

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Port Saint Lucie, FL 34984

FCC IC File Number: 1282316
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) [REDACTED] area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 17, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[Redacted]
[Redacted]

FCC IC File Number: 1282317
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[Redacted]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

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I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: Derek Wenglikowski

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Jacksonville, FL 32223

FCC IC File Number: 1282339
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

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Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 29, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street SW
Washington, DC 20554

Re: (b) (6)
Parker, CO 80134

FCC IC File Number: 1282434
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its scheduled implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

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- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

Additionally, in June 2015, a report analyzing Comcast's methods to obtain accurate data readings was published by NetForecast—an independent auditor of ISP data usage meters. This report supports the accuracy of Comcast's data usage meter within plus or minus (+/-) 1% over the course of a month.⁴

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

⁴ http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120_Fourth_Comcast_Meter_Accuracy_Validation_Report.pdf

November 28, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Englewood, CO 80112

FCC IC File Number: 1282479
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) [REDACTED] area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

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I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>



ARMSTRONG®

October 25, 2016

Robin McCullough
Consumer Inquiries & Complaints Division
Federal Communications Commission
445 12th Street, SW, 5-A847
Washington, D.C. 20554

Re: Your reference: (b) (6) Complaint ID 1282497

Dear Ms. McCullough:

We are in receipt of your letter dated October 24, 2016, regarding the informal complaint filed by (b) (6). We have had the opportunity to investigate this Complaint and offer the following information.

Armstrong has provided a fast, reliable broadband experience for more than 15 years. Throughout that time, Armstrong has annually invested millions of dollars into its network to ensure that Zoom customers continue to experience a consistent, reliable Internet connection. Armstrong has increased the speed and enhanced the value of Zoom many times since its inception. Additionally, Armstrong provides 24 / 7 technical support and service at no additional charge.

Armstrong introduced data allowance plans to ensure that the Zoom experience continues to meet customer expectations while requiring customers who use more to pay their fair share. At this time, more than ninety three percent (93%) of Armstrong's customers are not affected by this change. Armstrong updated its Terms/Conditions on the company's website on April 30, 2013. It began notifying customers of the change in their May 2013 statements. Armstrong provides a mobile app and online usage meter to help customers to monitor their usage. Customers are also encouraged to contact our support team to better understand their usage and receive guidance on how to adjust applications using the greatest amount of data. Since the new policy became effective, Armstrong has been automatically crediting the first overage of every customer to ensure that all customers are well informed of the new policy and their options to purchase additional data capacity. Our records indicate that Mr. Sadler is allotted 300 GB per month and has never exceeded his data allowance.

When the FCC enacted the Open Internet Order in 2010, Chairman Julius Genachowski openly acknowledged that it was fair and reasonable for Internet Service Providers to establish usage limits to continue promoting investment in the country's broadband infrastructure as well as to ensure efficient use of existing networks. The FCC reaffirmed the use of bandwidth caps as a reasonable bandwidth management tool in its Open Internet Order adopted on February 26, 2015. With that in mind, please note that Armstrong is not the first Internet Service Provider to establish data usage limits. In fact, many of the largest Internet Service Providers in the country have established such limits in the last few years and such policies are rapidly becoming industry standard.

Armstrong encourages (b) (6) to contact our Customer Service Center if he has any additional questions about this program or if he has any internet issues. Thank you for your attention to this matter. Please feel free to contact me should you have any questions or require further information.

Sincerely,

Agency Complaints Response Team

cc: (b) (6)

November 28, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Chicago, IL 60618

FCC IC File Number: 1282585
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 23, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6).

