



November 23, 2016

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
T-Mobile Account Holder: (b) (6) (b) (6)
Your File No. 1282769
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of your correspondence dated October 24, 2016, regarding the above-referenced account. As (b) (6) (b) (6) is not an authorized user on the account, a courtesy copy of this letter will be directed to the account holder, (b) (6) (b) (6)

T-Mobile regrets any concerns (b) (6) (b) (6) may have with T-Mobile’s “Binge On” offering. In January, 2016, T-Mobile posted an open letter to consumers about Binge On in which T-Mobile again advocated for the concept of Net Neutrality and reiterated support for an open and free internet experience for all consumers. Binge On is intended to stretch the data allotment of customers who subscribe to a limited or capped bucket of data. When Binge On is enabled, all video, regardless of source, is optimized for mobile device viewing. Putting aside the 38+ services for which we provide free data for video through Binge On – this “stretching” of a customer’s data bucket is estimated to allow them to watch up to 3x more video from their data plan than before. Please note that (b) (6) (b) (6) is under no obligation to have Binge On enabled and should he need assistance to disable it, (b) (6) may contact me at the number below. Alternatively, (b) (6) (b) (6) can disable it by dialing #263# from his handset, and then dialing #266# from the handset to re-enable it. There are also instructions on our website and within (b) (6) (b) (6) myT-Mobile.com application for turning the feature on and off.

In regards to (b) (6) (b) (6) concerns regarding file upload and download speeds, please be advised that T-Mobile is unable to guarantee data speeds in any location. There is no way to predict an exact speed with the variety of factors that can affect a customer’s experience. The device speeds may vary depending on the device operating system, processor, battery life, running applications, peak theoretical speeds, and distance from the cell site. Additionally, customers may experience different results based on location and number of other customers on the network. T-Mobile has verified the address on (b) (6) (b) (6) account and, based on the coverage map, can confirm that (b) (6) account address is in a good coverage area with no known issues.

T-Mobile records indicate that (b) (6) (b) (6) line ending in (b) (6) is currently subscribed to a data plan that provides 6 gigabytes (“GB”) of high speed data after which (b) (6) data speed may be

slowed. Our review of (b) (6) usage indicates that (b) has not approached or exceeded any amount of data usage that would result in de-prioritization or slowing of (b) service during times of network congestion. Upon reviewing the last three months from August 14, 2016 to November 13, 2016, (b) (6) uses an average of 2.8 GB of data per billing cycle.

In addition, T-Mobile records also indicate that (b) (6) is using a Non-T-Mobile branded Life One XL device. It should be noted that while an unlocked Life One XL from another carrier will work on the T-Mobile network, we are unable to guarantee the full functionality of that device based on certain hardware or software incompatibilities between carriers. Historically, the basic functions of the unlocked Life One XL worked on our network; however, certain advanced features may work sporadically or not at all.

For customers with non-T-Mobile devices who experience issues with their device, T-Mobile does attempt basic troubleshooting; however, it should be noted that our troubleshooting capabilities with non-T-Mobile devices is limited. Once our troubleshooting options are exhausted, T-Mobile refers customers with non-T-Mobile devices to the manufacturer of their device.

T-Mobile believes that the Binge On offer is consistent with open internet rules and is a positive and innovative service. T-Mobile supports an open and free internet experience for all consumers. Please know that T-Mobile is constantly working to make our services better for our customers and appreciates the information provided by (b) (6).

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-7974.

Very truly yours,

T-MOBILE USA, INC.

Amor Marie
Executive Response

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Mastic Beach, NY 11951



Executive & Regulatory Services
P. O. Box 169014
Irving, TX 75016

November 3, 2016

Sharon Bowers, Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: FCC File 1283282
Complaint of (b) (b) (6)
Notice of Informal Complaint dated October 25, 2016

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (b) (6) (b) (6). This complaint was served on Sprint on October 25, 2016. (6) (6)

Based on the information provided, (b) (b) (6) is disputing our network management practices; citing his dissatisfaction with our ne(6) Sprint Unlimited Freedom and Unlimited Freedom Premium service plans. Sprint is committed to providing the best wireless broadband data service experience possible for its customers. To ensure that all Sprint customers enjoy the best possible network experience, Sprint reserves the right to employ network prioritization to help protect against the possibility that unlimited data plan customers that use high volumes of data may occupy an unreasonable share of network resources.

In our effort to provide clear communication about features and pricing, Sprint publishes an overview of our service plans, pricing and features. Our retail brochures, displays, partner stores, and web site at www.sprint.com have not deviated from the published information.

On August 19, 2016, Sprint introduced the Unlimited Freedom Plan which includes unlimited data with optimized video, gaming and music streaming. Streaming is optimized with video streams at up to 480 plus resolution and music streams at extreme quality (up to 500kbps). On line gaming is limited to up to 2mps. Data deprioritization applies during times of congestion. Customer has an option to get premium resolution streaming for only \$20 more per month.

We attempted to contact (b) (b) (6) via telephone and e-mail on several occasions to discuss this matter in detail. Unfortunately, as of today we have been unable to reach (b) and have not received a return call. We look forward to speaking with (b) (b) (6) and encourage (b) to contact us regarding any concerns (b) may continue to have with (b) account. (b) (b) (6) should be advised that in order to discuss the details of (b) account, (b) must be able to authenticate his account. As a result, we want to advise (b) (b) (6) to have his PIN and security information available when (b) contacts us.

If I can be of further assistance with this matter, (b) (b) (6) may contact me by calling this department toll-free at 1-855-848-3280 extension 1069. I am available Monday through Friday between 8:30 a.m. and 4:30 p.m., Central Time.

Sincerely,

Jennifer F.

Jennifer F.
Executive Services Analyst

2227282

c: (b) (b) (6) (b) (6)
(b) (b) (6) (b) (b) (6) # (b)
Houston, TX 77025-3457



November 25, 2016

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: (b) (b) (b) (6)
Serve Ticket # 1285538

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

Our records indicate the customer reported having Internet issues on September 18th and September 19th. On both occasions, our agents assisted (b) (b) (6) to reboot his modem and restore the signal to proper levels. Days later, a service call was scheduled and the technician deployed to the customer’s house discovered faulty coaxial cables, outlets and splitters. The technician replaced these items as well as replaced the connector on the drop feeding (b) (b) (6) house. Multiple speed tests on both of the customer’s computers were run and the technician confirmed (b) services were operating at the expected level of service after the repairs were completed.

A representative contacted the customer to follow up on the performance of (b) service. (b) (b) (6) advised the representative that (b) service is working properly. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jamie Boggio
Paralegal, Regulatory

cc: (b) (b) (b) (6)
(b) (6) (b) (6) (b) (6)
Loma Linda, CA 92354

November 30, 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) (b) (6)
(b) (6) (b) (b) (b)
Sammamish, WA 98074

FCC IC File Number: 1293770
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: November 1, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast’s or other networks

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

On November 16, 2016, a Comcast Executive Customer Relations representative contacted (b) (b) (6) regarding (b) service concerns and apologize for any inconvenience and frustration (b) may have experienced while attempting to resolve this matter. A service call was scheduled and completed on November 19, 2016 at (b) (b) (6) residence. The Comcast technician who was dispatched to (b) (b) (6) residence resolved the service issue. The representative contacted (b) (b) (6) after the service call and (b) (b) (6) confirmed (b) service was working satisfactorily.

I trust this letter provides your office with the information required in this matter. I am providing a copy of this letter to (b) (b) (6)

Sincerely,

Customer Security Assurance

720-616-7739

cc: (b) (b) (6)



December 2, 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) (b)
(b) (b) (6) (b)
Houston, TX 77019

FCC IC File Number: 1299774
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: November 3, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (b) (b). Please be advised that (b) (b) (b) 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.

Comcast does not "throttle" or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a "best efforts" basis, regardless of the source or destination of the traffic.

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.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (b) (b) to advise (b) 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) (b) (b) have further questions regarding this matter.

An Executive Customer Relations representative made several attempts to contact (b) (b) (b) to advise (b) of the aforementioned information and address any other billing concerns. Unfortunately, all attempts were unsuccessful. The representative left a message with her direct contact information should (b) (b) (b) have further questions regarding this matter.

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) (b)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 11/15/2016

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b)
File No.: 1303029
Response Type: Internet
Service Date: 11/8/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) (b) regarding concerns with a third party device. AT&T records confirmed (b) (b) was authorized on the account information provided.

On 11/09/2016, AT&T contacted (b) (b) via voicemail to acknowledge receipt of his complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that AT&T does not have control over the way third party devices work on the network. AT&T did determine that (b) (b)'s line profile for his AT&T Internet service was incorrect. AT&T has corrected the line profile. On 11/09/2016, AT&T spoke with (b) (b) and provided the findings and resolution to (b)

(b) (b) confirmed his issues have been resolved and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Alan Jackson at aj9718@att.com or 925-328-7007.

Sincerely,

Alan Jackson

Manager - Office of the President
AT&T Services Inc.

cc: (b) (b)

December 6, 2016

Ms. Sharon Bowers
Federal Communications Commission
Consumer Inquiries and Complaints Division
445 12th Street, SW CY-B523
Washington, DC 20554

Re: (b) (6) IC 1303956 & IC 1323897
Notice of Informal Complaint Serve Date 11/8/16 & 11/22/16

Ms. Bowers:

Please be advised that CenturyLink has completed a review of the informal complaints filed by (b) (6). In the complaint, (b) (6) states that he's got a contract with CenturyLink for 20mbs, but they've limited his connection to .6mbps, and he experiences complete outages. From July to October 2016, CenturyLink added an additional \$3.99 cost to his bill that they can't explain.

Effective with the April 2016 bills, the Internet Cost Recovery Fee increased from \$1.99 to \$3.99. The following notice was included with Mr. Ficara's' March 2016 bill:

EFFECTIVE WITH YOUR APRIL 2016 BILL, YOU MAY NOTICE AN INCREASE IN THE RATE FOR INTERNET COST RECOVERY, TO A NEW RATE OF \$3.99. THE INTERNET COST RECOVERY FEE HELPS DEFLECT THE COSTS ASSOCIATED WITH THE BUILDING AND MAINTAINING THE CENTURYLINK BROADBAND NETWORK.

It is the position of CenturyLink to sustain the \$3.99 Internet Cost Recovery Fee as billed.

CenturyLink technical support received a slow speeds report from (b) (6), and on November 25, 2016, a technician removed a bridge tap on his feeder cable that restored his speed.

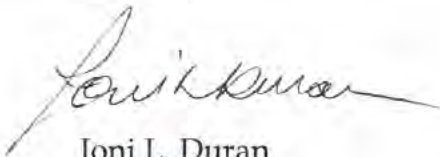
930 15th St, 11th Flr
Denver, CO 80202
844 840-3532
800-366-2382 fax
www.centurylink.com

A subsequent report was received, and on December 2, 2016 a technician was dispatched, but found no trouble.

Currently (b) (6) connectivity is from 96-99% of his provisioned speed of 5mbps with a stable connection.

CenturyLink regrets any inconvenience (b) (6) may have experienced while resolving this matter.

Regards,

A handwritten signature in black ink, appearing to read "Joni L. Duran", with a long horizontal flourish extending to the right.

Joni L. Duran

cc: (b) (6)



One Montgomery Plaza - Fourth Floor • Sikeston, MO 63801 • 573-472-9500 • (fax) 573-481-9809

November 10, 2016

Federal Communications Commission

RE: FCC Complaint 1307172 Dated November 8, 2016

Dear Sir or Madam,

Telecommunications Management, LLC d/b/a NewWave Communications ("NewWave") received the above referenced complaint filed by (b) (6) regarding network issues that she has experienced. Included with her complaint was a .txt file with an MTR Report which was reviewed by NewWave's network team. NewWave found no problems through our investigation. (b) (6) test results show that the final destination is responding to 100% of her pings. All tests to the final destination are normal and are what NewWave would expect given the distance the information is traveling.

The only test result that indicates any hint of a possible issue would be the (b) (6) test to mc.lorentedford.com. This test result shows the worst packet was 343.4ms in latency, however, the average was still 50.3ms. The test results are all very consistent leading up to the last two hops of that test. If anything the test results point at a possible issue on the far end which has nothing to do with NewWave's network.

There is nothing that NewWave's upstream provider(s) can or will do about a router/switch not responding to ICMP as these results do not indicate any problem with their network. ICMP traffic/speed tests are treated as lower priority traffic when traversing networks to allow to allow the data payload to be processed first. If NewWave saw 100% packet delivery on every node up to a point and then after that point the test results were bad at every hop thereafter, we would expect to have a problem to address.

If there are test results that indicate a problem with NewWave's network or our direct upstream provider(s) NewWave would immediately address those issues as customer service is our top priority. We hope that this response helps to shed light on the issues described in the complaint.

Sincerely,

Reid Morgan
General Manager, MO, AR and IL



December 9, 2016

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
Your File No. 1309120
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of your correspondence dated November 10, 2016, regarding the above-referenced account.

T-Mobile regrets any concerns (b) (6) (b) (6) is experiencing with his T-Mobile data. T-Mobile records confirm that as of November 6, 2016, (b) (6) (b) (6) has disabled his Binge On feature which, as you know, is our answer to assist customers with growing data needs. Binge On is powered by really cool technology built right into our network. This technology optimizes video for mobile screens at 480p, so it is more reliable and consistent, looks great, and uses up less data! In fact, video with Binge On typically streams at DVD quality and without using a drop of high-speed data. That said, Binge On is a feature that our customers can control at all times. It can be deactivated and reactivated anytime for each person on their account via My T-Mobile.com, either with the application or the online website.

