 09:39 PM

**State/Zip:** Wisconsin 53719

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## **Description**

Signed up for fiber internet service that was advertised as having "no data caps." Received a letter in the mail a few months later that said I had excessive bandwidth usage and needed to reduce my usage or else my service could be disconnected. Called up ISP customer service (TDS in Madison Wisconsin) and, after a lot of runaround, they told me that I had a data cap regardless of what the advertising on my plan said, and that it was 5TB per billing cycle of data during peak hours (6AM to midnight each day). I did what I could to move data consumption I could to off-peak hours when I couldn't manually monitor it and to track my usage each billing period to ensure I didn't get over the cap. And I didn't. Six months later I received another letter saying that I had excessive bandwidth usage and needed to reduce my usage or else my service could be disconnected. I called up ISP customer service again and this time they told me that the data cap was 10TB per calendar month (not billing cycle) and that it counted all data (not just peak hours data), and that the next notice will result in service disconnection.

I still don't know why I have a data cap, much less what the data cap is, what data counts against the cap, when the cap resets, or how close I am to being disconnected. All I know is that there is a data cap when the advertising for the plan I signed up for specifically said there would not be, and that I risk disconnection if I breach the cap again.

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[Ticket: # 6954763 - Data Cap Experience - QLink](#)

**Date:** 04/09/2024 02:54 PM

**State/Zip:** Colorado 80538

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## **Description**

QLink completely shuts my internet off each month around the 11th day of the month. When I call QLink to find out why, they have said "to make room for more people", congestion, traffic, and they say they can take internet down to nothing any time they want, due to their TOS.

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**Ticket: # 6955492 - Data Caps are Bad**

**Date:** 04/09/2024 06:56 PM

**State/Zip:** Arizona 85282

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## **Description**

In Arizona there are only two primary internet service providers, Cox or Century Link. Century Link as a business seems to be slowly dying. Cox on the other hand is expanding, and taking over old coverage areas, slowly becoming what looks like a monopoly. Granted, some wireless companies are now offering internet services via mobile networks, but these services have unreliable speed and are prone to deteriorated performance dependent on network congestion. My household is a hybrid work environment, and we routinely go over the Cox Communications imposed 1.28Tb data cap. Cox advertises high-speed internet connections, yet punishes the consumer for using it. It feels as though there are no other options for fast and reliable internet. Home usage of data has changed since the pandemic, and working from home has become the norm. In addition, the vast majority of entertainment is only offered as digital streams or downloads. Stores have begun the removal of physical media for movies and television. Data caps are and have always been unnecessary. Given how data intensive our lives have become, these limits need to be removed.

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**Ticket: # 6957887 - Data Caps**

**Date:** 04/10/2024 05:17 PM

**State/Zip:** Ohio 44147

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## **Description**

I am a senior individual with a hearing impairment on a fixed income. Regrettably, my television service was unexpectedly discontinued by Cox Cleveland, but fortunately, I still have internet access. My son assisted me in setting up a Firestick with a channel guide button, allowing me to stay informed with important local news. Initially, Cox had provided me with unlimited data, which was logical. However, I have recently noticed a data cap on my account, and my usage has already exceeded 50% of my plan from April 3 to May 2, despite it only being April 10th. Based on my typical data usage, it seems that I consume around 2500 GB per month. I am aware that Cox imposes monthly data caps on all plans and wanted to bring this matter to your attention for consideration on how it may be affecting other customers as well. Thank you for your attention to this issue.



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**Ticket:** # 6958251 - Data Caps

**Date:** 04/10/2024 07:59 PM

**State/Zip:** Colorado 80022

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## **Description**

Speaking as a former engineer for the largest cable company in the US - data caps are nothing more than a cash grab. There is no technical reason for them to exist. Most of the engineers do not support them. Congestion issues can and should be handled using throttling, data caps offer absolutely no benefit to the customer experience. They are an artificial limitation designed solely to extract more money from customers.

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**Ticket: # 6963224 - Great Service Provider**

**Date:** 04/12/2024 08:14 PM

**State/Zip:** Indiana 47462

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## **Description**

I had never used the government phones or service until the "Covid scare". I looked through many providers and ultimately chose Safelink. The number one reason I chose Safelink was because they use Verizon as their provider. During Covid all the way up until the present, Safelink has been awesome. I have had unlimited talk, text and internet the whole time while using Safelink. I have been amazed that other people complain about the data caps and the problems they have had with their providers, while I've been extremely happy with my provider. I just wanted to let others know about the awesome service Safelink has provided for me.

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**Ticket: # 6963911 - Mint Mobile**

**Date:** 04/13/2024 11:59 AM

**State/Zip:** Arizona 85209

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## **Description**

Data cap at cox WiFi - 1000 GB a month

-we have never hit the cox data cap

Typically we use between 550to 900. I could see this becoming an issue if we had a kid who was at home to watch content. Right now it's three working adults so no one is home all day using the WiFi.

Mint mobile has a data cap of 36 GB on the unlimited plan. I love this company's service but it frustrates the hell out of me with the data. You can not pay for more data than what I have. I have unlimited data. If I could spend \$10 more a month and have more data I would. I hit the data cap every month. Cellular speed crawls to a halt when that happens.

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**Ticket: # 6964056 - Data Cap Paranoia**

**Date:** 04/13/2024 02:08 PM

**State/Zip:** Colorado 80134

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## **Description**

When Xfinity decided they weren't getting enough revenue from their tv service anymore, they decided it would be a good idea to simply add a data cap to my existing plan. They insisted that it would not affect me. That only 1% "power users" were affected. To compensate us, they increased our download speed, insidiously allowing us to hit our data cap faster.

What they didn't explain, was that watching Netflix on 2 tv's would bring us over the paltry 1.2tb/month cap. EASILY too. See, where we live, the only other option is centurylink dsl, which had 10 times slower speed. We were stuck paying \$50:month more, \$110/month, almost immediately after they implemented the policy, for the same service we were just paying \$60 for. Unreal. To this day, I have never seen a more obvious example of corporate greed. I thought this HAS to be illegal, and was so disappointed to find out the FCC allowed this.

Please stop the monster. We all know network congestion has absolutely nothing to do with this. If it does, upgrade your network with everyone's monthly fees, don't impose a fee that costs almost as much as the plan does in the first place on us. I had to take the money from somewhere, so we are 1 meal less every week to pay Xfinity's executives their bonuses. Thanks Xfinity, you're the most evil company on the planet. FCC please stop this beast.

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**Ticket: # 6964554 - Data Caps**

**Date:** 04/13/2024 11:28 PM

**State/Zip:** California 91767

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## **Description**

Upon using my plan allotment for data, I have been throttled back to 2G speeds. This is impossible. Even when Safelink sends you a text message with a link on how to access information or to add a plan, there is no way to actually get to their link because the internet has been slowed to such a snail pace. So, in the past I have simply paid to add data with no problems or fanfare. However, now, this is not working.

The (7) screen shots attached are what I can see when trying to access my account online. There is no plan information anywhere. There is no data allotment, usage, or balance anywhere. When you click on "Add Plan," you will see that it gives me choices to add, but then when you go to enter your phone number, you can see that the URL for the websites change from SAFELINK to NET10 and I am unable to have my cell phone recognized to add the plan.