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

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- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

In June 2015, a report analyzing Comcast's methods to obtain accurate data readings was published by NetForecast—an independent auditor of ISP data usage meters. This report supports the accuracy of Comcast's data usage meter within plus or minus (+/-) 1% over the course of a month.⁴

Additionally, Comcast does not implement policies intended to disadvantage online video distributors or discourage broadband Internet use. Further, Comcast does not “zero rate” or exempt any video services covered by the Open Internet rules – whether its own or others – from its data usage plans. Any Comcast-affiliated video services that *are* delivered over the Internet – like TV Everywhere content available via Xfinity.com or content available on nbc.com or the NBC app – are treated just like any other Internet-delivered services – such as Netflix, Hulu, or Amazon – and the use of the Internet to access those services *is* subject to any data usage thresholds that might apply. Services that are not delivered over the Internet, such as Comcast's cable and telephony services, are subject to and comply with their own regulatory obligations pursuant to the Communications Act and the FCC's rules. All of our cable services comply with the provisions of Title VI of the Communications Act and the Commission's rules governing cable services – including obligations to support closed captioning, emergency alerts, PEG channels, must-carry broadcast, etc. – that do not generally apply to video services delivered over the Internet.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

⁴ http://www.netforecast.com/wp-content/uploads/2015/06/NFR5120_Fourth_Comcast_Meter_Accuracy_Validation_Report.pdf

November 14, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Cicero, IL, 60804

FCC IC File Number: 1282643
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

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¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

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Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

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November 17, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Jacksonville, FL 32226

FCC IC File Number: 1282739
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

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Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 28, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
West Palm Beach, FL, 33411

FCC IC File Number: 1282832
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

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- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

Implementation of the data usage plan in Ms. Gage's area is permitted under Comcast's Agreement for Residential Services, and does not extinguish Ms. Gage's obligations under her fixed-term contract for XFINITY services.

On November 22, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise her of the aforementioned information and address any other concerns. The technician provided her direct contact information so that (b) (6) can contact her with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>



November 21, 2016

Sharon C. Bowers
Deputy Division Chief
Consumer Inquiries & Complaints Division
Federal Communications Commission
445 12th Street, SW, 5-A847
Washington, D.C. 20554

Response via FCC Electronic Response Program

Re: (b) (6), Consumer Complaint No. 1283031

Dear Ms. Bowers:

Thank you for bringing (b) (6) complaint to our attention. We apologize for any issue or misunderstanding he may have experienced regarding ViaSat's Data Allowance Policy.

Our records show (b) (6) is receiving ViaSat's Exede 10 GB Internet service plan at \$49.99 a month, plus applicable taxes and a \$9.99 monthly lease fee. This service plan provides 10 GB of data per month, download speeds up to 12 Mbps, and upload speeds up to 3 Mbps. Mr. William's service plan is subject to a Data Allowance Policy, which limits the total amount of data a customer can use each month. Customers are made aware of ViaSat's Data Allowance Policy at the time of sale and it is also addressed in the Customer Agreement signed by (b) (6) on July 17, 2013.

Pursuant to the Data Allowance Policy, speeds may be slowed or restricted for a period of time when customers use 100% or more of their monthly data allowance. This means that web pages and email will take significantly longer to load and most other internet activities will not work.

The most common causes for high data usage are typically downloading or streaming media content (e.g. online videos, music, and internet radio), downloading full-length movies, and downloading or uploading large files (e.g. viewing pictures on Facebook or through SnapChat). Customers have the choice to purchase additional data under ViaSat's Buy More option at \$10.00 per 1 GB on an as-needed basis, but are not required to do so. Alternatively, customers may utilize ViaSat's Late Night Free Zone from 12:00 AM to 5:00 AM, local time, during which unmetered service is provided at no extra cost.

On August 4, 2016, ViaSat received a chat conversation from (b) (6) regarding his inability to access a specific website. During this conversation, (b) (6) advised the representative that he was able to see the site and ultimately ended the chat before any further assistance was provided. ViaSat has not been made aware of any other issues and has not received contact from Mr. Williams since this date.

Should (b) (6) current plan not be meeting his needs, the following plans are also available in (b) (6) area:

- Liberty 10 GB - WiFi - \$64.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Liberty 18 GB - WiFi - \$104.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Liberty 30 GB - WiFi - \$154.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Liberty 10 GB - \$59.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Liberty 18 GB - \$99.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Liberty 30 GB - \$149.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Exede 15 GB - \$79.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.
- Exede 25 GB - \$129.99 a month, plus applicable taxes and a \$9.99 monthly equipment lease fee.

If (b) (6) would like to transition his service to a plan that better meets his needs or is experiencing any issues with his service, he may contact ViaSat's 24-hour Customer Service Department at 1-855-463-9333.