Please know that as technical integration is necessary between T-Mobile and the video streaming services, not all video streaming sites are covered by Binge On. A complete list of streaming partners can be found at T-Mobile.com. Regretfully, (b) (6) (b) (6) continues to have issues with (b) (6) data using a third party gaming application even when the Binge On has been disabled and we confirmed that it is not related to our Binge On feature.

However, in an effort to amicably resolve this matter, our T-Mobile Engineering team is diligently working with (b) (6) (b) (6) in resolving (b) (6) concerns and we will keep following up to find (b) (6) a resolution. T-Mobile regrets any inconvenience to (b) (6) (b) (6) regarding this matter.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-7955.

Very truly yours,

T-MOBILE USA, INC.

Ligia Montoya
Executive Response

cc: (b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Pensacola, FL 32526-8065



Response to Notice of Informal Complaint (NOIC)

November 29, 2016

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

Complainant's Name: (b) (b)
Agency File Number: 1312013
Response Type: Other
Due Date: December 18, 2016
Company File Number: CM20161118_119926017

AT&T is in receipt of the above referenced complaint and appreciates the opportunity to respond. (b) (b) states AT&T announced default on video degrading service, interfering with (b) access to an open internet on his unlimited data plan. (b) (b) is requesting assistance with this matter.

An AT&T Office of the President Specialist spoke with (b) (b) on November 28, 2016. The specialist reviewed the account. The specialist explained (b) will be notified about the Stream Saver launch via email, postal mail, and/or text message starting December 1, 2016. Once the Stream Saver is activated (b) will receive a free text message informing him it has been turned on. With Stream Saver turned on, content detected as higher definition mobile video streams at standard definition (SD) quality, similar to DVD (about 480p). (b) (b) was advised once active, Stream Saver can be managed (turned OFF/back ON) for each eligible line of service by account holders and authorized users via myAT&T, or by calling 611 from their mobile phones. (b) (b) would like to be able to opt out of the service before it gets activated. The specialist apologized for any inconvenience this issue has caused. The specialist advised (b) cannot turn Stream Saver off until the service is activated. The specialist explained once he turns Stream Saver off it will remain off until he goes back in and turns it on. The specialist confirmed with (b) (b) that all of his concerns have been addressed at this time.

AT&T regrets any inconvenience caused by this matter. We trust this letter addresses your concerns regarding this complaint. If you have any questions regarding this case, please contact Jontelle Mason at (916) 979-7434. For all other matters, please use your normal channel.

Sincerely,

D. Michael Rodriguez
AT&T Office of the President

cc: (b) (b)



December 2, 2016

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

Palos Verdes Peninsula, California 90274

Re: (b) (6) (b)
FCC File#: 1312183
Response Due Date: December 15, 2016

Dear (b) (b) (6)

This letter is in response to the above-referenced complaint.

Cox is in receipt of your FCC complaint alleging Cox throttles streaming services. Please be advised that Cox does not throttle internet service and strives to provide the highest service quality possible to its customers. Many factors can affect your internet experience, including the number of users in the household, the speed of any wireless network and network congestion at different sites on the internet.

RESPONDING ON BEHALF of Cox Communications California, LLC

A handwritten signature in black ink, appearing to read "Douglas Garrett". The signature is fluid and cursive, with a long, sweeping tail.

Douglas Garrett
Executive Director - Regulatory Affairs

cc: Federal Communications Commission via Zendesk

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) (b)
(b) (b) (6) (b) (b) (b) (b) (6) (b)
Huntsville, AL 35806

FCC IC File Number: 1312919
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: November 14, 2016

To the Commission:

This letter is in response to the above-referenced inquiry submitted to the Federal Communications Commission by (b) (b) (b)

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast’s or other networks.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (b) to advise (b) of the aforementioned information and address any other concerns. Unfortunately, all attempts were unsuccessful. The technician was unable to leave his direct contact information as no voicemail account was set up.

On November 21, 2016, an Executive Customer Relations Specialist spoke with (b) (b) in attempt to assist with (b) service concerns wherein a service call was refused. Without cooperation from our customer we are unable to provide a solution as Comcast’s records indicate there has been no completed service visits. An apology was extended for any inconvenience and overall experience while attempting to resolve 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) (b) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (b)

FCC SERVE TICKET # 1313676 (b) (6) (b) (6)

(b) (6) (b) (6) @ (b) (6) .(b)

Acct # (b) (6) - (b)

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

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

CORAL SPRINGS FL 33071-6362

FCC SERVE TICKET # 1313676

(b) (b) (6)

I am emailing you in correspondence with the FCC, SERVE TICKET # 1313676 regarding your internet service. Our technical support manager has been in contact with you, and below is the information stated to me by him regarding the subject:

There are several layers here we need to address:

In order for the internet service to work correctly it requires two-way communication. If the upload/download is maxed out the system will have issues as there is no two-way communication.

Advanced Cable does NOT throttle our network, meaning the subscriber is allowed to use the maximum bandwidth available at the time.

There are two solutions we can suggest to resolve this issues. Purchase an appropriate package size to accommodate your upload needs or purchase a QoS Router. The QoS router would allow you to configure your network and control usage to avoid maxing out of the upload /download bandwidth, preventing the issues you have been encountering due to overload.

A QoS router will also allow you to set priorities so the equipment you choose will have the bandwidth needed to operate.

Example if configured properly:

If Netflix was set to #1 priority it would be allowed to use what it needed first, all other requests would be secondary to all Netflix requests also the router would limit upload/download as to not exceed the set parameters allowing for a smoother operation.

Like I mentioned before, Advanced Cable does NOT throttle our network therefore we apologize but we cannot make the change you have requested.

If you have any questions regarding this subject, please feel free to contact our technical support department.

Sincerely,

Barbara Abramowitz

954-753-0100

954-345-0783 fax

babramowitz@advancedcable.net



RISE Broadband
619 14th ST SW
Loveland, Co 80537

(b) (b) (6)
(b) (b) (6) (b)
(6)
Rockford IL 61101

Customer Name: (b) (b) (6)
(6)

Date: 11/28/2016

FCC: 1316769

Account Number: (b) (6)

Address: (b) (b) (6) (b)
(6) (6)

Rockford, IL 61101

Issue Summary:

I am a customer of T6 Broadband bought out by Rise Broadband. I pay for a 15MB download service with unlimited data. Since they have taken over my service has been getting worse over time. I am lucky to get speeds at 4 to 5MB download and most of the time it is below 3MB. I live in an area where I have very limited options none of which are a fixed provider. My service is a line of sight radio wave and the tower (I believe I am connected to) is visible and a 1/4 mile down the road. I have given Rise many opportunities to resolve this issue. They have made a couple house visits and I have called tech service over 15 times in thirty days. I have done this mainly to report speeds but once in a while I get a tech that will try to solve the problem, but every time I get a new excuse as to why my service is slow. Their latest tactic was "Because you can't get 15MB down load, why don't we set you up with a 5MB package, we can give you that speed. This will cost less" Well their package would not offer unlimited data and if I alter my plan I lose unlimited data. I feel they are trying to wiggle out of upholding my plan I signed with T6 and are throttling down my download speed to force me to change plans. Now I can't prove this, that's where I hope you can help. I have negotiated different prices that would coincide with the service they are delivering, one of which was \$56/ month (+Taxes) until they could deliver 50% of promised speed consistently, but they only offer \$10 off a month. This is not compensation! I pay over \$100/ month and I get in return 33% of my top promised speed at best. Today 11-15-16 my speed test 141ms ping, .23MB download, and .62MB upload @ 6:30pm this is typical primetime speed 1.5% of contract. FRUSTRATED!!!

Response:

Dear (b) (6)

We sincerely appreciate you taking the time to bring your concerns to our attention, in regard to your Rise Broadband Internet Service.

We have noted that our network team is currently working to establish a time frame on upgrades to the area network (please note case number 1726557). Unfortunately, as we are a line of sight provider, we have also noted that at the present time we are not able to provide line of sight from your home to one of our towers that will support the 15mb capacity. Therefore, our field technician, as well as our customer care agent recommended that we downgrade your account to the 5mb plan, until at such time we are able to provide line of sight to a tower that will afford the higher speeds.

Please note that Rise Broadband is an 'up-to' speed provider; speeds cannot be promised or guaranteed due to the nature of the service delivered. A few excerpts have been captured below from our company's Terms and Conditions specifically related to your concerns. For a full review of these terms, you may visit our website online at www.risebroadband.com:

- **PERFORMANCE LEVELS**

Speed is a function of the traffic experienced upon the wider network architecture of the Internet itself. RISE BROADBAND does not guarantee the maximum Service performance (throughput speeds) levels but will make every reasonable effort to ensure the highest possible quality of service is always delivered. You understand that any content that you may access through the Service may be subject to "caching" at intermediate locations on the Internet.

Rise Broadband does not offer unlimited data packages to any of our residential customers at this time. In an effort to fairly allocate bandwidth to all subscribers on any given tower, Rise Broadband made the decision to enact data limits. We apologize for any inconvenience this has presented.

We have noted that previous credits totaling \$77.41 were provided on the account in October 2016. Additionally, we have offered a \$10.00 discount for the next three months, for a total of an additional \$30.00 in credit.

We sincerely hope this information provides clarification on your concerns. We value you as a customer and sincerely appreciate your continued service with Rise Broadband.

Kind Regards,
Christina, Executive Services
Rise Broadband.

Respondent: Christina, Executive Services, 844-441-7473, vipsupport@risebroadband.com

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

(b) (6) (b) (6) FCC SERVE TICKET #1318220

12-1-16 11:37 AM

[louis@\(b\) \(6\).com](mailto:louis@(b) (6).com)

Acct # (b) (6) - (b)

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

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

[CORAL SPRINGS FL 33065-8014](#)

Good morning (b) (b)

I am emailing to update you and the FCC regarding FCC SERVE TICKET # 1318220, dated 11-17-16, regarding an Internet issue. Our Internet technical support department reviewed your account. On 11-22-16, they called and spoke to you. You stated that your Internet was working fine and that you had no issues. You told them that the complaint was sent by your son (b) . I reviewed your account and I see that on 11-19-16, you upgraded your internet speed from 15 Mbps to 100 Mbps . Please let us know if you need any assistance or have any issues.

Sincerely,

Barbara Abramowitz

954-753-0100

954-345-0783 fax

babramowitz@advancedcable.net



December 19, 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) Complaint Ticket No. 1319705

Dear Ms. Bowers:

Thank you for bringing (b) (6) complaint to our attention. We apologize for any issue she may have experienced with ViaSat.

Our records show that (b) (6) is receiving ViaSat's Exede 12 – 10 GB service plan at \$49.99 a month, and a \$9.99 monthly equipment lease fee. This service plan provides 10 GB of monthly Priority Data allowance for use at regular download speeds up to 12 Mbps, and upload speeds up to 3 Mbps.

It is our goal to provide (b) (6) with the best internet experience possible. However, due to the nature of satellite-based internet service, there are many variables that can affect speeds, such as, weather at the gateway or customer's home, network congestion, as well as the customer's computer equipment. Speeds can also be affected by programs that are running in the background, the use of virtual private networks, the router and the activities a customer engages in on the internet. Some of these variables are outside of ViaSat's control; therefore, it is important to ViaSat that customers are made aware that speeds are not guaranteed and may vary. This is why ViaSat uses the "up to" language in its advertisements, and also disclosed to customers at the point of sale and in its Customer Agreement that speeds may vary and are not guaranteed.

Service speeds once a customer goes over their data allowance are even more variable as disclosed in its Customer Agreement and at the point of sale.

(b) (6) 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 August 31, 2015.

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.



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT



(b) (6) last contacted ViaSat on November 17, 2016 with speeds concerns. ViaSat's Customer Care agent explained to (b) (6) that they had gone over their Data Allowance. Last month ViaSat shows 37.9 GB used when 10 GB were available. The main cause for the usage was web browsing, file sharing, media, and social networking; this was explained to (b) (6) at this time.

ViaSat understands that (b) (6) may still be experiencing speed issues; if so (b) (6) can contact Customer Care at 866-945-3258 and should a service call be needed ViaSat will waive the cost of the service call charge. If (b) (6) feels that the service is not going to meet her needs or expectations ViaSat is willing to waive the early termination fees from the account. (b) (6) can reference ticket number 20899917 when she calls in.

Thank you for the opportunity to respond.

Sincerely,

ViaSat Satellite Services
Consumer Affairs Department

CC: (b) (6)



HIGH-SPEED SATELLITE INTERNET SERVICES FROM VIASAT



Verizon Executive Relations Team
290 W. Mt. Pleasant Ave
FLR 1
Livingston, NJ 07039

December 09, 2016

Complaint

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

RE: (b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
North Tazewell VA 24630
Telephone: (b) (6) (b) (6) (b) (6)
ICNumber: 1320495
Received: November 18, 2016

Dear Ms. Wright,

Thank you for referring the complaint of (b) (6) (b) (6) (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) (b) (6) expressed concern about receiving slower speed with (b) (6) data service.

According to our records, the customer has spoke with technical support about the issue. A technician replaced the splitter at the location on 11/24/16. Verizon records show the service is working properly. Verizon has made several attempts to contact the customer via phone. We have not been successful reaching the customer to discuss this matter further; our contact information has been provided via voicemail.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) (b) (6) (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Monica Belmar
Verizon Executive Relations Team
(804) 772-7822

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



December 21, 2016

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: (b) (b) (b)
Serve Ticket # 1320680

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A technician was deployed to the customer's address on November 19th and swapped out the customer's modem. The technician confirmed that services were operating at the expected level of service after the equipment exchange was completed. (b) (b) may contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jamie Boggio
Paralegal, Regulatory

cc: (b) (b) (b)
(b) (b) (6) (b) (6)
Playa del Rey, CA 90293



P.O. Box 105378
Atlanta, GA 30348

December 12, 2016

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

Re: Name and address:

(b) (b) (6)
(b) (b) (6) (b)
Morrison CO 80465
Serve ticket#: 1320890
Service date: 11/21/2016

Dear Ms. Wright,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In (b) (b) (6) complaint, (b) (b) (6) expressed concern that Verizon Wireless is throttling (b) data speeds.

A thorough review of the above referenced account determined that (b) (b) (6) activated the Verizon Wireless account on June 26, 2009 with the unlimited mobile broadband plan.

Previously, Verizon Wireless did implement its Network Optimization practice to certain of its customers with unlimited data plans who were using 3G devices. Unlike AT&T's practice, Verizon Wireless' Network Optimization was a narrowly tailored policy that applied only at particular cell sites experiencing unusually high demand, and only for the duration of that demand. The practice also only applied to that very small percentage of customers who were heavy data users (among the top 5% of all data users). For this small group of heavy users, proportionally fewer network resources were assigned during such a period of high demand, thus resulting in the temporary reduction in data speeds. Network Optimization was infrequent, and as soon as any period of high demand subsided, or the Network Optimized subscriber connected to a cell site that was not currently experiencing high demand, the practice no longer affected the subscriber's service. While Verizon Wireless believed that this network management practice was a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers, the practice was nevertheless discontinued altogether in June of 2015.

I spoke to (b) (b) (6) on December 6, 2016 in regards to his issue. (b) (b) (6) stated that his major concern is upgrading his equipment. I educated (b) (b) (6) that in order to keep his unlimited mobile broadband plan for 3G devices he could upgrade (b) device; however, the device would have to be a 3G device. (b) (b) (6) plan is only compatible with 3G devices. (b) (b) (6) can upgrade (b) device to any 3G device to retain (b) plan. Any plan change to a 4G device will result in a plan change due to compatibility issue because the unlimited plan is only for 3G devices.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Gil Alfring have any questions or concerns, I may be reached at 8007792067 between 9:30AM - 6:30 PM EST, Monday - Friday.

Sincerely,

Shona J.
Executive Relations

cc: (b) (b) (6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 11/30/2016

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1321525
Response Type: Billing
Service Date: 11/21/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding billing concerns and data usage. AT&T records confirmed (b) (6) (b) (6) was authorized on the information provided.

On 11/22/2016, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and determined that there is no congestion or trouble on (b) (6) (b) (6) o's line. AT&T spoke with (b) (6) (b) (6) on 11/28/2016 and agreed to issue a credit for \$210.00 for (b) (6) Internet usage charges from 03/2016 to 11/2016. AT&T suggested to (b) (6) (b) (6) that (b) (6) secure (b) (6) modem as thirty-nine devices were found to be connected with five of them being active. (b) (6) (b) (6) stated that (b) (6) will have (b) (6) nephew assist (b) (6) with securing the modem.

(b) (6) (b) (6) o's issues have been addressed and AT&T provided contact information should (b) (6) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Jesse Encinas at je9397@att.com or (210) 841-6646.

Sincerely,

Jesse Encinas

Manager - Office of the President
AT&T Services Inc.

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



December 15, 2016

Ms. Sharon Bowers
Federal Communications Commission
Consumer Inquiries and Complaints Division
Washington, DC 20554

**Re: Van Norman, Haydn – IC# 1328837
Notice of Complaint filed 11/29/2016**

Dear Ms. Bowers:

Please be advised that CenturyLink has completed a review of the complaint filed by (b) (6). (b) (6) states that he is getting lots of buffering even on low quality videos, Netflix, YouTube etc. He says websites like Fast.com and Speedtest.net indicate that his speed is fine and even better than it should so he concludes that CenturyLink is making those websites faster to cover up the low speeds actually given.

CenturyLink regrets any issues (b) (6) is experiencing with buffering on his videos. As confirmed by the independent speed test sites listed in (b) (6) complaint, the line is testing at 100 to 125% of the purchased speed of 40Mbps down, 5Mbps up speeds and the line is stable. The last reported issue was a loss of connection in February 2016, which was resolved by rebooting.

CenturyLink actively manages its network to reduce or eliminate congestion, but does not prioritize, degrade or block any specific application on the Internet. Internet congestion and issues not under CenturyLink's control can impact a customer's individual applications. CenturyLink advises customers of possible speed fluctuations in its ads and in the terms and conditions agreed to prior to activating service, "...The bandwidth available to each device connected to the network will vary depending upon the number, type and configuration of devices using the Service and the type of use (e.g., streaming media), among other factors...The speed of the Service will vary based on network or Internet congestion, your computer configuration, the condition of your telephone line and the wiring inside your location...Listed broadband speeds vary due to conditions outside of network control, including customer location and equipment, and are not guaranteed."

Sincerely,


Brenda Spence

Cc: (b) (6)

930 15th St. 11th Flr
Denver, CO 80202
Tel 844-268-0164
Fax 888-634-0013



December 29, 2016

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Ms. (b) (6) (b) (6)
Serve Ticket # 1329564

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A service call was completed on December 6, 2016. The technician replaced faulty equipment and provided information to the customer about the customer-owned equipment. Services were operating at the expected level of service after the service call was completed. (b) (6) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience our customer may have experienced. Please do not hesitate to contact me if you have any questions.

Respectfully submitted,
/s/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: (b) (6) (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) #
Huntington Beach CA 92647



November 30, 2016

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6)
North Las Vegas, NV 89081

Re: (b) (6) (b) (6)
FCC File #1329904
Response Due Date: December 29, 2016

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

This letter is in response to your above-referenced complaint regarding the Cox High Speed Internet speeds in your home.

Upon receipt of this complaint, our Executive Escalations Department reviewed your account, equipment, and signal and determined there appeared to be no widespread outages or signal issues impacting your home. In an effort to resolve your concerns, our Executive Escalations Department attempted to reach you by telephone and e-mail on November 29, 2016 and November 30, 2016 to schedule a Cox Service Technician to visit your home and investigate your speed concerns but were unsuccessful on all attempts.

Should you happen to return the calls of our Executive Escalations Department, our company will be happy to assist you in scheduling a service repair appointment to address your concerns. Additionally, we would like to add that Cox Communications does not throttle the connection or speeds of our subscribers under any circumstances.

We hope this information has been helpful and please contact our Executive Escalations department at (844) 233-3044 should you have additional questions or concerns regarding this complaint.

RESPONDING ON BEHALF of Cox Communications Las Vegas, Inc.

A handwritten signature in black ink, appearing to read "Douglas Garrett". The signature is fluid and cursive, with a long, sweeping tail that extends to the right.

Douglas Garrett
Executive Director, Regulatory Affairs

cc: Federal Communications Commission via Zendesk



December 27, 2016

Sharon Bowers, Chief, Consumer Inquiries and Complaint Division
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

(b) (b) (6)
(b) (b) (6) (b)
Sachse, TX 75048

Complaint No.: 1330275
Received: November 30, 2016

Dear Ms. Bowers:

Frontier Communications has received notification of a complaint from the above individual.

According to the complaint:

- (b) (b) (6) advises (b) has difficulty streaming when using Frontiers' Internet services. (b) (b) (6) indicates (b) is concerned that Frontier is blocking or slowing down (b) Internet download speeds and is not following net neutrality rules.

Frontier has investigated the above statements and offers the following response:

- Frontier advises that Internet service speeds are based upon many factors, including network congestion, customer location, customer equipment, and WiFi network interference. Customer speeds may vary over time.
- Frontier tested the access line providing (b) (b) (6) service and found that Internet service speeds were within an acceptable range.
- Frontier advises that it follows the FCC's net neutrality rules and does not block, inhibit, or throttle any specific applications or classes of application.

If (b) (b) (6) any additional questions, please contact the undersigned.

We trust that this information will assist the Commission in closing this complaint.

Sincerely,

Katie O'Brien
877-433-3806, Ext# 2671

cc: (b) (b) (6)



December 30, 2016

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
T-Mobile Account Holder: (b) (6) (b) (6)
Your File No. 1331949
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of a letter dated November 30, 2016, from (b) (6) (b) (6) regarding the above-referenced account. Please be advised that T-Mobile records indicate the account holder of record is (b) (6) (b) (6). As (b) (6) (b) (6) is not an authorized user on the account a courtesy copy of this letter will be directed to (b) (6) (b) (6).

T-Mobile is sorry to hear that (b) (6) (b) (6) has concerns about our new and exciting *T-Mobile ONE* offer. *T-Mobile ONE* represents a fundamental change to current carrier data plans and pricing, allowing customers unlimited access to talk, text and high speed mobile data – so they can use data as they please, when they please, without worrying about data usage or high speed “buckets” on their plans.

We would like to address (b) (6) (b) (6) specific complaint regarding the high-definition (“HD”) video add-on fee. Instead of addressing the growing demand for video by charging more, T-Mobile originally designed *T-Mobile ONE* as an innovative solution that actually provides a substantial discount to its customers. Because most T-Mobile customers view video on small screens where HD offers few or no advantages over the standard-definition (“SD”) quality that T-Mobile is providing under *T-Mobile ONE*, this offering was seen as a great fit for the majority of customers. Those customers are able to choose SD video in exchange for a substantial discount, while continuing to enjoy an unlimited experience. This also frees up network resources and improves network performance for all customers.

However, since our original announcement, we have heard from some customers that access to HD quality video is important for them. Therefore, as we always do, we listened to the feedback from our customers and, on Monday, August 29, 2016, we announced new HD video options to choose from. First, we will be offering *unlimited* HD Day Passes to *T-Mobile ONE* customers - for just \$3.00 per day – beginning in October. Second, T-Mobile announced *T-Mobile ONE Plus* for power users who want to stream unlimited HD video and get faster mobile hotspot data speeds, including when traveling. T-Mobile is the **first and only** wireless provider to offer unlimited high speed mobile hotspot data.

For an additional \$25.00 per month, per line of service, customers can upgrade to *T-Mobile ONE Plus* and receive unlimited mobile hotspot data, unlimited HD data passes and twice the browsing speeds when traveling abroad. More information about *T-Mobile ONE* and *T-Mobile ONE Plus* can be found at: <https://newsroom.t-mobile.com/news-and-blogs/t-mobile-one-amped.html>.

(b) (6) also expressed concern that T-Mobile ONE is a violation of the FCC's Open Internet rules. T-Mobile believes that the *T-Mobile ONE* and *T-Mobile ONE Plus* offers are consistent with Open Internet rules and are positive and innovative services that let the customer choose from of a menu of options when they sign up for service. For example, under *T-Mobile ONE*, the customer chooses their video streaming experience – SD at a substantial discount, or HD either with data passes or as part of the *T-Mobile ONE Plus* offering. We have given the customer additional tools and options to enhance their T-Mobile experience, not taken anything away. Offering customers the ability to choose those plan features that matter the most to them at the right price is exactly the type of innovative offer that the Open Internet rules permit.

To learn more about T-Mobile's Open Internet practices, please visit <https://www.t-mobile.com/company/company-info/consumer/internet-services.html>.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-8067.

Very truly yours,

T-MOBILE USA, INC.

Sharon Baca
Executive Response

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Patchogue, NY 11772-1544



Executive & Regulatory Services
P.O. Box 169014
Irving, TX 75016

December 9, 2016

Sharon Bowers, Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: FCC IC 1334342
Complaint of (b) (b)
Notice of Informal Complaint Dated December 1, 2016

Dear Ms. Bowers:

Sprint is in receipt of the above-referenced complaint of (b) (b) (b) regarding our Boost Mobile product. This complaint was served on Sprint on December 1, 2016. According to the information provided, (b) (b) states that (b) has 7GB of data included in (b) Boost Mobile plan; however, (b) believes (b) is (b) throttled prior to the 7GB being reached. He asks (b) that Boost Mobile stop throttling data service.

We are dedicated to providing our customers world-class wireless services at the most competitive pricing levels possible. Therefore, in an effort to ensure that our network is performing at optimum levels, we reserve the right to limit data throughput speeds for the remainder of a billing cycle once a customer reaches their allowed amount of data usage in that billing cycle. As outlined in our Boost Mobile Terms of Service, unlimited data services remain available to customers once that threshold is reached; however, maximum data speeds will be reduced until the next bill cycle begins.

We regret any inconvenience this matter may have caused (b) (b) while attempting to address (b) data speed reduction concerns. During our initial discussion (b) (b) (b) on December 1, 2016, (b) advised (b) of the information outlined above. We also advised (b) (b) that we would request for data research (b) be done on (b) account. After review, our data team (b) found no error on behalf of Boost Mobile. Further, the research determined that not only did (b) (b) reach his threshold of 7GB, but (b) exceeded the amount before the reduction in speed took place. As such, (b) speeds were reduced. At that time, (b) (b) refused to speak with our office any further. As such, we believe this matter has been fully addressed.