Thank you for the opportunity to respond.

Sincerely,

ViaSat Satellite Service
Consumer Affairs Department

CC: (b) (6)



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT

November 28, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Las Cruces, NM 88012

FCC IC File Number: 1283120
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6).

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

Implementation of the data usage plan in (b) (6) area is permitted under Comcast's Agreement for Residential Services, and does not extinguish (b) (6) obligations under his fixed-term contract for XFINITY services.

On November 11, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician advised (b) (6) that as a one-time courtesy, should he disconnect his services before his commitment has expired, the Early Termination Fees will not apply. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Cartersville, GA, 30120

FCC IC File Number: 1283150
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]t
Chicago, IL, 60629

FCC IC File Number: 1283164
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Arlington Heights, IL, 60005

FCC IC File Number: 1283308
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 24, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

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Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Chicago, IL, 60622

FCC IC File Number: 1283483
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016.

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6).

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Seattle, WA 20850

FCC IC File Number: 1283549
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
(b) (6)
Greensboro, NC 27409

FCC IC File Number: 1283635
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Longmeadow, MA 01106

FCC IC File Number: 1283712
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 18, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
(b) (6)
Fuquay Varina, NC 27526

FCC IC File Number: 1283726
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Champaign, IL 61821

FCC IC File Number: 1283784
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016.

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

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Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

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- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
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I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 22, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Huntingdon, PA 16652

FCC IC File Number: 1283896
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

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³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

Please be advised that Comcast has not implemented the XFINITY Terabyte Internet Data Usage Plan in (b) (6) area. A list of locations that have this plan is available on our website.⁴

A Comcast Customer Security Assurance Technician attempted to contact (b) (6) to advise him of the aforementioned information and address any other concerns. Unfortunately, the attempt was unsuccessful. The technician left a message with his direct contact information should (b) (6) have further questions regarding this matter.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

⁴ <https://dataplan.xfinity.com/faq/>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Jenison, MI 49428

FCC IC File Number: 1284028
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) [REDACTED] area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
(b) (6)
Virginia Beach, VA, 23452

FCC IC File Number: 1284102
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Richmond, IN, 47374

FCC IC File Number: 1284147
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Worcester, MA, 01602

FCC IC File Number: 1284160
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: Jeff Jerousek
1625 S Walnut St
Springfield, IL, 62704

FCC IC File Number: 1284266
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) [REDACTED].

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) [REDACTED] area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

■ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Buck Hill Falls, PA 18323

FCC IC File Number: 1284282
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Knoxville, TN, 37920

FCC IC File Number: 1284339
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6).

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 18, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Bloomfield Hills, MI 48301

FCC IC File Number: 1284442
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6). Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
(b) (6)
Grafton, MA, 01519

FCC IC File Number: 1284464
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 14, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Riverside, IL, 60546

FCC IC File Number: 1284634
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016.

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
(b) (6)
Tinley Park, IL 60477

FCC IC File Number: 1284741
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6) (b) (6).

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to Brant Rutishauser so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

■ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
(b) (6)
St Cloud, FL 34772

FCC IC File Number: 1284752
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint (b) (6) does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 17, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Nashua, NH 03063

FCC IC File Number: 1284787
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that Comcast has not implemented the XFINITY Terabyte Internet Data Usage Plan in (b) (6) area. A list of locations that have this plan is available on our website.¹

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.² If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.³ Comcast also provides customers with the following methods of data tracking and notification:

¹ <https://dataplan.xfinity.com/faq/>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.⁴
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

A Comcast Customer Security Assurance Technician attempted to contact Mr. Schmitz to advise him of the aforementioned information and address any other concerns. Unfortunately, the attempt was unsuccessful. The technician left a message with his direct contact information should (b) (6) have further questions regarding this matter.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

⁴ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Lockport, IL 60441

FCC IC File Number: 1284838
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

■ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Hillsboro, OR, 97123

FCC IC File Number: 1284862
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re:

(b) (6)

Chicago, IL 60613

FCC IC File Number: 1284880
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

■ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 18, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
New Albany, IN 47150

FCC IC File Number: 1284925
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and his complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 18, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Buckley, WA 98321

FCC IC File Number: 1285095
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 30, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, SW
Washington, DC 20554