On behalf of Sprint, I apologize for any inconvenience this matter may have caused (b) (b). If (b) has questions regarding this matter, (b) (b) may contact me by calling our Sprint Executive & Regulatory Services department toll-free at 1-855-848-3280, ext 3717. I am available Monday, Tuesday, Thursday, and Friday from 7:30 a.m. to 5:30 p.m., Central Time.

Sincerely,

Shannon P.
Shannon P.
Executive Services Analyst

2232470

c: (b) (b) (b)
(b) (b) (b) (b)
Hyde Park, NY 12538



December 20, 2016

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
Your File No. 1334410
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of your correspondence dated December 1, 2016, regarding the above-referenced informal complaint filed by T-Mobile customer, (b) (6) (b) (6). T-Mobile appreciates this opportunity to respond to (b) (6) (b) (6) complaint.

T-Mobile is sorry to hear that (b) (6) (b) (6) has concerns about our new and exciting *T-Mobile ONE* offer. *T-Mobile ONE* as well as to hear that the performance of T-Mobile’s data network has, at times, not lived up to (b) (6) (b) (6) expectations.

T-Mobile’s records confirm that (b) (6) (b) (6) activated his T-Mobile account on November 7, 2016, with mobile number ending in (b) (6). Further review confirms that (b) (6) (b) (6) is currently subscribed to *T-Mobile ONE*. *T-Mobile ONE* gives customers unlimited talk and text as well as a variety of Un-carrier benefits including *Simple Global*, *Stateside International Unlimited Texting*, and *Mobile Without Borders*.

On all plans, during congestion the top 3% of data users (currently over 26 GB per month) may notice reduced speeds until the next bill cycle. For the top 3% of data users, the majority of data usage must be on a smartphone. Smartphone usage is prioritized over tethering usage. See <https://www.t-mobile.com/company/company-info/consumer/internet-services.html> for data management details.

While it is T-Mobile’s goal and commitment to provide the fastest data speeds in the wireless industry, there are times and places where network speeds can be slowed significantly because network loading is high enough to exceed the available capacity. In such circumstances, T-Mobile must take affirmative steps to manage the network for the best overall experience of the most customers. T-Mobile wants customers to use and enjoy our services as much as possible, but successful management of our network requires us to prioritize the data usage of customers when the demands for network capacity outstrip the available capacity.

Further review indicates that data usage on (b) (6) (b) (6) account is very high relative to other customers. In fact, (b) (6) (b) (6) account is among the highest data usage accounts on T-

Mobile's network. T-Mobile's review of (b) (b) (6) account, we have confirmed that during the previous billing cycle a total of 36,829.00 megabytes (36.829 GB) of data were used.

As a very heavy user of T-Mobile services, (b) (b) (6) usage may be prioritized below that of other customers in order to facilitate a fair allocation of network resources among all customers when and where network loading is high enough to exceed the available capacity. Where the network is lightly loaded, a very heavy user, such as (b) (b) (6) will likely notice little, if any, affect from this lower priority. However, at times and places where the network is heavily loaded, a very heavy user, such as (b) (b) (6) can expect to see some material reduction in data speeds.

The number of locations where this condition arises is very small and T-Mobile constantly works to improve the network capacity in these areas, but there are limits on how much spectrum capacity is available. The lower speed that results from heavy network loading is temporary. When network loading goes down or a very heavy user moves to any area that is less heavily loaded, the user's speeds will go up.

We understand that if (b) (b) (6) regularly uses our service in a location which is often heavily loaded, T-Mobile may not be able to provide the service that is best for (b) (b) (6) high amount of data usage. Further review confirms that (b) (b) (6) is not financing T-Mobile equipment through T-Mobile and he does not have a service contract with us and he may cancel his service without incurring on an early termination fee.

Of course, if (b) (b) (6) does not wish to cancel (b) T-Mobile service, (b) is not required to do so. (b) (b) (6) is welcome to continue (b) service and account with T-Mobile, understanding that (b) may continue to experience reduced data speeds in places where the network is heavily loaded and his amount of data usage is disproportionately high.

Based upon the foregoing, we respectfully request that this informal complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-8016.

Very truly yours,

T-MOBILE USA, INC.

Maggie Rose
Executive Response

cc: (b) (6) (b) (6)
(b) (b) (6) (b) (6)
Oklahoma City, OK 73112

January 3, 2017



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) (b)
(b) (b) (b) (b)
Orem, UT 84057

FCC IC File Number: 1334496
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 8, 2016

To the Commission:

This letter is in response to the above-referenced complaint submitted to the Commission by (b) (b) (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 Mr. Garcia's 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:

- 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.

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>

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

Further, Comcast does not "throttle" or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a "best efforts" basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast's or other networks.

On December 15, 2016, a Comcast Customer Security Assurance technician contacted (b) (b) (6) to advise (b) (b) (6) of the aforementioned information and address any other concerns. The technician provided her direct contact information so that (b) (b) (6) can contact her with any further questions or concerns.

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

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (b) (6)



January 2, 2017

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: (b) (b) (6) (b) (6)
FCC Serve Ticket Number: 1334727

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A service call was completed and a technician determined an incorrect set-up with the modem and router. Changes were made to the settings, and we monitored the modem to ensure there were no additional issues. The technician confirmed his service was operating at the expected level of service. (b) (b) (6) may contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: (b) (b) (6) (b) (6)
(b) (b) (6) (b) (6)
Celina OH 45822



P.O. Box 3190
Chandler, AZ 85244

December 30, 2016

Sharon Wright
Acting Division Chief
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington DC 20554

Re: Name and address:

(b) (b) (6)
(b) (b) (6) (b)
Ammon ID 83406
Serve ticket#: 1338522
Service date: 12/08/2016

Dear Ms. Wright,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In his complaint, (b) (b) (6) states he believes Verizon Wireless is limiting his throughput speeds once he uses 5GB of data each month, even though he has an unlimited data plan. For that reason, (b) (b) (6) requested to have Verizon's data service practices investigated.

(b) (b) (6) activated (b) Verizon Wireless account on June 6, 2002. (b) (b) (6) currently has two lines of service that both have the Email and Web Unlimited data features. The features were added to mobile number (b) (b) (b) on November 12, 2010, and to mobile number (b) (b) (b) on January 14, 2014.

The process of slowing a customer's data throughput speeds is sometimes referred to as *throttling*. Verizon Wireless' Email and Web Unlimited data features have never been subject to throttling. Previously, Verizon Wireless did implement a practice of Network Optimization to certain customers with Email and Web unlimited data features who were using 3G devices. Unlike the practice of throttling utilized by our competitors, Verizon Wireless' Network Optimization was a narrowly tailored policy that applied only at particular cell sites experiencing unusually high demand, and only for the duration of that demand. The practice also only applied to that very small percentage of customers who were heavy data users (among the top 5% of all data users). For this small group of heavy users, proportionally fewer network resources were assigned during such a period of high demand, thus resulting in the temporary reduction in data speeds. Network Optimization was infrequent, and as soon as any period of high demand subsided, or the Network Optimized subscriber connected to a cell site that was not currently experiencing high demand, the practice no longer affected the subscriber's service. While Verizon Wireless believed that this network management practice was a fair way of allocating shared and finite network resources to ensure a great wireless experience for all of our customers, the practice was nevertheless discontinued altogether in June of 2015.

After a thorough review of (b) (b) (6) lines, their data usage histories, and Verizon Wireless' network practices, we have found no evidence that (b) (b) (6) lines have ever experience Network Optimization. Therefore, any slower speeds that (b) (b) (6) may be experiencing are not related to specific levels of usage on (b) mobile lines. We have no reason to believe that (b) (b) (6) is experiencing service speeds that would be outside of the norm for (b) home service area.

Verizon Wireless sincerely regrets any inconvenience incurred while resolution was sought in this matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Mr. Seekford have any questions or concerns, he may call me at 847-289-3545 between 8:00 AM - 5:00 PM Central Time, Monday - Friday, or he may contact Customer Service at 800-922-0204.

Sincerely,

Dion M.

Executive Relations

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 12/23/2016

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b) (6)
File No.: 1342283
Response Type: Internet
Service Date: 12/7/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (b) (6) regarding AT&T Internet (formerly known as U-verse Internet) speed concerns. AT&T records confirmed (b) (b) (6) was authorized on the account information provided.

On 12/08/2016, AT&T contacted (b) (b) (6) via voicemail and sent an email to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that a technician was dispatched and (b) (b) (6)'s service was monitored by technical support. The technician stated no trouble found and verified all services and all tests passed. On 12/23/2016, AT&T left a message for (b) (b) (6) to confirm all issues have been resolved.

(b) (b) (6)'s issues have been addressed and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Alexandria Mullins at AM2975@att.com or (925) 277-6748.

Sincerely,

Alexandria Mullins
Manager - Office of the President
AT&T Services Inc.

cc: (b) (b) (6)



January 9, 2017

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
T-Mobile Account Holder: (b) (6) (b) (6)
Your File No. 1342441
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of your correspondence dated December 7, 2016, from (b) (6) (b) (6) regarding the above-referenced account. Please be advised that T-Mobile records indicate the account holder of record is (b) (6) (b) (6). T-Mobile has determined that (b) (6) (b) (6) and (b) (6) (b) (6) are one and the same.

T-Mobile regrets any concerns Mr. (b) (6) experienced in regards to (b) data speeds. We are sorry that the performance of T-Mobile’s data network has, at times, not lived up to (b) (b) (6) expectations. While it is T-Mobile’s goal and commitment to provide the fastest data speeds in the wireless industry, there are times and places where network speeds can be slowed significantly because network loading is high enough to exceed the available capacity. In such circumstances, T-Mobile must take affirmative steps to manage the network for the best overall experience of the most customers. T-Mobile wants customers to use and enjoy our services as much as possible, but successful management of our network requires us to prioritize the data usage of customers when the demands for network capacity outstrip the available capacity.

T-Mobile’s records indicate that data usage on (b) (b) (6) account is very high relative to other customers. In fact, (b) (b) (6) account is among the highest data usage accounts on T-Mobile’s network.

As a very heavy user of T-Mobile services, (b) (b) (6) usage may be prioritized below that of other customers in order to facilitate a fair allocation of network resources among all customers when and where network loading is high enough to exceed the available capacity. Where the network is lightly loaded, a very heavy user, such as (b) (b) (6) will likely notice little, if any, affect from this lower priority. However, at times and places where the network is heavily loaded, a very heavy user, such as (b) (b) (6) can expect to see some material reduction in data speeds.

The number of locations where this condition arises is very small and T-Mobile constantly works to improve the network capacity in these areas, but there are limits on how much spectrum capacity is available. The lower speed that results from heavy network loading is temporary. When network loading goes down or a very heavy user moves to any area that is less heavily loaded, the user's speeds will go up.

We understand (b) if (b) (b) (6) regularly uses our service in a location which is often heavily loaded, T-Mobile may not be able to provide the service that is best for (b) (b) (6) high amount of data usage.

Thus, if (b) (b) (6) believes that (b) high data usage may continue to be a concern, T-Mobile is willing to allow (b) (b) (6) to cancel (b) T-Mobile service and any Equipment Installment Plan ("EIP") obligations (b) may owe on (b) T-Mobile devices. If (b) (b) (6) chooses to cancel (b) service and EIP obligations, T-Mobile will refund any EIP payments (b) (b) (6) has already made on (b) devices and waive any remaining installment obligations, provided only that (b) (b) (6) returns his devices to T-Mobile. Additionally, if (b) (b) (6) was eligible for a T-Mobile offer to reimburse (b) early termination fees with another provider when (b) activated service with T-Mobile, we will continue to honor such reimbursement offer after cancellation of his service.

Of course, if (b) (b) (6) does not wish to cancel (b) T-Mobile service, (b) is not required to do so. (b) (b) (6) is welcome to continue (b) service and account with T-Mobile, understanding that (b) may continue to experience reduced data speeds in places where the network is heavily loaded and (b) amount of data usage is disproportionately high.

It is important to (b) that on November 19, 2015, T-Mobile launched Binge On, our answer to address customers' growing demand for mobile video. Video streaming has become the #1 way many people use data. Binge On is powered by technology built into our network that optimizes all detectable streaming video for mobile screens at DVD quality (480p or better), including YouTube, so it is more reliable and consistent, provides a satisfying viewing experience, and uses up less data.

(b) (b) (6) also indicates concerns that (b) (6) On was automatically enabled. At T-Mobile, we strive to default all of our new and exciting customer benefits to "ON." We do not like to make customers dig around to find great new benefits -- that is something a traditional carrier would do when they really hop, the consumer won't take any action. Our feeling is that if people saw our TV commercials about Binge On, then went to watch ten hours of video expecting it to be free, and only THEN learned that they needed to go into their settings to activate this new benefit, it would create more pain points than we were trying to eliminate. Thus, everyone on an eligible plan was given Binge On from the beginning. We regret any inconvenience to (b) (b) (6)

T-Mobile records confirm that (b) (b) (6) account is a Business/Retail account type with eight voice lines of service. (b) (b) (6) account is subscribed to the *T-Mobile One @ Work* rate plan. It is important to note that as part of this rate plan Binge On is a built in feature and therefore, is unable to be disabled. Should (b) (b) (6) wish to have the option of disabling Binge On (b) may choose to change (b) account to an eligible rate plan.

(b) (b) (6) may contact T-Mobile Business Care at 800-375-1126 for assistance in choosing and changing (b) rate plan.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-7969.

Very truly yours,

T-MOBILE USA, INC.

Diana Johnson
Executive Response

cc: (b) (6) (b) (6)
(b) (6) (b) (6)
Rego Park, NY 11374

January 5, 2017



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)
(b) (6) (b) (6) (b) (6) (b) (6)
Northport, AL 35476

FCC IC File Number: 1343646
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 8, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (6) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (6) (b) (6) wireless router, and congestion on Comcast’s or other networks.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) (b) (6) to advise (b) (6) 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) (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) (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)



January 5, 2017

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

RE: (b) (6) (b) (6) (Ticket ID 1345448)

To Whom It May Concern:

This letter is in response to the complaint referenced above against Metronet.

Metronet is a customer-focused company and we apologize for any inconveniences (b) (6) (b) (6) has encountered while using our services. We hope this letter explains our position to (b) (6) (b) (6) (b) (6)

As stated in our Terms and Conditions, all speed and throughput levels for Metronet's Internet services are "up to" levels and represent the higher end of the ranges of speed and throughput our customers can expect to receive from our Internet service. We provision our customers' Internet service and engineer our network to deliver the speeds to which our customers subscribe. However, we do not guarantee that a customer will actually achieve specific speeds at all times. A variety of factors can affect upload and download speeds, including customer equipment, network equipment, congestion beyond our network, performance issues with an Internet application, content, and more.

Metronet technicians have worked with (b) (6) (b) (6) and helped troubleshoot the reported Internet issues. It is important to note that Metronet only limits (b) (6) (b) (6) Internet service to the maximum upload and download speeds of the service package to which (b) (6) subscribes.

Metronet appreciates having (b) (6) (b) (6) as a customer and we invite (b) (6) to call our Customer Service Department at 877-407-3224 or visit our local office should (b) (6) have any other concerns.

Respectfully,

Metronet Regulatory Department

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



January 10, 2017

(b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Fayetteville, AR 72703

Re: (b) (6) (b) (6)
FCC File #: 1347182
Response Due Date: January 11, 2017

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

This letter is in response to your above referenced complaint.

While there are many factors that affect Internet speeds, for example: WiFi connections in your home, or the limitations placed by the website you are viewing or uploading to, please be assured Cox does not throttle your Internet connection or interfere with any lawful use of your Internet service.

You currently subscribe to Cox Essential Internet service. With Essential Internet service you can access up to 15 Mbps download speeds and up to 2 Mbps upload speeds.

In receipt of this complaint you spoke with a resolution specialist on December 12th. You explained the problem occurs when you access a specific website. The resolution specialist did not find a signal problem going to your modem. You verified you can access different websites without a problem. The resolution specialist advised this could be a problem with the specific website and provided troubleshooting suggestions.

We apologize for any inconvenience this may have caused and appreciate the opportunity to address your concern.

Thank you.

RESPONDING ON BEHALF of CoxCom, LLC

A handwritten signature in black ink, appearing to read "Doug Garrett". The signature is fluid and cursive, with a long, sweeping tail.

Douglas Garrett
Executive Director, Regulatory Affairs
cc: Federal Communications Commission via Zendesk



January 5, 2017

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) (b) (6)
(b) (6) (b) (6) (b) (6)
Hercules, CA 94547

FCC IC File Number: 1347593
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 12, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (6) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (6) (b) (6) wireless router, and congestion on Comcast’s or other networks.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (6) (b) (6) to advise (b) (6) 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) (b) (6) have further questions regarding this matter.

A Comcast Executive Customer Relations representative made several attempts to contact (b) (6) (b) (6) to address (b) (6) service concerns and apologize for any inconvenience and frustration (b) (6) may have experienced in attempting to resolve this issue. Unfortunately, all attempts were unsuccessful. The representative left a message with her direct contact information should (b) (6) (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) (b) (6)

Sincerely,

Customer Security Assurance
720-616-7739

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



January 25, 2017

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)
(b) (6) (b) (6) (b) (6)
Hercules, CA 94547

FCC IC File Number: 1347593 Rebuttal
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: January 5, 2017

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (6) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (6) (b) (6) wireless router, and congestion on Comcast’s or other networks.

On January 16, 2017, a Comcast Customer Security Assurance technician contacted (b) (6) (b) (6) to discuss (b) (6) concerns and provide the above information. The technician apologized for any inconvenience or frustration (b) (6) (b) (6) experienced while attempting to resolve this matter and provided her direct contact information so that (b) (6) (b) (6) can contact her with any further questions or concerns.

Lastly, a Comcast Executive Customer Relations representative made several attempts to contact (b) (6) (b) (6) to discuss (b) (6) premium channel subscription concerns. Unfortunately, all attempts were unsuccessful. The representative provided her direct contact information so that (b) (6) (b) (6) can contact her with any further questions or concerns regarding premium channel subscriptions.

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

Sincerely,

Customer Security Assurance
720-616-7739

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



January 3, 2017

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

Re: (b) (6) (b) (b) (b) (b) (b) (b) (6)
Plantation, FL 33324

FCC IC File Number: 1347942
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 12, 2016

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (6) (b) regarding XFINITY service.

I made several attempts to contact (b) (b) using all available contact methods. While my attempts were unsuccessful, our records indicate that a service call is necessary in order to address (b) (b) (6) service concerns. Contact with (b) (b) is necessary in order to schedule a service call at (b) convenience. I apologize for any inconvenience and overall experience while attempting to resolve this matter.

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter, which includes my contact information, to (b) (b) should there be additional questions or concerns.

Sincerely,

Dametria A.
Executive Customer Relations
(954)-534-7239

cc: (b) (6) (b)

January 4, 2017



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) (b) (6)
(b) (b) (6) (b)
Stockton, CA 95209

FCC IC File Number: 1347951
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 12, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast’s or other networks.

A Comcast Customer Security Assurance technician made several attempts to contact (b) (b) (6) to advise (b) 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) (b) (6) have further questions regarding this matter.

A Comcast Executive Customer Relations representative contacted (b) (b) (6) to address (b) service concerns. (b) (b) (6) is not an authorized user on the account. We must speak with the account holder in order to resolve this concern. The representative provided her direct contact information should (b) (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) (b) (6)

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (b) (6)



January 10, 2017

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: (b) (b) (6) (b) (6)
FCC Serve Ticket Number: 1348336

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

Field Operations representatives met with (b) (b) (6) at his residence on December 19th to investigate (b) concerns. They spent a considerable amount of time at the home and did witness the issues with the Internet. However, they determined that there was nothing at the home causing the problems, and that any issues were actually happening outside of our network. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: (b) (b) (6) (b) (6)
(b) (b) (6) (b) (6)
Midway KY 40347



Erika P. Smith
Manager State Regulatory Matters
800 Hinesburg Road
So. Burlington, VT 05403

January 25, 2017

Filed Electronically

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

Re: Serve Ticket No. 1348339: Chevalier, Renee

Dear Ms. Bowers:

Thank you referring the complaint of (b) (6) to FairPoint Communications for review. (b) (6)
(b) (6) expressed concern regarding her FairPoint internet service.

Records indicate that the customer's concerns have been investigated and technicians have been dispatched to address any problems with the customer's line. On the last visit, technicians did not find any trouble in FairPoint's equipment or lines. The line tested good to the customer's network interface and tests showed good speeds to the customer's modem. The technician went to the customer's residence in an attempt to investigate further and the customer was unwilling to allow access. We contacted the customer with regard to a separate complaint filed with your office (ticket number 1386553) and she indicated that she did not care for any additional help.

FairPoint is confident this information will assist you in closing this complaint and apologizes for any inconvenience (b) (6) experienced.

Yours truly,

A handwritten signature in blue ink that reads "EPS/MS".

Erika P. Smith

cc: (b) (6)

January 4, 2017



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) (b) (6)
(b) (b) (b) (b) (6) (b) (6) (b)
Daly City, CA 94015

FCC IC File Number: 1350323
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 13, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast’s or other networks.

On December 14, 2016, a Comcast Customer Security Assurance technician contacted (b) (b) (6) to advise him of the aforementioned information and address any other concerns. The technician provided her direct contact information so that (b) (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) (b) (6)

Sincerely,

Customer Security Assurance
(720) 616-7739

cc: (b) (b) (6)

January 5, 2017



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) (b) (6)
(b) (6) (b) (6) (b) (6) (b) (6)
Kirkland, WA 98033

FCC IC File Number: 1352058
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 16, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting the (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of the (b) (6) wireless router, and congestion on Comcast’s or other networks.

Further, 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 the (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:

- 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 the (b) (6) to advise (b) 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 the (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 the (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (b) (b)

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>



January 4, 2017

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) (b) (6)
(b) (b) (b) (b) (6) (b) (6) (b) (b) (b)
Peoria, IL 61614

FCC IC File Number: 1353948
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 15, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast’s or other networks.

On December 17, 2016, a Comcast Customer Security Assurance technician contacted (b) (b) (6) to advise (b) of the aforementioned information and address any other concerns. The technician offered to schedule a service appointment at (b) (b) (6) residence to check his service; however, (b) (b) (6) declined. The technician provided her direct contact information so that (b) (b) (6) can contact her with any further questions or concerns regarding (b) 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) (b) (6)

Sincerely,

Customer Security Assurance
(720) 616-7739

cc: (b) (b) (6)



January 10, 2017

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: (b) (b) (6) (b) (6)
FCC Serve Ticket Number: 1354284 (in rebuttal to Serve Ticket # 1194474)

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its rebuttal response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A Technical Operations Manager performed another maintenance sweep and did not discover any issues with the services being supplied to (b) (b) (6) home. We have confirmed that (b) services are operating at the expected level of service. Our position remains unchanged as outlined in our November 25, 2016 response.

Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
William C. Wesselman
Director – Law, Regulatory Compliance

cc: (b) (b) (6) (b) (6)
(b) (b) (6) (b)
Austin TX 78727



January 4, 2017

Sharon Bowers, Chief, Consumer Inquiries and Complaint Division
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

(b) (b) (6) (b)
(b) (b) (b) (b) (b)
Angola, IN 46703

Complaint No.: 1356573
Received: December 27, 2016

Dear Ms. Bowers:

Frontier Communications has received notification of a complaint from the above individual.

According to the complaint:

- (b) (b) (6) advises that (b) has had data loss issues with (b) residential satellite Internet service and requests assistance determining what would cause a large loss of data on his 5 gigabyte plan.

Frontier has investigated the above statements and offers the following response:

- Frontier discussed the issues with (b) (b) (6) and determined that (b) (b) (6) usage of data on (b) 5 gigabyte plan is likely the result of factors unrelated to Frontier which may include viruses on (b) personal equipment or scheduled system updates of (b) own devices.
- Frontier has supplied (b) (b) (6) with 5 gigabytes of data for (b) use at the beginning of each cycle and no plan changes have occurred.
- Frontier apologizes for any inconveniences (b) (b) (6) has experienced.

If (b) (b) (6) has any additional questions, please contact the undersigned.

We trust that this information will assist the Commission in closing this complaint.

Sincerely,

Jessica Millett
844-320-4445, Ext# 111-1189

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



January 3, 2017

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (6) (b) (6)
Your File No. 1356643
T-Mobile Account No. (b) (6)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of your correspondence dated December 20, 2016, regarding the above-referenced account. We are pleased to report that we have resolved (b) (6) concerns to (b) satisfaction.

T-Mobile regrets any concerns (b) (6) experienced with the functionality of (b) T-Mobile ONE Plus service. T-Mobile ONE represents a fundamental change to current carrier data plans and pricing, allowing customers unlimited access to talk, text and high speed mobile data – so they can use data as they please, when they please, without worrying about data usage or high speed “buckets” on their plans. Instead of addressing the growing demand for video by charging more, T-Mobile originally designed T-Mobile ONE as an innovative solution that actually provides a substantial discount to its customers. Because most T-Mobile customers view video on small screens where HD offers few or no advantages over the standard-definition (“SD”) quality that T-Mobile is providing under T-Mobile ONE, this offering was seen as a great fit for the majority of customers. Those customers are able to choose SD video in exchange for a substantial discount, while continuing to enjoy an unlimited experience. This also frees up network resources and improves network performance for all customers.

However, since our original announcement, we have heard from some customers that access to HD quality video is important for them. Therefore, as we always do, we listened to the feedback from our customers and, on August 29, 2016, we announced new HD video options to choose from. First, we offered unlimited HD Day Passes to T-Mobile ONE customers - for just \$3.00 per day. Second, T-Mobile announced T-Mobile ONE Plus for power users who want to stream unlimited HD video and get faster mobile hotspot data speeds, including when traveling. T-Mobile is the first and only wireless provider to offer unlimited high speed mobile hotspot data. For an additional \$25.00 per month, per line of service, customers like (b) (6) can upgrade to T-Mobile ONE Plus and receive unlimited mobile hotspot data, unlimited HD data passes and twice the browsing speeds when traveling abroad.

In regard to (b) (6) concerns regarding “reprioritizing”, our goal and commitment to all of our customers, like (b) (6) is to provide the fastest data speeds in the wireless industry and provide best network experience for all of our customers; however, there are times and places where network speeds can be slowed significantly because network loading is high enough to exceed the available capacity based on competing customer demands. In such circumstances, T-Mobile must take affirmative steps to manage the network for the best overall experience for our customers. T-Mobile wants customers, like (b) (6) to use and enjoy our services as much as possible and successful management of our network

requires us to take steps to optimize overall network performance and maintain a consistent quality experience for our customers. As a result we may temporarily reduce data throughput speeds for a small fraction of customers who use a disproportionate amount of bandwidth. Additional information about this process can be found in (b) (6) Terms and Conditions of Service.