Re: (b) (6)
[REDACTED]
St. Paul, MN 55105

FCC IC File Number: 1285126
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 27, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

On November 10, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise her of the aforementioned information and address any other concerns. The technician provided her direct contact information so that (b) (6) can contact her with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Dracut, MA, 01826

FCC IC File Number: 1285131
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Wyoming, MI, 49509

FCC IC File Number: 1285138
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

■ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 16, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Shirley, MA 01464

FCC IC File Number: 1285147
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6) (b) (6)

November 14, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Rolling Meadows, IL, 60008

FCC IC File Number: 1285158
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective August 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent on the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

■ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 14, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Peculiar, MO, 64015

FCC IC File Number: 1285185
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 17, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Murfreesboro, TN 37128

FCC IC File Number: 1285200
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

Effective June 1, 2016, all of the data usage thresholds in the markets where we have implemented data usage plans were increased from 300 GB to 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

When the data usage plan was implemented, affected customers were notified of the change via U.S.P.S. mail and/or email approximately one month prior to its implementation and a reminder email was sent the day of launch. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Blacksburg, VA 24060

FCC IC File Number: 1285222
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 15, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
North Royalton, OH, 44133

FCC IC File Number: 1285230
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

November 28, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Cape Coral, FL 33993

FCC IC File Number: 1285235
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) to advise him of the aforementioned information and address any other concerns. Unfortunately, all attempts were unsuccessful. The technician left a message with his direct contact information should (b) (6) have further questions regarding this matter.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

December 5, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Niwot, CO 80501

FCC IC File Number: 1285288
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 25, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

Implementation of the data usage plan in (b) (6) area is permitted under Comcast's Agreement for Residential Services, and does not extinguish (b) (6) obligations under his fixed-term contract for XFINITY services.

On November 11, 2016, a Comcast Customer Security Assurance technician contacted (b) (6) to advise him of the aforementioned information and address any other concerns. The technician provided his direct contact information so that (b) (6) can contact him with any further questions or concerns.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
(720) 616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 28, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Saint Paul, MN 55117

FCC IC File Number: 1285413
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 27, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) [REDACTED] area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

Additionally, implementation of the data usage plan in (b) (6) area is permitted under Comcast's Agreement for Residential Services, and does not extinguish (b) (6) obligations under his fixed-term contract for XFINITY services.

A Comcast Customer Security Assurance technician made an attempt to contact (b) (6) to advise him of the aforementioned information and address any other concerns. Unfortunately, the attempt was unsuccessful. The technician left a message with her direct contact information should (b) (6) have further questions regarding this matter.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
(720) 616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>

November 21, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
[REDACTED]
Ypsilanti, MI 48197

FCC IC File Number: 1285499
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 27, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6)

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>



November 23, 2016

(b) (6)
(b) (6)
Bonaire, GA 31005-3678

Re: (b) (6)
FCC File #: 1285527
Response Due Date: November 25, 2016

Dear (b) (6):

This letter is in response to your complaint regarding Cox High Speed Internet service, the monthly data usage allowance associated with your plan, and Cox's introduction of data usage billing.

As background, Cox offers a variety of High Speed Internet plans to meet the particular needs of its customers. These plans offer speeds ranging from 5mbps download/1mbps upload to 300 mbps download/30mbps upload service. All plans above have a data usage allowance of one terabyte (1TB). Monthly data usage calculations are based on the amount of the customer's downloads, uploads and other Internet activity within their individual monthly billing cycle.

As Internet usage is currently doubling every two years due to evolving customer needs, we continue to strive to provide the optimal residential broadband experience for all our customers. Cox also provides the tools customers need to monitor and manage their data usage. For example, Cox provides a data usage meter on cox.com and on the Cox Connect mobile app that allows customers to track their household's data usage and amount of data remaining for the monthly billing period. This is an easy way to check your household's total monthly usage. Cox will also provide browser alerts when you reach 85% and 100% of your monthly plan and a grace period of two billing cycles when billing begins in your market. Other online tools are also available to help you better understand and estimate your household's monthly Internet usage, so that you can proactively manage your activity. Less than one percent of customers will exceed the monthly amount of data included in their service plan. For more information on these tools, data usage and plans, please visit www.cox.com/datausage.