T-Mobile's records indicate that (b) (6) data usage is at high levels relative to other customers. Upon review of (b) (6) account, our records reflect that from November 20, 2016, through December 19, 2016, (b) (6) had used approximately 188 gigabytes ("GB") of 4G/LTE data so (b) usage may have been prioritized. As a result, and pursuant to our disclosed network management practices, (b) (6) data usage may at times have been prioritized below that of other customers in order to facilitate a fair allocation of network resources among all customers when and where network loading is high enough to exceed the available capacity. Where the network is lightly loaded, a very heavy user, such as (b) (6) will likely notice little, if any, affect from this lower priority. However, at times and places where the network is heavily loaded, a very heavy user will see some reduction in data speeds. It should be noted that this is in no way related to his selected data feature.

Please be advised that under no circumstances does T-Mobile limit when customers like (b) (6) can enable their HD data passes with a paid subscription to T-Mobile One Plus. Please be assured that T-Mobile strives to provide world-class service to all of our customers on each and every contact. We also make every effort to provide complete and accurate information to our customers. We apologize if any T-Mobile employee failed in any way to display that during (b) (6) recent contact with our Customer Care

On December 20, 2016, T-Mobile spoke to (b) (6) and advised of the above. In addition T-Mobile advised (b) (6) how to enable (b) HD data pass via his online My T-Mobile account and (b) was successfully able to enable (b) HD data pass. As a courtesy to (b) (6) T-Mobile issued a one-time credit tin the amount of \$50.00 to (b) (6) and as such, (b) account now reflects a credit balance in the amount of \$50.00. (b) (6) was satisfied with the resolution and did not have any additional concerns.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 877-290-6323 ext. 341-8043.

Very truly yours,

T-MOBILE USA, INC.

Robert Ramirez
Executive Response

cc: (b) (6) (b) (6)
(b) (6) (b) (6)
Estancia, NM 87016



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/3/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1358960
Response Type: Internet
Service Date: 12/21/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding AT&T GigaPower streaming concerns. AT&T records confirmed (b) (b) (6) was authorized on the account information provided.

On 12/21/2016, AT&T contacted (b) (b) (6) via voicemail and sent an email to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that technical support contacted (b) (b) (6) and offered to troubleshoot (b) technical issues. (b) (b) (6) declined all assistance and said (b) is going to another provider. On 12/29/2016, AT&T contact (b) (b) (6) and left a message confirming that (b) issue has been closed due to (b) denial of assistance.

(b) (b) (6)'s issues have been addressed and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Stephanie Canady at sc1953@att.com or (678) 917-1153.

Sincerely,

Stephanie Canady
Manager - Office of the President
AT&T Services Inc.

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



January 10, 2017

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) (b) (6) (b) (6)
Westminster, CO 80021

FCC IC File Number: 1361012
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: December 22, 2016

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (6) Internet download speeds, including the speed at which the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (6) wireless router, and congestion on Comcast’s or other networks.

On December 22 and 27, 2016, a Comcast representative contacted (b) (6) to advise (b) of the aforementioned information and address (b) service concerns. The representative confirmed that, between August 24, 2015 and October 14, 2016, credits in the total amount of \$516.96 were applied to (b) (b) (6) account for service related issues (b) experienced. A service visit was scheduled to further address this matter. In addition, a credit in the amount of \$86.42 was applied to (b) (b) (6) account for service related issues (b) experienced in November and December 2016. This credit will be reflected on (b) (b) (6) January 2017 billing statement.

On December 30, 2016, a Comcast technician visited (b) (b) (6) residence and replaced a defective connector. Following the service visit, a Comcast representative made several attempts to contact (b) (b) (6) to ensure (b) XFINITY service is working to (b) satisfaction. Unfortunately, all attempts were unsuccessful. The representative left messages providing his direct contact information should (b) (b) (6) have any further questions or concerns regarding this matter.

We trust this letter provides your office with the information required in this matter. We are 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)

January 23, 2017

FCC
Consumer Information Bureau
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: (b) (b) (6)
Serve ticket # 1361633

Dear FCC:

This letter acknowledges our receipt of the notice of the complaint filed by (b) (b) (6). We look forward to addressing our customer's concerns and resolving this matter.

From the filings, we understand that the customer is inquiring about his Windstream Internet service associated with phone number (b) (b) (6).

With respect to Windstream's response, upon receiving the complaint I investigated and found (b) (b) (6) had recently upgraded (b) high speed internet service to the up to 50Mb speed. Prior to the upgrade (b) (b) (6) had an up to 12Mb service and if (b) had multiple devices, gaming systems and streaming (b) may have been maxing out his bandwidth.

I have reached out to (b) (b) (6) via email and as of today have not gotten a response. If (b) (b) (6) is still experiencing issues I will be glad to assist and (b) can reach out to me directly.

We regret any inconvenience this matter may have caused (b) (b) (6). Windstream appreciates (b) business. Please feel free to contact me if you should have any additional questions or concerns.

Thank you,

Kelly McCammon
Windstream Communications
Executive Customer Relations
800-326-6314

CC: (b) (b) (6)
(b) (b) (6)
Total TX 76476



Lauren Predmore
Paralegal

December 27, 2016

Sharon C. Bowers, Division Chief
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
Federal Communications Commission
1270 Fairfield Road
Gettysburg, PA 17325-7245

Ticket No.: 1361976
Customer Name: (b) (6) (b) (6)
Mediacom Account: (b) (6)

Dear Ms. Bowers:

This letter is in response to a complaint filed with your office by (b) (6) (b) (6) (b) (6) (b) (6) stated (b) (6) believes Mediacom is throttling (b) (6) Internet access services.

Mediacom was advised by the Network Operations Center (“NOC”) that there are multiple issues being reported globally that Battle Net has been experiencing DNS issues. As this is not a Mediacom network issue, there is nothing further Mediacom is able to do to resolve the customer’s complaint.

Should you need further assistance, you can contact me using the information below.

Sincerely,

Lauren Predmore
Lauren Predmore

cc: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Brewton, AL 36426



January 24, 2017

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: (b) (b) (b) (6)
FCC Serve Ticket Number: 1364224

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A service call scheduled to investigate the customer’s issues was cancelled by (b) (b) (6). In a follow-up call, (b) (b) (6) stated (b) was switching providers. (b) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: Mr. (b) (b) (6)
(b) (b) (6) (b) (b) (b)
Hallowell. ME 04347



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/5/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1364586
Response Type: Internet
Service Date: 12/23/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) (6) (b) (6) regarding AT&T (U-verse) Internet concerns. AT&T records confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 12/27/2016, AT&T contacted (b) (6) (b) (6) via voicemail and e-mail to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and found no record of a technician dispatch for (b) (6) (b) (6). AT&T testing determined that (b) (6) (b) (6)'s AT&T (U-verse) Internet speeds are performing within acceptable parameters. Between 12/28/2016 and 01/05/2017, AT&T made several unsuccessful attempts to speak with (b) (6) (b) (6). A message was left with each attempt. AT&T provided contact information and will further assist (b) (6) (b) (6) upon his return call to AT&T. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Annette Lane at al1863@att.com or 877-677-3215, ext. 2044.

Sincerely,

Annette Lane

Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/3/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1364630
Response Type: Other
Service Date: 12/23/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding Internet service concerns. AT&T records confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 12/27/2016, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and (b) (6) (b) (6)'s concerns and found no reports of trouble. On 12/28/2016, AT&T spoke with (b) (6) (b) (6) who confirmed the service problem resolved itself. (b) (6) (b) (6) confirmed (b) (6) service is now working properly and (b) (6) concerns are resolved.

AT&T provided contact information should (b) (6) (b) (6) have any further questions or concerns and regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Timothy Amey at ta7857@att.com or (925) 328-7006.

Sincerely,

Timothy Amey
Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/5/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1364902
Response Type: Internet
Service Date: 12/23/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding AT&T Internet (formerly known as U-verse Internet) speed concerns. AT&T records confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 12/23/2016, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and determined that after testing no line errors were found. Between 12/27/2016 and 12/30/2016, AT&T attempted to reach (b) (6) (b) (6) by telephone to discuss the findings, leaving a voicemail with each attempt. AT&T also sent an email on 01/03/2017. AT&T provided contact information and requested (b) (6) (b) (6) call back to further discuss (b) (6) Internet speed concerns.

Please refer any additional questions, requests, or correspondence specific to this case to Federico Martinez at fm4873@att.com or (925) 328-7009.

Sincerely,

Federico Martinez
Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/4/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1365423
Response Type: Internet
Service Date: 12/28/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding AT&T Internet (formerly known as U-verse Internet) service concerns. AT&T records confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 12/28/2016, AT&T contacted (b) (6) (b) (6) via voicemail and sent an email to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and determined that AT&T does not support third party applications such as Netflix. AT&T Internet speed tests determined that the Internet was fine and no errors were found. On 12/30/2016, AT&T left a detailed message for (b) (6) (b) (6) providing the findings that AT&T does not throttle speed and all speed tests are correct. AT&T considers this issue closed.

(b) (6) (b) (6) s' issues have been addressed and AT&T provided contact information should (b) (6) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Orlanda Simmons at os7260@att.com or (678) 917-1144.

Sincerely,

Orlanda Simmons
Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/6/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b) (6)
File No.: 1367399
Response Type: Other
Service Date: 12/28/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (b) (6) regarding intermittent service concerns. AT&T records confirmed (b) (b) (6) was authorized on the information provided.

On 12/28/2016, AT&T contacted (b) (b) (6) via voicemail and email to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to his issue.

AT&T investigated and determined that (b) (b) (6)'s equipment was defective. AT&T dispatched a technician on 12/30/2016 to complete repairs and change the equipment in order to resolve (b) (b) (6)'s technical concerns. AT&T added promotions to (b) (b) (6)'s account and advised that if (b) (b) (6) decides to cancel service prior to 12 months the Early Termination Fees will be waived. AT&T also determined that this is not an issue that violates Net Neutrality.

(b) (b) (6)'s issues have been addressed and AT&T provided contact information should (b) (b) (6) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Maya Neely at mn4585@att.com or (317) 265-5726.

Sincerely,

Maya Neely

Manager - Office of the President
AT&T Services Inc.

cc: (b) (b) (6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/10/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b)
File No.: 1368549
Response Type: Internet
Service Date: 12/30/2016

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (b) regarding AT&T Internet (formerly known as U-verse Internet) service concerns. AT&T records confirmed (b) (b) was authorized on the account information provided.

On 01/03/2017, AT&T contacted (b) (b) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that between 01/03/2017 and 01/05/2017, AT&T made several attempts to reach (b) (b) to assist (b) with (b) not being able to access Spectrum's website. AT&T left voicemail messages with each attempt to reach (b) (b). AT&T spoke with Mr. Lund on 01/05/2017 and determined that (b) has already cancelled service and did not want to troubleshoot (b) issue.

(b) (b) d(issues have been addressed and AT&T provided contact information should he have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Linda Dixon at ld3232@att.com or (678) 917-1136.

Sincerely,

Linda Dixon
Manager - Office of the President
AT&T Services Inc.

cc: (b) (b)



January 19, 2017

Federal Communications Commission
Online Complaint

Re: (b) (6) (b) (b)
Complaint ID: 1370908

CC: (b) (6) (b) (b)
(b) (b) (6) (b) (b)
Woodstock, GA 30188

This correspondence is in reference to a complaint filed by (b) (6) (b) (b) regarding Cricket Service. In (b) (b) complaint, (b) (b) (b) states that (b) (b) feels Cricket Wireless is capping his Unlimited LT data speeds to a maximum of 8MB. We are also tethering all data and degrading (b) (b) call quality. (b) (b) has contacted customer service and we refused to resolve these issues stating that we do not support LTE. (b) (b) feels we are in violation of the Net Neutrality Rules. (b) (b) is requesting a full inquiry to the abuse by Cricket Wireless.

Cricket subsequently researched (b) (b) (6) (b) (b) account and found that (b) (b) data is not being capped. Our records show that here were several cases created for data issues. All four cases were closed with the same resolution "No network issues found." The last case open for data issue was closed on 01/04/2017.

We contacted (b) (b) (b) (b) and (b) (b) mentioned that (b) (b) device keeps dropping LTE data connection every 30 minutes. Per our conversations, there were no voice issues. He stated that (b) (b) received a new device from Apple and purchased a new SIM card in October, but the data issue continues. We checked with our technical group and there are no network problems. We regret that (b) (b) device constantly drops LTE connection, we are not able to resolve the issue at hand as no network problems were found. We offered a onetime \$30 manager courtesy credit. (b) (b) agreed.

We apologize to (b) (6) (b) (b) for any inconvenience or poor service (b) (b) felt (b) (b) received. Cricket strives to provide excellent service and we regret when that high standard is not met. We thank (b) (b) (b) for (b) (b) communication and trust that this explanation properly addresses (b) (b) concerns.)

Regards,

Emilio Iturrizaga
Cricket Wireless
Corporate Customer Relations
575 Morosgo Dr., 12th Floor
Atlanta, GA 30324
404 486-1443
/EI

575 Morosgo Dr. NE, Atlanta, GA 30324

cricketwireless.com

FCC SERVE TICKET #1372049 MITCH WENGER

January 24, 2017

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

Acct #r (b) (6) (b)

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

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

CORAL SPRINGS FL 33076-1750

FCC SERVE TICKET# 1372049

Good Morning (b) (b) (6)

I am emailing you in correspondence with the FCC, SERVE TICKET # 1372049, regarding your Internet service. Our Tech Support department has been in contact with you, and found that the problem was because of two issues. A technician was sent to your home and determined there was a signal issue, which he has corrected. The other related issue was because of a Cloud back up service on your laptop. Our last call to you was on Saturday, January 21, 2017, to follow up with you. We left a message, but have not heard back from you as of yet. Tech Support has confirmed that your signals levels are good. They have credited your account for one week of service. If you have any other questions or issues, please feel free to contact me, or our Tech Support department.

Sincerely,

Barbara Abramowitz

954-753-0100

954-345-0783 fax

babramowitz@advancedcable.net



February 7, 2017

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: (b) (b) (b) (6)
FCC Serve Ticket Number: 1385548

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A technician was deployed to the customer's address and conducted maintenance and repair work. Deteriorated lines were replaced and noise was cleared off the plant servicing (b) (b) (6) home. In addition, the technician replaced wall plates at the house. The technician tested the service and verified that (b) services were operating at the expected level of service after the work was completed. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: (b) (b) (b) (6)
(b) (b) (6) (b) (6) (b) (b)
Austin, TX 78729



January 25, 2017

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, DC 20554

Re: (b) (6) (b) (6)
Serve ticket#: 1386264

To Whom It May Concern:

In response to your letter to the Executive Customer Support division of Hughes, it is our understanding that (b) (6) (b) (6) has some concerns regarding his Hughes account.
(6)

Our Executive Customer Support reviewed all pertinent database records. We are unable to locate the account in question. In order to bring resolution to (b) (6) (b) (6) concerns, Hughes would need the account number or phone number associated with (6) complaint.

Hughes is wholly committed to clarifying the nature of (b) (6) (b) (6) concerns and we look forward to addressing these concerns as soon as possible. (6)

Very truly yours,

E. Fair
Sr. Executive Customer Support
executivecustomercare@hughes.net

February 9, 2017

**Re: (b) (6) (b) (6) COMPLAINT #1390580 -- FCC Informal Complaint
against HOTWIRE COMMUNICATIONS, LTD.**

To whom it may concern,

This letter shall serve as Hotwire Communication LTD's ("Hotwire") official response to FCC Informal Complaint #1390580.

The Complainant states that Hotwire is throttling his internet bandwidth and/or filtering his internet data. Hotwire denies these allegations and further states that it neither throttles bandwidth nor filters internet data of its customers.

Hotwire values the relationship with our customers and we are appreciative for (b) (6) (b) (6) comments and concerns and apologetic for any inconvenience that (b) (6) has experienced. As this matter has been resolved, we respectfully request this informal complaint be dismissed.

Sincerely,

Arthur Polsky
Counsel

Cc: (b) (6) (b) (6)
(6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/27/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)

File No.: 1391342

Response Type: Internet

Service Date: 1/12/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding Internet service concerns. AT&T records indicate the account is in the name of (b) (6) (b) (6) and confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 01/15/2017, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and determined that there is a change in (b) (6) (b) (6)'s Internet service from approximately 18-20 milliseconds to 50-70 milliseconds, but this is after the request has left the AT&T network. AT&T contacted (b) (6) (b) (6) to advise him of the findings and left voicemail messages requesting (b) (6) call back. AT&T will gladly assist (b) (6) (b) (6) with (b) (6) service concerns, however; we need to speak with (b) (6) in order to troubleshoot further.

(b) (6) (b) (6)'s issues have been addressed and AT&T provided contact information should (b) (6) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Latrice Keith at lk1365@att.com or (925) 277-6747.

Sincerely,

Latrice Keith

Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/19/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6)
File No.: 1391400
Response Type: Internet
Service Date: 1/12/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission (FCC) on behalf of (b) (6) regarding Wi-Fi service concerns. AT&T records confirmed (b) (6) was authorized on the account information provided.

On 01/13/2017, AT&T contacted (b) (6) via voicemail to acknowledge receipt of the complaint and to confirm any additional details pertaining to the issue.

AT&T investigated and spoke with (b) (6) on 01/18/2017. (b) (6) confirmed the issue was not associated with the AT&T Internet service, the issue was associated with (b) (6) iPhone. (b) (6) confirmed the issue has been resolved.

(b) (6)'s issues have been addressed and AT&T provided contact information should any further questions or concerns arise. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Rosa Stevens at rs4859@att.com or (925) 328-7022.

Sincerely,

Rosa Stevens

Manager - Office of the President
AT&T Services Inc.

cc: (b) (6)



P.O. Box 3190
Chandler, AZ 85244

January 12, 2017

Federal Communications Commission
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
445 12th Street, S.W.
Washington DC 20554

Re: Name and address:

(b) (b) (6)

(b) (b) (b) (b)

Allendale MI 49401

Serve ticket#: 1391549

Serve date: 01/12/2017

Dear FCC,

This letter is in response to the above-referenced complaint. Thank you for referring it to our office for review. In (b) complaint, (b) (b) (6) expresses concerns about PopData. We appreciate the opportunity to respond to (b) concerns.

Verizon has been and remains committed to an open Internet that provides consumers with competitive choices and access to lawful websites and content when, where, and how they want.

Pop Data is simply a new way for us to offer data to our customers, providing variety and value. This will give customers the opportunity to acquire data for modern uses where hot spots may not be available, as well as supplement their existing data plans as they deem necessary.

Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Jordan Bradley have any questions or concerns, I may be reached at 916-589-7136 between 7:30 AM - 4:00 PM PST, Monday – Friday or customer service at 800-922-0204.

Sincerely,

Ana D.
Executive Relations

cc: (b) (b) (6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/19/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1391729
Response Type: Internet
Service Date: 1/12/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding AT&T Internet service concerns. AT&T records show the name on the account is (b) (6) (b) (6) and (b) (6) is not noted as authorized on the account information provided.

On 01/13/2017, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue. (b) (6) (b) (6) confirmed that the Internet service was working properly.

AT&T investigated and determined that there was no trouble history located. On 01/13/2017, 01/17/2017 and 01/18/2017, AT&T attempted unsuccessfully to speak with (b) (6) (b) (6) regarding (b) (6) concerns. AT&T left voicemail messages requesting a return call.

AT&T was unable to address (b) (6) (b) (6)'s (b) (6) concerns. AT&T provided contact information should (b) (6) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Cassandra Dyson at cd2467@att.com or (317) 265-0932.

Sincerely,

Cassandra Dyson

Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/17/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b) (6)
File No.: 1392078
Response Type: Other
Service Date: 1/12/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (b) (6) regarding YouTube data speeds. AT&T records confirmed (b) (b) (6) was authorized on the information provided.

On 01/13/2017, AT&T contacted (b) (b) (6) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that there had been no previous history of trouble on the account. AT&T monitored the service and spoke with (b) (b) (6) on 01/14/2017. (b) (b) (6) advised that (b) concerns were resolved the night of 01/13/2017.

(b) (b) (6) e (b) issues have been addressed and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Beverly Shockley at bs6586@att.com or (317) 265-0464.

Sincerely,

Beverly Shockley

Manager - Office of the President
AT&T Services Inc.

cc: (b) (b) (6)



January 20, 2017

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

Re: (b) (6) (b) (6)
(b) (6) (b) (6) (b) (6)
Saint Johns, FL 32259

FCC IC File Number: 1392803
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: January 12, 2017

Dear Sir/Madam:

This letter is in response to the above-referenced complaint submitted to the Federal Communications Commission by (b) (6) (b) (6) regarding XFINITY service.

On January 15, 2017, a service call was scheduled during which time the technician diagnosed and corrected the service issue by replacing the cable wires inside of (b) (6) (b) (6) home and relocating the modem. On January 16, 2016, I contacted (b) (6) (b) (6) authorized user, and verified that services are working correctly. Credits were applied on January 11, 2017 in the amount of \$14.48 for (b) (6) (b) (6) loss of service, and on January 12, 2017 in the total amount of \$87.02 for the shipping fee, (b) (6) (b) (6) loss of service, and for the service call fee. A credit was also applied on January 18, 2017 in the amount of \$50.00 for the service call fee. The credits will be reflected in the statement dated February 13, 2017. I apologized for any inconvenience and overall experience while attempting to resolve this matter.

I confirmed with (b) (6) (b) (6) that (b) (6) is currently enrolled to the Starter Triple Play package at the promotional rate of \$109.99 per month for 24 months, effective January 12, 2017 and will end on January 12, 2019; at which retail rates will apply. Also, the HD DVR service was applied for free for 24 months, effective January 16, 2017 and will end on January 16, 2019. In honor of the \$140.00 month rate (b) (6) (b) (6) was promised, a monthly credit in the amount \$11.54 was applied for 7 months, effective February 11, 2017 and will end on August 11, 2017. I apologized to (b) (6) (b) (6) for any inconvenience (b) (6) may have experienced while addressing this matter.

I trust this letter provides your office with information required for resolution in this matter. I am providing a copy of this letter, which includes my contact information, to (b) (6) (b) (6) should there be additional questions or concerns.

Sincerely,

Delcarme J.
Executive Customer Relations
(954)-534-7215

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/17/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b)
File No.: 1392846
Response Type: Other
Service Date: 1/13/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) regarding possible throttling concerns. AT&T records confirmed (b) (b) was authorized on the information provided.

On 01/16/2017, AT&T contacted (b) (b) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and spoke with (b) (b) on 01/16/2017. (b) (b) stated that (b) was having an issue with YouTube buffering; however, the trouble worked itself out and (b) no longer needs assistance.

(b) (b)'s issues have been addressed and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Anita Williams at at2697@att.com or (214) 268-7531.

Sincerely,

Anita Williams
Manager - Office of the President
AT&T Services Inc.

cc: (b) (6) (b)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/23/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)
File No.: 1392896
Response Type: Other
Service Date: 1/13/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding internet speed throttling concerns. AT&T records confirmed (b) (6) (b) (6) was authorized on the account information provided.

On 01/16/2017, AT&T contacted (b) (6) (b) (6) via email to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and determined that AT&T does not throttle internet speed to any website. On 01/19/2017, AT&T spoke with (b) (6) (b) (6) to explain the findings. (b) (6) (b) (6) confirmed that the issue has been cleared.

(b) (6) (b) (6) n (issues have been addressed and AT&T provided contact information should (b) (6) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to ld3232@att.com or (678) 917-1136.

Sincerely,

Barbara Langhorne

Manager - Office of the President
AT&T Services Inc.

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/24/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b) (6)
File No.: 1393598
Response Type: Internet
Service Date: 1/13/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (b) (6) regarding service concerns with Internet speeds. AT&T records confirmed (b) (b) (6) was authorized on the information provided.

On 01/16/2017, AT&T contacted (b) (b) (6) via voicemail to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and determined that AT&T does not throttle services and if throttling was an issue, it would be seen on all websites, not just YouTube. AT&T spoke with (b) (b) (6) on 01/18/2017 and advised that the speed tests (b) has pulled are within parameters. (b) (b) (6) agreed to return the call if (b) experienced a speed drop again.

(b) (b) (6) e[issues have been addressed and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to George Mason at gm6569@att.com or (404) 986-0878.

Sincerely,

George Mason

Manager - Office of the President
AT&T Services Inc.

cc: (b) (b) (6)



February 21, 2017

SUBMITTED VIA FCC WEB PORTAL

Ms. Sharon Bowers, Chief
Consumer Inquiries and Complaints Division
FCC – Consumer & Governmental Affairs Bureau
445 12th Street SW
Washington, DC 20554

RE: Notice of Informal Complaint
Complainant: (b) (b) (6) (b) (6)
FCC Serve Ticket Number: 1396723

Dear Ms. Bowers:

Time Warner Cable (“TWC”) hereby submits its response in the above-referenced matter. Please note that TWC is now part of Charter Communications, Inc.

A representative reviewed (b) (b) (6) account and apologized for any miscommunication in connection with (b) billing concerns. A credit was applied to (b) account, and the representative confirmed the customer’s monthly billing rate is \$150.95 with taxes and fees. Her promotion is set to expire on June 23, 2017, and (b) rate will revert to our standard rate after June 23, 2017. (b) (b) (6) should contact Customer Care at 888-892-2253 with any further concerns.

We regret any inconvenience (b) (b) (6) may have experienced. Please do not hesitate to contact us if you have any questions.

Respectfully submitted,
/s/
Jaime Boggio
Paralegal, Regulatory Compliance

cc: (b) (b) (6) (b) (6)
(b) (b) (b)
San Bernardino, CA 92404



Response to Notice of Informal Complaint (NOIC)

February 3, 2017

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

Complainant's Name: (b) (6) (b) (6)
Agency File Number: 1397672
Response Type: Other
Due Date: February 23, 2017
Company File Number: CM20170124_121798775

AT&T is in receipt of the above-referenced customer's complaint and appreciates the opportunity to respond. (b) (6) (b) (6) states (b) (6) has to pay for DIRECTV to receive the Unlimited Plan promotion. (b) (6) states (b) (6) does not want DIRECTV service. (b) (6) also states the data usage is limited after an allotment of data is used. (b) (6) (b) (6) requests to have (b) (6) concerns addressed.