While monthly usage allowances are not new for our Internet service plans, Cox, like many Internet service providers in the industry, is making changes to bill for blocks of data used by customers in excess of 1TB in your market. However, we expect minimal to no impact for the vast majority of our customers, with less than one percent likely to be impacted by this change.

We trust that the tools referenced above will be of help to you in managing and understanding residential broadband usage. We hope this information alleviates your expressed concerns. You are a valued Cox customer and if you have any additional questions concerning data allowances or usage billing, please feel free to contact Cox at (888) 269-0574.

Thank you.

RESPONDING ON BEHALF of COX COMMUNICATIONS GEORGIA, LLC,

A handwritten signature in black ink, appearing to read "Doug Garrett", written in a cursive style.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via ZenDesk

November 21, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, S.W.
Washington, D.C. 20554

Re: (b) (6)
Ann Arbor, MI 48103

FCC IC File Number: 1285541
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 27, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (6). Please be advised that (b) (6) is not a Comcast customer, and this complaint does not raise any redressable issues concerning XFINITY Internet service or Comcast's application of its usage-based billing policy.

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. In the markets where we have implemented a usage-based approach, the standard XFINITY Internet data plan is set at 1 TB. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month are provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

I trust this letter provides your office with the information required in this matter. Please contact us directly if you have any questions or require additional information.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)



November 22, 2016

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

Gainesville, FL 32608-4361

Re: (b) (6)
FCC File #: 1285610
Response Due Date: November 25, 2016

Dear (b) (6):

This letter is in response to your complaint regarding Cox High Speed Internet service and monthly data usage allowance associated with your plan and Cox's introduction of data usage billing.

As background, Cox offers a variety of High Speed Internet plans to meet the particular needs of its customers. These plans offer speeds ranging from 5mbps download/1mbps upload to 300 mbps download/30mbps upload service. All standard plans above have a data usage allowance of one terabyte (1TB). Monthly data usage calculations are based on the amount of the customer's downloads, uploads and other Internet activity within their individual monthly billing cycle.

As Internet usage is currently doubling every two years due to evolving customer needs, we continue to strive to provide the optimal residential broadband experience for all our customers. Cox also provides the tools customers need to monitor and manage their data usage. For example, Cox provides a data usage meter on cox.com and on the Cox Connect mobile app that allows customers to track their household's data usage and amount of data remaining for the monthly billing period. This is an easy way to check your household's total monthly usage. Cox will also provide browser alerts when you reach 85% and 100% of your monthly plan and a grace period of two billing cycles when billing begins in your market. Other online tools are also available to help you better understand and estimate your household's monthly Internet usage, so that you can proactively manage your activity. Less than one percent of customers will exceed the monthly amount of data included in their service plan. For more information on these tools, data usage and plans, please visit www.cox.com/datausage.

While monthly usage allowances are not new for our Internet service plans, Cox, like many Internet service providers in the industry, is making changes to bill for blocks of data used by customers in excess of their data plans in your market. However, we expect minimal to no impact for the vast majority of our customers, less than 1%. We trust that the tools referenced above will be of help to you in managing and understanding residential broadband usage. In any event, Cox is available and continues to assist customers with researching and selecting the right plan.

We hope this information alleviates your expressed concerns. You are a valued Cox customer and if you have any additional questions concerning data allowances or usage billing, please feel free to contact Cox at (888) 269-0574.

Thank you.

RESPONDING ON BEHALF of COX COMMUNICATIONS FLORIDA, LLC,

A handwritten signature in black ink, appearing to read "Doug Garrett", written in a cursive style.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via ZenDesk



November 23, 2016

(b) (6)

Gainesville, FL 32606-7026

Re: (b) (6)

FCC File #: 1285618

Response Due Date: November 25, 2016

Dear (b) (6):

This letter is in response to your complaint regarding Cox High Speed Internet service and monthly data usage allowance associated with your plan and Cox's introduction of data usage billing.