An AT&T Office of the President Specialist attempted to contact (b) (6) (b) (6) by phone and email without success. Contact attempts were made on January 24, January 26 and February 2, 2017. A voicemail message was provided. The AT&T Unlimited Plan offer is available when customers have AT&T wireless and DIRECTV or U-verse TV. The plan requires DIRECTV or U-verse TV. (b) (6) (b) (6) can review other rate plan offers at www.att.com. (b) (6) may also visit www.att.com/broadbandinfo regarding network management details. (b) (6) (b) (6) may contact the specialist for further assistance regarding this matter. The number is listed below.

AT&T regrets any inconvenience caused by this matter. We trust this letter addresses your concerns regarding this complaint. If you have any questions regarding this case, please contact Stacey McGuigan at (806) 758-6535. For all other matters, please use your normal channel.

Sincerely,

Tene Burse
AT&T Office of the President

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

February 16, 2017



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) (b)
(b) (b) (b) (6) (b) (6) (b)
Aurora, CO 80017

FCC IC File Number: 1398219
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: January 17, 2017

To the Commission:

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

On February 19, 2017, a Comcast Customer Security Assurance technician contacted (b) (b) to address his concerns. The technician advised (b) (b) that there is no indication of service issues that would affect (b) XFINITY Internet service or impede (b) ability to connect to the server. The technician provided (b) direct contact information so that (b) (b) can contact her with any further questions or concerns.

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

Sincerely,

Customer Security Assurance
(720)-616-7739

cc: (b) (b)



February 17, 2017

FILED ELECTRONICALLY

Sharon Bowers, Acting Chief
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, SW Room CY-B514
Washington, D.C. 20554

Re: (b) (b) (6) (b) (6)
Your File No. 1398434
T-Mobile Prepaid No. XXX-XXX-(b)

Dear Ms. Bowers:

T-Mobile USA, Inc. (“T-Mobile”) is in receipt of your correspondence dated January 20, 2017, regarding the above-referenced account.

T-Mobile records indicate that on December 26, 2016, (b) (b) (6) activated a prepaid account and subscribed to the *Pay in Advance Data and Text* rate plan. Please note that this rate plan provides (b) (b) (6) with unlimited domestic and international text messaging, 100 domestic, nationwide incoming/outgoing talk minutes, and unlimited on-network data usage, with the first five (5) gigabytes at up to 4G speeds. This rate plan is billed at a rate of \$30.00 per month and includes a free Data Maximizer feature that is available to our prepaid customer to assist with video streaming.

The Data Maximizer feature is a network enhancement that allows videos to be optimized at 480p+ when streaming, and is available only on Simply Prepaid plans. Data is still debited from the available data bucket, but at a much lesser rate when streaming video. This feature is automatically enabled to allow data to last up to three times longer while streaming video. All video streamed through Wi-Fi will automatically default to the highest available video quality based on the internet service provider. If the connection switches from Wi-Fi to the T-Mobile network, it will automatically adjust to the Data Maximizer optimized video resolution when the feature is enabled. Data Maximizer can be disabled in order to view video in the highest possible resolution but results in faster consumption of 4G LTE data. Please note, (b) (b) (6) may disable the Data Maximizer feature, however by doing so, (b) will also disable the Binge On feature. Binge On is a program that T-Mobile has with over a hundred streaming partners whereby data streamed from those partners does not count against a customer’s chosen data allotment. (b) (b) (6) has a bucket of 5GB of high speed data. If (b) (b) (6) chooses to use that bucket to watch videos in a higher resolution, (b) can do so. Alternatively, (b) (b) (6) can choose to keep the Data Maximizer and Binge On functions active so as to enjoy virtually unlimited streaming of the shows, movies and sports that (b) loves most. Data Maximizer and Binge On are functions our customers control and can turn on and off at will.

(b) (b) (6) has also expressed concerns about our newest rate plan offering, *T-Mobile ONE* and how Binge On video streaming works with that plan. However, it should be noted that with (b) *Pay in Advance* or prepaid type rate plan, (b) (b) (6) is not eligible for a *T-Mobile One* plan.

In response to the core of (b) (b) (6) concerns, effective today, February 17, 2017, T-Mobile announced some changes to the *T-Mobile ONE* rate plan, particularly with respect to the HD streaming options. All current *T-Mobile ONE* customers can now take advantage of HD video streaming and 10GB of 4G LTE high-speed Smartphone Mobile Hotspot **at no additional cost**. Once again, T-Mobile has shown how to be the Un-carrier and we listened to our customers about what they want from their wireless carrier!

Should (b) (b) (6) have additional concerns about the HD streaming under our *T-Mobile ONE* plan, (b) may contact Customer Care. In addition, should (b) decide that (b) would like to become a post-paid customer and take advantage of all the great features included with our *T-Mobile ONE* rate plan, (b) should again, call Customer Care at 800-937-8997. We would love to welcome (b) to our post-paid family and in the meantime, we appreciate his business as a loyal pre-paid customer.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or toll free at 1-877-290-6323 ext. 341-7986.

Very truly yours,

T-MOBILE USA, INC.

Lupe Chavez
Executive Response

cc: (b) (b) (6)
(b) (b) (6) (b)
Indian Head, MD 20640

February 13, 2017



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) (b) (6)
(b) (b) (6)
Vernon, CT 06066

FCC IC File Number: 1399566
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: January 17, 2017

To the Commission:

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

Comcast does not “throttle” or otherwise interfere with traffic delivered over its XFINITY Internet service; all data transmitted over XFINITY Internet service is delivered on a “best efforts” basis, regardless of the source or destination of the traffic. There are a number of factors that could be affecting (b) (b) (6) Internet download speeds, including the speed at (b) the edge provider sending the content transmits, the use of simultaneous download streams in the household, degraded Wi-Fi signal quality due to the physical position and range of (b) (b) (6) wireless router, and congestion on Comcast’s or other networks.

On January 20, 2017, a Comcast Customer Security Assurance technician contacted (b) (b) (6) to discuss (b) service concerns and advise (b) of the aforementioned information. The technician provided her direct contact information so that (b) (b) (6) can contact her with any further questions or concerns.

A Comcast Executive Customer Relations representative made several attempts to contact (b) (b) (6) regarding (b) billing concerns. Unfortunately, all attempts were unsuccessful. The representative left a message with her direct contact information should (b) (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) (b) (6) so we can be contacted with any further questions or concerns.

Sincerely,

Customer Security Assurance
720-616-7739

cc: (b) (b) (6)



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 1/26/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (b) (6)
File No.: 1407145
Response Type: Other
Service Date: 1/24/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (b) (6) regarding concerns with possible YouTube throttling. AT&T records indicate the account holder is (b) (b) (6) and confirmed (b) (b) (6) was authorized on the information provided.

On 01/24/2017, AT&T contacted (b) (b) (6) to acknowledge receipt of (b) complaint and to confirm any additional details pertaining to (b) issue.

AT&T investigated and spoke with (b) (b) (6) on 01/26/2017. (b) (b) (6) stated that the only issue is with YouTube. AT&T advised (b) (b) (6) that AT&T does not throttle or restrict connections to YouTube and (b) stated (b) will advise (b) (b) (6) of the findings.

(b) (b) (6) n(issues have been addressed and AT&T provided contact information should (b) have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to Linda Dixon at ld3232@att.com or (678) 917-1136.

Sincerely,

Linda Dixon

Manager - Office of the President
AT&T Services Inc.

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



DISH Network L.L.C.
P.O. Box 9040 Littleton, CO 80160

January 26, 2017

(b) (6)

Coldspring, TX 77331

**Re: FCC Complaint # 1408824
8255909848227036-3570969**

Dear (b) (6):

On January 25, 2017, we received your complaint, dated January 21, 2017, filed with the Federal Communications Commission.

You expressed concern regarding our data cap on your internet service and that you have to purchase additional gigabytes after you use up your limit.

Unfortunately, we are unable to provide unlimited data through our satellite internet service. Bandwidth is the amount of data that can be sent and received per second. Satellites have a fixed amount of available bandwidth and each user gets a portion of it. If a small group of users consumed it all, it would prevent other users from being able to access the internet or all users would experience very slow speeds due to network congestion. This is similar to how a highway operates; as more cars merge into traffic, all cars are forced to slow down and at times come to a complete stop due to congestion.

If there are further questions or concerns about this issue, please feel free to contact me at (720) 514-7039.

Sincerely,

Scott Diaz
Dispute Resolution Specialist
Executive Escalations Team
DISH Network, L.L.C.
Phone Hours: Mon - Fri 6:00 a.m. to 2:30 p.m. MDT
(720) 514-7039

cc: Federal Communications Commission
1270 Fairfield Road
Gettysburg, PA 17325-7245



RE: FCC Ticket 1409070

Hello (b)

We deeply apologize for your IP issues; however we are not obligated to give public IPs addresses. Our services are for residential, fun and leisure activities, and anything beyond that is business class. If you do require business class service you can, and should, get that on your own, though few providers offer business-class service for a residential address. While we do have a bulk cable agreement with Timberlinks, our internet service is not exclusive and other ISPs should be allowed. Any questions about other providers should be directed to property management or said providers.

Though I cannot speak with authority about our competitors' prices, we do take care to consider other ISPs in the area as well as potential customers' needs when setting our prices. We offer competitive prices for comparable service, and do not lock our customers into a contract or have scheduled price increases after a certain amount of time.

Regards,

Megan Davidson | Executive Care & Property Manager Liaison | Access Media Holdings, LLC.
900 Commerce Dr, Suite 200 | Oak Brook, IL 60523
o: [866.263.3241](tel:866.263.3241) | www.accessmedia3.com

February 2, 2017



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) (b) (6)
(b) (6) (b) (6) (b) (6)
Stockton, CA 95210

FCC IC File Number: 1415339
Response Type: NOIC-Notice of Informal Complaint
Date of Notice: January 25, 2017

Dear Sir/Madam:

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

Comcast is strongly committed to maintaining an open Internet. Pursuant to the Commission's 2015 Open Internet rules, Comcast does not block access to lawful Internet content and services, nor does it discriminate in the transmission of its Internet traffic.

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) (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.

Comcast records indicate (b) (6) (b) (6) was notified of the 1TB Data Plan via email on October 7, 2016 and a letter was sent via USPS on October 21, 2016.

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) (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)

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

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

290 W Mt Pleasant Ave.
01 Floor Room 1
Livingston, NJ USA 07039

February 02, 2017

Federal Communications Commission
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
445 12th Street, S.W.
Washington DC 20554

RE: (b) (6) (b) (6) (b) (6)

West New York NJ 07093

Telephone: (b) (6)

Serve Ticket #: 1420103

Date Received: January 27, 2017

Dear FCC,

Thank you for referring the complaint of (b) (6) (b) (6) (b) (6) to our office for review. We appreciate this matter being brought to our attention. (b) (6) (b) (6) (b) (6) expressed concern regarding Internet speeds.

Please be advised, upon receipt of the complaint filed, Verizon's Fiber Solutions Center (FSC) agent contacted the consumer to discuss the troubles experienced with Internet speeds. The consumer advised when using the Steam App the speed results are down on all networks. The FSC agent advised the consumer that this was not a Verizon error/issue as speeds are only down when using the application. It has also been explained that the Steam application uses a lot of bandwidth. The Verizon agent advised the consumer of forums that he can review online regarding the Steam app.

We trust that this information will assist you in closing this complaint. We apologize for any inconvenience that (b) (6) (b) (6) (b) (6) has experienced as a result of the above matter. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file.

Sincerely,

Ms. Thomas
Verizon Executive Relations Team

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



FCC Appeals Bureau
AT&T
Room 1110.E3
308 S. Akard St. Dallas, TX 75202

F: 281-664-5370
P: 1-800-288-2020

Response to Notice of Informal Complaint (NOIC)

Date: 2/1/2017

Federal Communications Commission
Consumer & Government Affairs Bureau
Consumer Complaints Division
445 12th Street
Washington, D.C. 20554

Complainant's Name: (b) (6) (b) (6)

File No.: 1422460

Response Type: Other

Service Date: 1/30/2017

INVESTIGATION SUMMARY:

AT&T received a notice from the Federal Communications Commission on behalf of (b) (6) (b) (6) regarding his request for a refund due to intermittent service concerns. AT&T records indicate the account holder is (b) (6) (b) (6) and confirmed (b) (6) (b) (6) was authorized on the information provided.

On 01/31/2017, AT&T contacted (b) (6) (b) (6) to acknowledge receipt of (b) (6) complaint and to confirm any additional details pertaining to (b) (6) issue.

AT&T investigated and spoke with (b) (6) (b) (6) on 01/31/2017, regarding (b) (6) request for a refund for intermittent service for four years. AT&T confirmed with (b) (6) (b) (6) that during these four years, (b) (6) service did work daily and advised that some intermittent service is deemed reasonable. AT&T offered to dispatch a technician for (b) (6) (b) (6) however, (b) (6) declined. AT&T issued a courtesy credit of \$100.00 to (b) (6) (b) (6) e's account for the issues encountered, which (b) (6) accepted.

Although (b) (6) (b) (6) is not satisfied, (b) (6) issues have been addressed and AT&T provided contact information should he have any further questions or concerns. AT&T regrets any inconvenience caused by this matter.

Please refer any additional questions, requests, or correspondence specific to this case to LaTonya Jones at lw9459@att.com or (214) 464-4185.

Sincerely,

LaTonya Jones

Manager - Office of the President
AT&T Services Inc.

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