As background, Cox offers a variety of High Speed Internet plans to meet the particular needs of its customers. These plans offer speeds ranging from 5mbps download/1mbps upload to 300 mbps download/30mbps upload service. All standard plans above have a data usage allowance of one terabyte (1TB). Monthly data usage calculations are based on the amount of the customer's downloads, uploads and other Internet activity within their individual monthly billing cycle.

As Internet usage is currently doubling every two years due to evolving customer needs, we continue to strive to provide the optimal residential broadband experience for all our customers. Cox also provides the tools customers need to monitor and manage their data usage. For example, Cox provides a data usage meter on cox.com and on the Cox Connect mobile app that allows customers to track their household's data usage and amount of data remaining for the monthly billing period. This is an easy way to check your household's total monthly usage. Cox will also provide browser alerts when you reach 85% and 100% of your monthly plan and a grace period of two billing cycles when billing begins in your market. Other online tools are also available to help you better understand and estimate your household's monthly Internet usage, so that you can proactively manage your activity. Less than one percent of customers will exceed the monthly amount of data included in their service plan. For more information on these tools, data usage and plans, please visit www.cox.com/datausage.

While monthly usage allowances are not new for our Internet service plans, Cox, like many Internet service providers in the industry, is making changes to bill for blocks of data used by customers in excess of their data plans in your market. However, we expect minimal to no impact for the vast majority of our customers, less than 1%. We trust that the tools referenced above will be of help to you in managing and understanding residential broadband usage. In any event, Cox is available and continues to assist customers with researching and selecting the right plan.

We hope this information alleviates your expressed concerns. You are a valued Cox customer and if you have any additional questions concerning data allowances or usage billing, please feel free to contact Cox at (888) 269-0574.

Thank you.

RESPONDING ON BEHALF of COX COMMUNICATIONS FLORIDA, LLC,

A handwritten signature in black ink, appearing to read "Doug Garrett", written in a cursive style.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via ZenDesk



November 15, 2016

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

Gainesville, FL 32606-6957

Re: (b) (6)
FCC File #: 1285639
Response Due Date: November 25, 2016

Dear (b) (6) :

This letter is in response to your complaint regarding Cox High Speed Internet service, the monthly data usage allowance associated with your plan, and Cox's introduction of data usage billing.

As background, Cox offers a variety of High Speed Internet plans to meet the particular needs of its customers. These plans offer speeds ranging from 5mbps download/1mbps upload to 300 mbps download/30mbps upload service. All plans above have a data usage allowance of one terabyte (1TB). Monthly data usage calculations are based on the amount of the customer's downloads, uploads and other Internet activity within their individual monthly billing cycle.

As Internet usage is currently doubling every two years due to evolving customer needs, we continue to strive to provide the optimal residential broadband experience for all our customers. Cox also provides the tools customers need to monitor and manage their data usage. For example, Cox provides a data usage meter on cox.com and on the Cox Connect mobile app that allows customers to track their household's data usage and amount of data remaining for the monthly billing period. This is an easy way to check your household's total monthly usage. Cox will also provide browser alerts when you reach 85% and 100% of your monthly plan and a grace period of two billing cycles when billing begins in your market. Other online tools are also available to help you better understand and estimate your household's monthly Internet usage, so that you can proactively manage your activity. Less than one percent of customers will exceed the monthly amount of data included in their service plan. For more information on these tools, data usage and plans, please visit www.cox.com/datausage.

While monthly usage allowances are not new for our Internet service plans, Cox, like many Internet service providers in the industry, is making changes to bill for blocks of data used by customers in excess of 1TB in your market. However, we expect minimal to no impact for the vast majority of our customers, with less than one percent likely to be impacted by this change.

We trust that the tools referenced above will be of help to you in managing and understanding residential broadband usage. We hope this information alleviates your expressed concerns. You are a valued Cox customer and if you have any additional questions concerning data allowances or usage billing, please feel free to contact Cox at (888) 269-0574.

Thank you.

RESPONDING ON BEHALF of COX COMMUNICATIONS FLORIDA, LLC,

A handwritten signature in black ink, appearing to read "Douglas Garrett". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via ZenDesk

November 30, 2016



Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Consumer Services Division
445 12th Street, SW
Washington, DC 20554

Re: (b) (6)
[REDACTED]
Denver, CO 80211

FCC IC File Number: 1285671
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: October 27, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by Mr (b) (6)
[REDACTED]

In certain markets, Comcast has implemented a usage-based billing approach that relieves users who use less Internet data from paying the same price as heavier end users, while enabling those heavier end users to continue using as much data as they want without being subjected to a hard cap. This pro-consumer policy helps to ensure that Comcast's customers are treated fairly, such that those customers who choose to use more Internet data can pay more to do so, and those customers who choose to use less, pay less.

On November 1, 2016, Comcast implemented a data usage plan that establishes a usage threshold of 1 TB per month for all of its residential XFINITY Internet customers in (b) (6) area. Our typical XFINITY Internet customer uses only 60 GB or 6 percent of 1 TB per month. Those very few customers who wish to use more than 1 TB per month will be provided additional buckets of 50 GB for \$10 each, with total overage charges capped at \$200 per month, or if they prefer to avoid unexpected overages, they can sign up for an unlimited data plan for an additional \$50 per month. Under this policy, which is described in detail online, customers are given two courtesy months during which they will not be billed for exceeding their data usage threshold.¹ If the threshold is exceeded a third time, no further courtesy months will be provided.

Affected customers were notified of the data usage plan policy via U.S.P.S. mail and/or email approximately one month prior to its implementation. New customers receive a link to the data usage policy via email during the first week of their XFINITY Internet service. The policy and frequently asked questions are available for review online.² Comcast also provides customers with the following methods of data tracking and notification:

¹ <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

² <http://customer.comcast.com/help-and-support/internet/data-usage-plans-expansion>

- An individualized data usage meter for every XFINITY Internet account is available online upon log in.³
- Automatic notification will be sent to customers who have reached 90, 100, 110 and 125 percent of their data usage allotment.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (6)

³ <https://customer.comcast.com/secure/usagemeterdetail.aspx>



November 23, 2016

(b) (6)
Bonaire, GA 31005-37775

Re: (b) (6)
FCC File #: 1285677
Response Due Date: November 25, 2016

Dear (b) (6):

This letter is in response to your complaint regarding Cox High Speed Internet service and monthly data usage allowance associated with your plan and Cox's introduction of data usage billing.

As background, Cox offers a variety of High Speed Internet plans to meet the particular needs of its customers. These plans offer speeds ranging from 5mbps download/1mbps upload to 300 mbps download/30mbps upload service. All standard plans above have a data usage allowance of one terabyte (1TB). Monthly data usage calculations are based on the amount of the customer's downloads, uploads and other Internet activity within their individual monthly billing cycle.

As Internet usage is currently doubling every two years due to evolving customer needs, we continue to strive to provide the optimal residential broadband experience for all our customers. Cox also provides the tools customers need to monitor and manage their data usage. For example, Cox provides a data usage meter on cox.com and on the Cox Connect mobile app that allows customers to track their household's data usage and amount of data remaining for the monthly billing period. This is an easy way to check your household's total monthly usage. Cox will also provide browser alerts when you reach 85% and 100% of your monthly plan and a grace period of two billing cycles when billing begins in your market. Other online tools are also available to help you better understand and estimate your household's monthly Internet usage, so that you can proactively manage your activity. Less than one percent of customers will exceed the monthly amount of data included in their service plan. For more information on these tools, data usage and plans, please visit www.cox.com/datausage.

While monthly usage allowances are not new for our Internet service plans, Cox, like many Internet service providers in the industry, is making changes to bill for blocks of data used by customers in excess of their data plans in your market. However, we expect minimal to no impact for the vast majority of our customers, less than 1%. We trust that the tools referenced above will be of help to you in managing and understanding residential broadband usage. In any event, Cox is available and continues to assist customers with researching and selecting the right plan.

We hope this information alleviates your expressed concerns. You are a valued Cox customer and if you have any additional questions concerning data allowances or usage billing, please feel free to contact Cox at (888) 269-0574.

Thank you.

RESPONDING ON BEHALF of COX COMMUNICATIONS GEORGIA LLC,

A handwritten signature in black ink, appearing to read "D. Garrett", written in a cursive style.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
1270 Fairfield Road
Gettysburg, Pennsylvania 17325-7245